



The Ultimate Dental Software Buyers Guide 2021



**Decided to replace your
outdated dental software and
enjoy the benefits of the cloud?**

Congratulations!

**As you begin evaluating your options, make sure
you're armed with questions that will help you
decide what software is best for your organization.
There are many questions that buyers should ask,
but here are a few to help you get started.**




How long have you been in the cloud?



First and foremost, it's important to understand the track record of any software provider your organization is evaluating. Let's face it, dental software is complicated, from insurance, to charting, to billing, it takes time to develop a fully-functional dental software that will handle the needs of your organization.

There are many solutions available these days, but make sure to ask vendors if they have a proven track record. You do not want to take a risk on a software provider that will not be around to support you in the future.



How many organizations use your software, and do you work with any large organizations?

The reliability of a software provider is proven by the dental organizations that are currently using it. Challenge all vendors to give you a list of their clients.

Better yet, if the software provider has many large, multi-location dental practices on their platform, that's probably a good sign.

Why is that? Large dental support organizations (DSOs) usually task multi-department buying groups to vet the software provider.

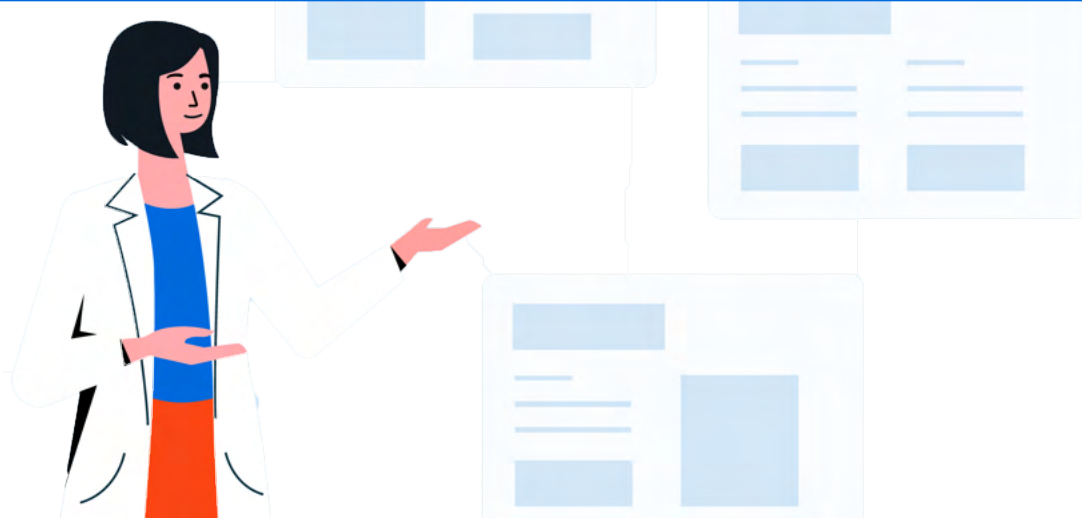
IT teams, operation teams, and clinical teams all must test and approve the software in order for it to be rolled out across all their locations.

This process will surely uncover any issues with the dental software as a whole.

If many organizations trust a software provider, then it would be a good fit for you as well.



Will the software enable me to consolidate solutions?



You might be using a variety of software packages to run your practice. Applications like patient communication software, imaging software, analytical software, appointment booking software, along with the core practice management software. Multiple solutions can create headaches as you try to integrate them so they can “talk” to each other, not to mention the extra usernames and passwords!

Ask the software provider if its core practice management software offers advanced functionality like analytics and patient communications so you can consolidate your systems and work more efficiently.

If you’re looking to keep the ancillary solutions you have in place, ask the vendor if the software “plays nice” with others. If they can’t integrate with other popular solutions you may want to evaluate additional solutions.

What does implementation look like, how do you convert my data, and do you offer training?

Implementation and data conversion can be the most daunting aspects of switching your practice management software. You need your current practice management software to be mapped to your new solution while you are continuing to see patients during the transition.

As you make the transition, you'll want to have access to trainers that can get your team up-to-speed quickly on the new software.

Ask the software provider if they have a dedicated team of implementation specialists that will help you make a smooth transition. If you can't receive a definitive answer with a realistic timeline, that is a red flag.



Do you hold my data hostage?

This is a crucial question to ensure that your data is **YOUR DATA**.

A software vendor should allow you to download your practice data at any time in the event that you want to switch to a different provider.

