



Teledentistry

Platforms for remote consults and monitoring — live video, store-and-forward photo triage, and aligner check-ins.

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 the platform natively support the workflow you need — async photo review, live video, or both?** Doesn't apply

Most platforms are built for one workflow; buying the wrong type means your team won't use it.

Async photo only NOTES
 Live video only
 Both natively
- 02 Is there a signed BAA and does the infrastructure meet HIPAA encryption requirements?** Doesn't apply

A BAA is legally required before transmitting PHI; consumer-grade video tools are not covered by default.

BAA standard NOTES
 BAA on request
 No BAA
- 03 Do patients join via a browser link, or must they download an app?** Doesn't apply

Requiring an app download before a visit kills adoption and increases no-shows.

Browser link NOTES
 App required
 Both options
- 04 Does it support billing for CDT codes D9995/D9996 and help verify payer reimbursement by state?** Doesn't apply

Teledentistry only pencils out if you can bill for it; reimbursement varies widely by state and payer.

Built-in billing NOTES
 Manual submission
 No billing support
- 05 How do visit notes and images flow back into the patient chart, and which PMS integrates natively?** Doesn't apply

Without automatic chart posting, staff must double-enter data, eliminating the time savings.

Auto-posts natively NOTES
 Manual PDF import
 Standalone only

06 **Does the platform capture teledentistry-specific e-consent with state-customizable language?**

Doesn't apply

Most states mandate a separate teledentistry consent; missing it is a compliance exposure.

- Built-in e-consent
- Generic consent
- Practice-supplied consent

NOTES

07 **Does it support multi-provider scheduling, and are any outside network providers licensed in your state?**

Doesn't apply

Providers not licensed in the patient's state cannot legally treat them, creating licensure liability.

- Own providers only
- Optional outside network
- Outside network only

NOTES

08 **What is the all-in monthly cost, pricing model, and what are the contract and cancellation terms?**

Doesn't apply

Auto-renewing annual contracts with no cancellation clause are a common and costly trap.

- Per-visit
- Per-provider monthly
- Flat practice subscription

NOTES

09 **How long until the first live patient visit, and what ongoing support is included post-onboarding?**

Doesn't apply

A platform that takes months to configure will never launch; support tier determines internal effort needed.

- Live onboarding + CSM
- Self-serve + live support
- Docs/video only

NOTES

10 **Can they provide a reference from a comparable practice (same PMS, same use case) live 6+ months?**

Doesn't apply

A peer reference reveals real integration friction and billing realization that demos never show.

- Reference, same PMS
- Reference, different PMS
- No reference

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



Not sure what to fix next? Tell Mola what's slowing you down — it points you to the right shortlist.
dentaltechhub.com/mola

Get the next call right the first time.

dentaltechhub.com