



Virtual Assistants

Remote/offshore human VAs and AI agents handling front-desk tasks — scheduling, billing, insurance, and recall.

VENDOR <input type="text"/>	DEMO DATE <input type="text"/>	WHO YOU SPOKE WITH <input type="text"/>
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WHAT TO ASK ON A DEMO

TICK WHAT THEY SAY · NOTE · N/A

<p>01 Human VAs, AI agents, or both — and which tasks does each handle?</p> <p>The category mixes fundamentally different products with different evaluation criteria and risk profiles.</p> <p> <input type="checkbox"/> Human VA <input type="checkbox"/> AI agent <input type="checkbox"/> Hybrid </p>	<p>Doesn't apply <input type="checkbox"/></p> <p>NOTES <input type="text"/></p>
<p>02 Is our VA dedicated to our practice or from a shared pool?</p> <p>A dedicated VA learns your protocols; a rotating pool causes constant retraining and inconsistent quality.</p> <p> <input type="checkbox"/> Dedicated, we approve <input type="checkbox"/> Dedicated, vendor assigns <input type="checkbox"/> Shared/pooled </p>	<p>Doesn't apply <input type="checkbox"/></p> <p>NOTES <input type="text"/></p>
<p>03 What is the fully loaded cost, minimum commitment, and cancellation terms?</p> <p>Rate alone is meaningless — minimum hours, contract length, and exit cost define your true financial risk.</p> <p> <input type="checkbox"/> Month-to-month <input type="checkbox"/> 3–6 month term <input type="checkbox"/> 12+ month term </p>	<p>Doesn't apply <input type="checkbox"/></p> <p>NOTES <input type="text"/></p>
<p>04 How does the VA access our PMS and how is that access removed at termination?</p> <p>Skipping this question leaves ex-VA credentials active in your PMS after the engagement ends.</p> <p> <input type="checkbox"/> Named user account <input type="checkbox"/> Vendor-managed tunnel <input type="checkbox"/> No PMS access </p>	<p>Doesn't apply <input type="checkbox"/></p> <p>NOTES <input type="text"/></p>
<p>05 Will you sign a BAA, and where are staff located and patient data processed?</p> <p>No signed BAA means HIPAA non-compliance from day one; offshore ops add additional PHI transit risk.</p> <p> <input type="checkbox"/> BAA, US-based <input type="checkbox"/> BAA, offshore <input type="checkbox"/> No BAA </p>	<p>Doesn't apply <input type="checkbox"/></p> <p>NOTES <input type="text"/></p>

06 **What languages do VAs support, and how is dental-specific fluency verified?**

Doesn't apply

Generic bilingual screening misses terminology gaps that create patient-safety and liability risk.

- Dental-specific bilingual
- General bilingual
- English only

NOTES

07 **How are VAs trained on our workflows, and who retrain after protocol changes?**

Doesn't apply

Vendor dental knowledge is not the same as knowing your scheduling rules, fees, or insurance contracts.

- Structured, practice-approved
- We train, they staff
- Vendor-only training

NOTES

08 **What coverage exists when our VA is sick, quits, or is reassigned?**

Doesn't apply

VA turnover is the top reason practices leave these vendors; a vague answer is itself a red flag.

- Same-day backup
- SLA-defined replacement
- No backup

NOTES

09 **How do you monitor quality, what metrics are tracked, and can we see them?**

Doesn't apply

Without QA visibility you cannot prove performance or document cause to exit a contract early.

- Live dashboard
- Periodic reports
- No QA reporting

NOTES

10 **Can you provide two comparable references and a sample redacted work output?**

Doesn't apply

Any confident vendor can produce references and samples; hesitation here signals meaningful risk.

- References provided
- Case study only
- Declined

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.

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