



# Sound Teeth Guarantee

Guaranteed protection of all sound natural teeth

## **On-boarding Overview**



# Sound Teeth Guarantee

As easy as 1, 2, 3...

1

1. Admin system demo
2. Dental practice registration
3. Dentist registration

A live system demo can be completed within 15 mins, suggest allowing up to 45 mins to include time for a question and answer session.

2

4. Training and certification
5. Staff training
6. System checks

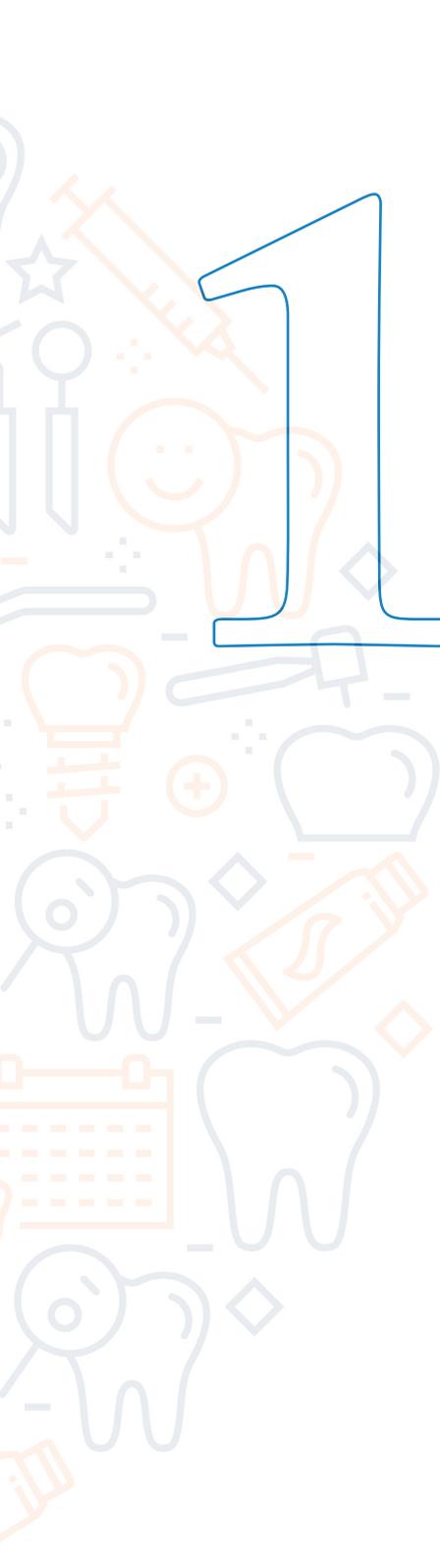
Suggest a take-home manual that can read over a period of say 3 nights. Dentists would then be given a multi-choice questionnaire to complete.

3

7. Setting expectations
8. Marketing plan
9. Presentation materials
10. Quality assurance

Suggest allowing a up to a week to set expectations, agree on a marketing plan, presentation materials, and quality assurance protocols.

← One to two weeks, including pre-trial testings →



## **Admin system demo**

Live demonstration of the system, including:

1. Practice registration overview
2. Dentist registration overview
3. Creating a dental guarantee record in the system
4. Individual/batch processing guarantee applications
5. Summary of the support services

A complete demo of the system can be provided via a Zoom conference call facility. We would suggest allowing between 30 to 45 minutes for a the demo and question and answer session. A live link can also be provided after the demo for testing with dummy records.



# 2

## **Training and certification**

Dentist, clinical support staff, front desk

4. Credentialing of the dentists — involves take-home dental guarantee information booklet that provides a detailed overview of all aspects of the process of certifying natural teeth, patient selection, the applicable terms and conditions, issuance of guarantees, and the claims process. This is followed by a multiple choice questionnaire that needs to be completed.
5. Staff training involves a detailed overview of the program and use of the administration system for establishing guarantee records and how to submit and process guarantee related claims in the system.
6. System checks involves setting a live link to a demo system that can be used to trial the system with dummy records.



# 3

## **Setting expectations**

6. Setting expectations involves identifying the optimal results — and what success might look like for the practice, the issuing dentists and the patients.
7. Assist in creating a marketing plan that will enable the practice to work towards achieving the optimal results
8. Deciding on the optimal way in which to present guarantee program internally and externally of the the practice i.e. prior to and after the arrival at the practice.
9. Quality assurance to ensure the program works seamlessly within the practice environment and that the required processes are glitch free. This process will involve the completion of a check-list feedback from those involved.