



VoIP & Phone Systems

Cloud phone service for the front desk, often bundled with texting, reminders, and an AI receptionist. 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 **Does it pull patient records on an incoming call?** Doesn't apply

PMS screen-pops let the front desk answer with the chart already open.

Full screen-pop NOTES

No screen-pop

02 **Is it built for dental or general business?** Doesn't apply

Dental-specific tools speak to recall and scheduling; general ones don't.

Dental-specific NOTES

Healthcare-wide

General business

03 **Is there an AI receptionist for missed calls?** Doesn't apply

After-hours and overflow calls turn into booked chairs or lost ones.

AI voice agent NOTES

Voicemail only

04 **Does it route calls across multiple locations?** Doesn't apply

Groups and DSOs need shared lines and routing single offices don't.

Multi-location NOTES

Single office

05 **Is two-way texting included or an add-on?**

Doesn't apply

Patients expect to text the office; some bundle it, some charge extra.

- Included
- Paid add-on
- Not offered

NOTES

06 **Does it transcribe and summarize calls?**

Doesn't apply

Transcripts and AI summaries catch what the front desk missed.

- Transcript + summary
- Transcript only
- Neither

NOTES

07 **Is it HIPAA-compliant with a signed BAA?**

Doesn't apply

Patient calls are PHI — you need a Business Associate Agreement on file.

- BAA provided
- Compliant, no BAA
- Unclear

NOTES

08 **What's the monthly cost per line or seat?**

Doesn't apply

Bundled platforms run higher than bare phone service — know what you pay for.

- Under \$200/mo
- \$200–500/mo
- Quote only

NOTES