



# Virtual Assistants

Vendors that place a dedicated remote person — usually offshore — onto your team to handle front-desk, billing, and insurance work. 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 **Is the VA offshore, US-based, or hybrid?** Doesn't apply

Most here are offshore; a few offer US-based or hybrid at higher cost.

Offshore NOTES

US-based

Hybrid option

02 **Is it one dedicated person or a shared team?** Doesn't apply

A dedicated VA learns your workflows; a shared pool rotates faces.

Dedicated 1-on-1 NOTES

Shared team

03 **Which workflows do you train VAs on?** Doesn't apply

Verification, billing, scheduling, and treatment coordination differ in training.

Verification + billing NOTES

Scheduling + recall

Full front desk

04 **Do you have VAs for Spanish-speaking patients?** Doesn't apply

Vendors offer bilingual placement, but depth and dental terms vary.

Spanish-fluent NOTES

Another language

English only

05 **Does the VA work directly inside our PMS?**

Doesn't apply

A VA who logs into your system beats one emailing tasks back and forth.

- Works in our PMS
- Their own tools
- We set it up

NOTES

  

06 **How is patient data kept HIPAA-secure?**

Doesn't apply

Offshore access to records needs real controls, like badge-access facilities.

- Secured facility
- Device + VPN
- Not specified

NOTES

  

07 **What happens when our VA is sick or quits?**

Doesn't apply

Coverage and fast replacement are the whole point of going through a vendor.

- Backup coverage
- Replacement only
- We're on our own

NOTES

  

08 **How are VAs vetted before placement?**

Doesn't apply

Dental-specific screening and training beats a generalist temp drop-in.

- Dental-trained
- General vetting
- Resume screen

NOTES

  

09 **What does this cost, fully loaded, per hour?**

Doesn't apply

Typical offshore runs \$10–18/hr; US-based lands far higher — confirm what's in it.

- Hourly rate
- Monthly retainer
- Per-task

NOTES