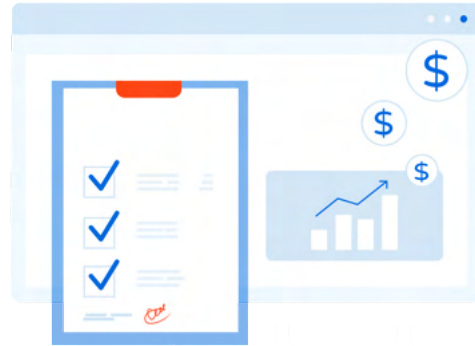
If they give you long waiting periods or are charged exorbitant fees to access your data, then they are in essence holding your data hostage.

Don't commit to a vendor that you don't trust, patient data should always belong solely to your organization, not to a vendor.





How is your solution priced, do I have to pay for upgrades, backups, or support?



Many cloud-based solutions are priced on a subscription model as part of a Software as a Service (SaaS) agreement. Standard monthly or annual payment terms provide predictable costs for your budget accordingly.

Dental software vendors may base their recurring fees on the total number of users, locations, providers, devices, patient records, or even a percentage of production/collections/total revenue.

Review carefully how recurring fees are calculated. If your practice has a relatively low volume today, it may look cheap initially. However, as you grow you will regret being stuck paying a percentage of your total revenue.

Finally, ask if there are fees for upgrades, backups, and support. If those are not included in your recurring fees, ask for an estimate of how much they are so you can calculate an accurate total cost of ownership.

How is the software supported?

Technical and user support are important criteria in choosing a practice management software.

If you have a technical issue, it's important you can get the issue resolved with a member of their team.

If you have a simple question, you may want to access a library of resources with videos and articles that allow users to walk through common questions at their own pace.

A combination of easily accessible resources and live support is a good indicator that you will spend less time troubleshooting software and more time with patients.





How do you incorporate user feedback into your software?



With a complicated solution like dental software, it's imperative that the provider is listening to AND implementing user feedback.

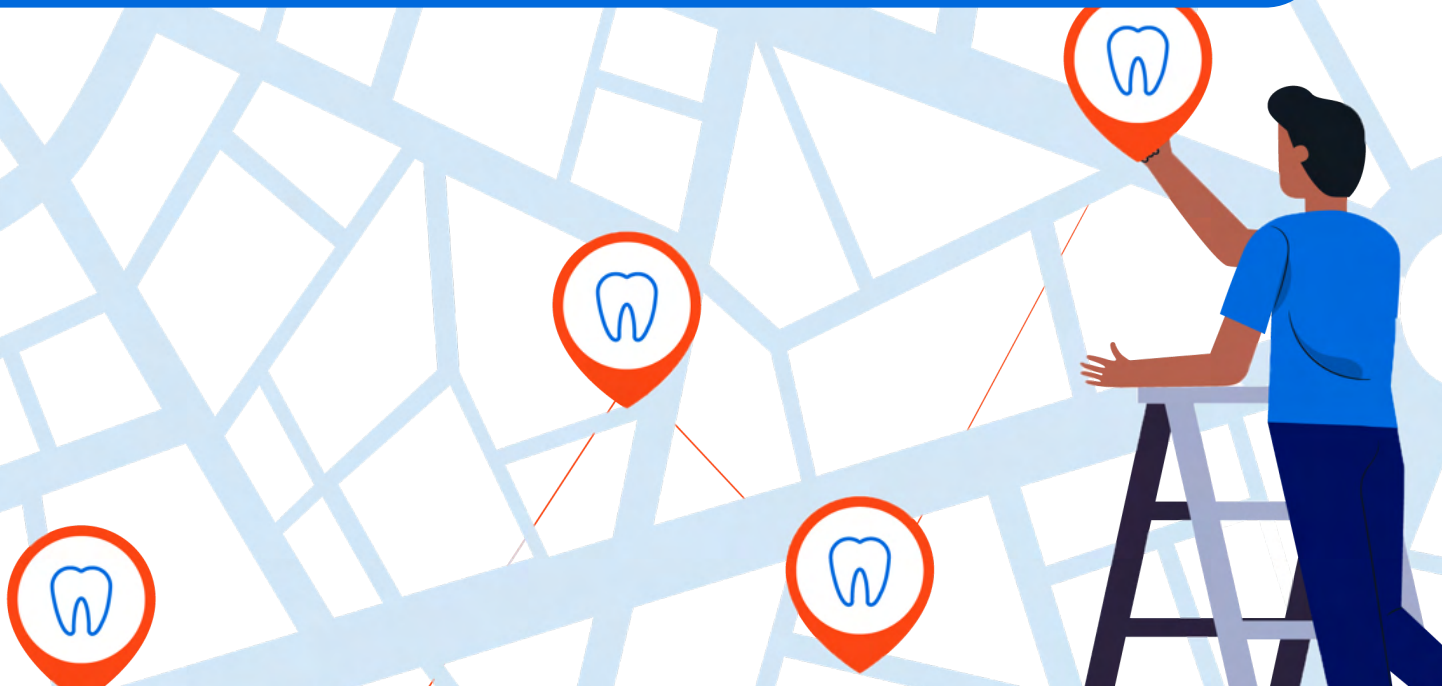
After all, the end-users are the ones using the software day in and day out, live with patients.

