



Practice Management

The core system that runs scheduling, charting, billing, claims, and patient records for the whole practice. New to the category? Ask Mola — our assistant at 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 Is it cloud, on-premise, or both?

Doesn't apply

Deployment shapes your IT burden, backups, and whether you can work off-site.

- Cloud-native
- On-premise
- Either way

NOTES

02 How does data migration from my current PMS work?

Doesn't apply

Moving years of charts and ledgers is where switches succeed or stall.

- They migrate it
- Guided self-migration
- You're on your own

NOTES

03 What's actually bundled versus a paid add-on?

Doesn't apply

Imaging, claims, reminders, and payments are often sold separately.

- Most included
- Core plus add-ons
- À la carte

NOTES

04 Is the system open or closed to outside tools?

Doesn't apply

A closed platform limits which analytics, RCM, or AI tools can connect.

- Open API
- Vetted partners
- Closed ecosystem

NOTES

05 **What does support look like once I'm live?**

Doesn't apply

Onboarding help fades fast — ongoing support is what you live with daily.

- 24/7 live
- Business hours
- Tickets only

NOTES

06 **What's the contract length and exit path?**

Doesn't apply

Multi-year lock-ins and data-export fees decide how trapped you'd be.

- Month-to-month
- Annual term
- Multi-year

NOTES

07 **Can it run multiple locations on one database?**

Doesn't apply

Solo-built systems strain when you add offices or roll up a group.

- Multi-loc native
- Per-location
- Single-office

NOTES

08 **How is pricing structured as I grow?**

Doesn't apply

Per-provider, per-location, and per-feature pricing scale very differently.

- Flat per office
- Per provider
- Per location

NOTES

09 **Does it handle my specialty's charting?**

Doesn't apply

Ortho, perio, and pedo workflows differ — a general PMS may not fit.

- Specialty-built
- General dental
- Configurable

NOTES