



# Compliance & Security

Vendors that keep your practice HIPAA- and OSHA-compliant, your network secure, and your records backed up — software, a managed service, or both. New to the category? Ask Mola — our assistant at [search.dentaltechhub.com](https://search.dentaltechhub.com) — to shortlist vendors for you first.

VENDOR	DEMO DATE	WHO YOU SPOKE WITH
<input type="text"/>	<input type="text"/>	<input type="text"/>

WHAT TO ASK ON A DEMO

TICK WHAT THEY SAY · NOTE · N/A

## 01 What do you cover — IT, HIPAA, OSHA, or all?

Doesn't apply

Vendors here range from single-pillar point tools to full managed bundles.

- Full bundle
- One or two pillars
- Single tool

NOTES

  


## 02 Are you dental-specific or general healthcare?

Doesn't apply

Dental specialists know your PMS, sensors, and imaging without a learning curve.

- Dental-only
- Healthcare-broad
- Horizontal SaaS

NOTES

  


## 03 Is this software we run, or a service you run?

Doesn't apply

Some sell a self-serve platform; others are a human-led managed relationship.

- Self-serve
- Managed service
- Hybrid

NOTES

  


## 04 Do you support us live during an OCR investigation?

Doesn't apply

Auto-generated policies are common — hands-on breach response is not.

- Live support
- Documentation only
- Not included

NOTES

05 **Is threat detection monitored, or set-and-forget?**

Doesn't apply

"Cybersecurity" can mean a one-time install or 24/7 managed monitoring.

- 24/7 managed
- Periodic scans
- One-time setup

NOTES

  

06 **Is OSHA and HIPAA training updated as rules change?**

Doesn't apply

Annual training only helps if the content tracks current regulation.

- Auto-updated
- Manual refresh
- Static courses

NOTES

  

07 **Is backup and disaster recovery part of this?**

Doesn't apply

Ransomware recovery depends on backups MSPs don't always include by default.

- Included + tested
- Available add-on
- Not offered

NOTES

  

08 **Are you endorsed by any state dental associations?**

Doesn't apply

Association endorsement is a real trust signal in this fragmented space.

- Multiple states
- One or two
- None

NOTES

  

09 **How is pricing structured — per seat or flat?**

Doesn't apply

Per-seat, tiered, and flat monthly models scale very differently as you grow.

- Per seat
- Tiered monthly
- Flat fee

NOTES