



Patient Communications

Two-way messaging, appointment reminders, recall/reactivation, online forms, and review requests to cut no-shows.

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 a patient confirmation auto-write back into your PMS schedule?** Doesn't apply

Manual reconciliation after 'full integration' erases all front-desk time savings.

Fully automatic
 Staff updates manually
 Partial only

NOTES

02 **Walk me through the recall workflow from trigger to booked appointment.** Doesn't apply

Hands-off recall automation with self-booking is the core value of this category.

Automated + self-booking
 Automated, staff books
 Manual

NOTES

03 **How is TCPA consent documented and what audit trail exists?** Doesn't apply

Sending recall texts without timestamped opt-in consent creates direct legal liability.

Platform-stored, timestamped
 Practice documents separately
 No workflow

NOTES

04 **What is the all-in monthly cost for one location, two providers?** Doesn't apply

Overages on messages, locations, and seats can double the advertised price within a year.

Flat monthly
 Base + overages
 Custom quote

NOTES

05 **What are the contract and cancellation terms, and how do I export my data?** Doesn't apply

Auto-renew annual contracts with long notice windows trap you if the product disappoints.

Month-to-month
 Annual, defined window
 Multi-year or unclear

NOTES

06 **Show me a two-way text — what happens when a patient replies unexpectedly?**

Doesn't apply

One-way blast systems silently drop off-script replies, leaving patients unacknowledged.

- Shared inbox reply
- Forwarded to staff
- Not supported

NOTES

07 **Do completed intake forms auto-populate fields in the PMS chart?**

Doesn't apply

Forms requiring manual re-entry eliminate every time-saving benefit of digital intake.

- Auto-maps to PMS
- Platform only
- No forms

NOTES

08 **How does the review-request workflow run, and can bad feedback be intercepted?**

Doesn't apply

Routing detractors to a private path before they post publicly protects your Google rating.

- Auto post-visit, intercepts negatives
- Manual send only
- Not included

NOTES

09 **Can you provide a reference from a similar-sized dental practice?**

Doesn't apply

A comparable live reference is stronger evidence than any case study or demo scenario.

- Yes, matched
- Case study only
- None

NOTES

10 **Who runs onboarding, how long until live, and what support do we get ongoing?**

Doesn't apply

Front-desk adoption depends on live training quality, not a self-serve setup guide.

- Dedicated mgr, live training, <2 wks
- Guided self-serve, <4 wks
- Self-serve only

NOTES

YOU'VE EXPLORED 1 OF 24 CATEGORIES

Imagine the rest of your practice running this clearly.

You sized up one category today. The other 23 — staffing, no-shows, insurance, slow collections — are already sorted, each vendor **classified by the problem it solves**.

EVERY PROBLEM IN YOUR PRACTICE, ALREADY SORTED

Clinical AI	Imaging	Practice Mgmt	Patient Comms	Insurance	Revenue Cycle
Payments	Membership	Credentialing	Scheduling	Marketing	Analytics
AI Scribe	Teledentistry	Phone / VoIP	Virtual Assts	Staffing	HR & Training
Treatment Plan	Engagement	Supplies	Lab	Hardware	Compliance

500+ vendors · sorted by the problem, vetted by our editors



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Get the next call right the first time.

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