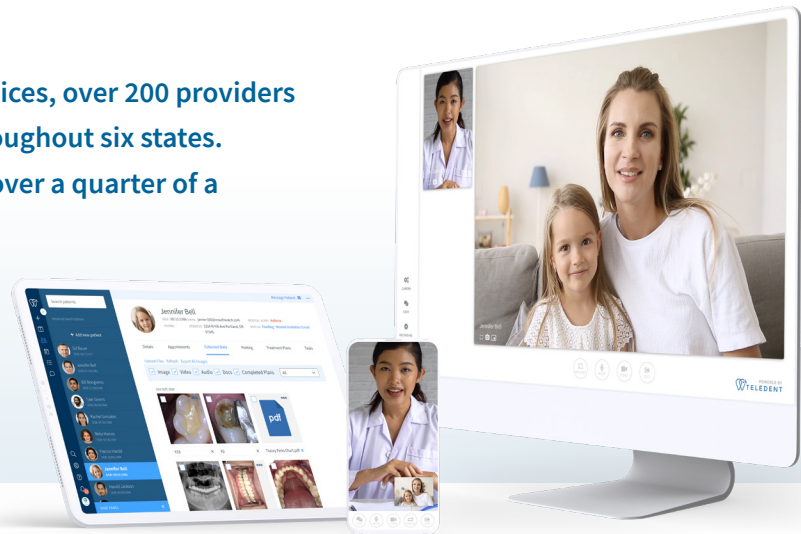


Achieving Real Results with Virtual Consultations: Advantage Dental

Advantage Dental is comprised of 70+ practices, over 200 providers and more than 800 support employees throughout six states. Their network of practices provide care to over a quarter of a million patients annually.



Advantage Dental From DentaQuest

Advantage Dental and affiliated practices across the United States are working to revolutionize oral health care for all. To do this, they take a unique, industry-leading approach to care delivery by creating lasting healthy outcomes through positive dental experiences.

Advantage Dental's Challenge

Advantage Dental recognized the value teledentistry could offer their patients long before the pandemic but accelerated the implementation of a teledentistry program in early 2021 once COVID-19 restrictions placed significant access limitations on care. **Advantage needed to find a solution that could support a holistic approach to delivery of oral health care during the pandemic and beyond.** Furthermore, Advantage Dental is in a unique position as both a dental benefits plan and a multi-location practice so their goals to increase access and enhance care required a solution that could support newfound efficiencies in care delivery.

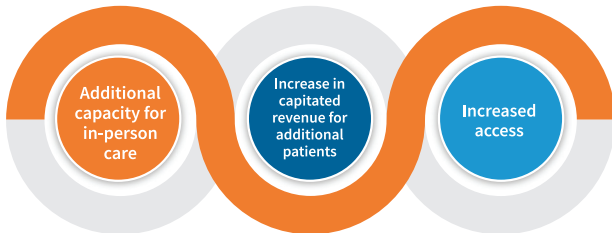
Their Solution: TeleDent

Working closely with the technology and clinical teams at Advantage Dental, the MouthWatch Customer Success team onboarded select Advantage locations in a pilot deployment. After the initial pilot phase, the program expanded to include providers and office staff for a broad range of appointments including post-operative care, treatment plan presentation, referrals and more. **TeleDent is the teledentistry platform currently used in all virtual patient encounters at 85 Advantage Dental and DentaQuest Care Group practice locations** with 350 care providers and support staff and over 5000 registered patients.

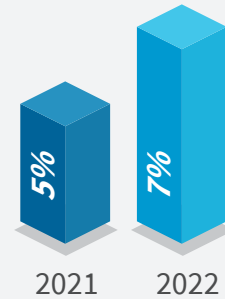
Key Results

Advantage Dental reached their 2021 goal of shifting 5% of appointments to teledentistry encounters. For 2022, Advantage's goal is to shift 7% of all appointments to TeleDent enabled virtual encounters.

Key benefits identified by leadership since the implementation of TeleDent have been:

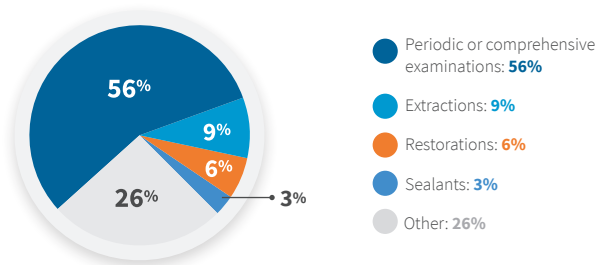


ADVANTAGE DENTAL'S TELEDENTISTRY IMPLEMENTATION GOAL YOY



Procedures and Triage

The most common procedures for the first post-teledentistry, in-person dental encounter were:



Cost Savings

According to Advantage data, the overhead cost of delivering an appointment to patients was on average 70% lower for a teledentistry appointment than for in-office visits.

70%



Patient Experience

Patients of Advantage Dental are clearly amenable to receiving care via teledentistry.

- Nearly 9 in 10 patients (86%) said they were satisfied with their overall teledentistry experience.
- 86% said they would use teledentistry again.
- 95% said they were “able to speak freely with the dentist and ask questions” when they used teledentistry.
- 93% reported being able “to easily understand what the dentist told me about my concern.”
- 86% said they would recommend teledentistry to another person.
- 69% reported that their concern was taken care of during the teledental visit.
- Nearly one-third (31%) reported they didn't need in-office care following their teledentistry appointment.

Seven in 10 patients had an in-person dental visit within a week of their teledentistry visit. 84% of teledentistry patients had an in-person, post-teledentistry visit within the calendar year.

Sources

<https://www.carequest.org/resource-library/patients-give-high-marks-their-teledentistry-experience>
<https://www.carequest.org/system/files/CareQuest-Institute-Teledentistry-Effective-Tool-to-Triage-Patients-and-Save-Money-Report.pdf>