



# Patient Communications

Software that handles reminders, recall, two-way texting, reviews, and online booking so your front desk talks to patients without dialing every one. 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 **Dental-specific, or a general business tool?** Doesn't apply

Horizontal reputation tools serve any SMB — dental workflows run deeper.

Dental-specific  General SMB tool

NOTES



02 **Is it one platform, or a point solution?** Doesn't apply

Some do reminders, recall, reviews, and forms; others do one job well.

All-in-one platform  Point solution

NOTES



03 **How deep is the integration with your PMS?** Doesn't apply

Full sync writes back to the record; partial leaves manual reconciliation.

Full integration  Partial sync

NOTES



04 **Does the price land under \$200 or above?** Doesn't apply

The category splits at a real band — confirm before the demo ends.

Under \$200/mo  \$200–500/mo  Enterprise custom

NOTES

05 **Does it bundle a phone system, or comms only?**

Doesn't apply

A few fold VoIP in; most leave your phones where they are.

- VoIP bundled
- Comms only

NOTES

  

06 **Who answers patients — staff, AI, or a voice agent?**

Doesn't apply

Delivery ranges from software your team runs to an AI that takes calls.

- Your team
- AI software
- AI voice agent

NOTES

  

07 **Can it run in Spanish or another language?**

Doesn't apply

Bilingual support is uneven — fewer than a third of vendors offer it.

- Bilingual
- English only

NOTES

  

08 **Does it cover online scheduling and digital forms too?**

Doesn't apply

Booking and intake aren't a given — confirm both if you need them.

- Both included
- One only
- Neither

NOTES

  

09 **Does it run reviews and reputation management?**

Doesn't apply

Some are reputation-first; for others it's a bolt-on, not the core.

- Core feature
- Bolt-on
- Not offered

NOTES