Ask all vendors how they gather user feedback and how it is incorporated into their solution.

A vendor that's not transparent about the future improvements of their software may not be a good fit for your organization.



Will the software allow me to scale rapidly?



Multi-location groups comprise the fastest-growing segment in the dental industry – by some estimates they will represent the largest segment by 2024. As the industry consolidates, the ability to quickly and accurately report on key metrics across locations will be critically important.

Ask all software vendors for examples of how they have helped their clients grow, or scale, from a handful to many locations. Also, ask if there are additional investments in technology like remote log-in tools or reporting modules, that will be needed to help you scale your practice effectively.

Will the software allow me to centralize services?

As a DSO grows, a key decision point is when to centralize non-clinical support functions. The type of functions that are typically centralized includes IT, billing, accounting, payroll, human resources marketing, and creating a call center.

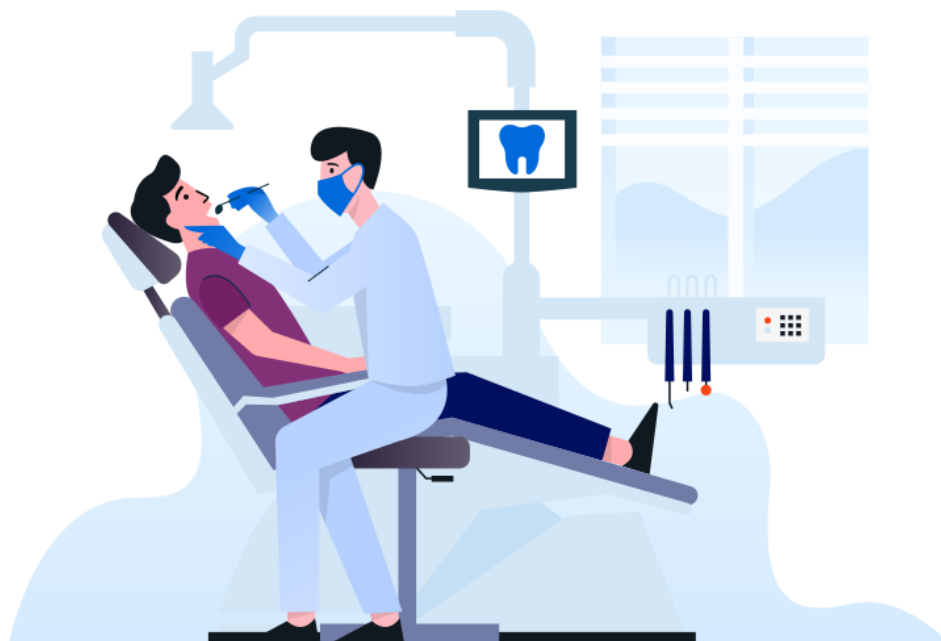
An enterprise, cloud-based practice management software solution is eminently scalable. It doesn't require additional hardware and new offices can be easily set up online by administrators.



Will your software help me operate more efficiently and profitably?

A best practice that many successful dental practices have implemented is a morning huddle where the office discusses the day ahead and key performance indicators.

Any software you chose should include dashboards that provide up-to-date KPIs that you can share during your morning huddle so you can focus your team on areas of improvement that will lead to increased efficiency and profitability.



The background of the entire page is a high-resolution image of numerous blue, translucent cubes or blocks. These blocks are arranged in a way that creates a perspective of a tunnel or a path leading into the distance. The lighting is bright, causing some blocks to appear more saturated than others, and the overall effect is a sense of depth and movement.

Contact Us



Now that you have some initial questions to ask, you're prepared to start evaluating practice management software!

Planet DDS and our enterprise, cloud-based practice management solution, Denticon, was built for solo and multi-location dental practices.

For more information, visit our website:
www.planetdds.com