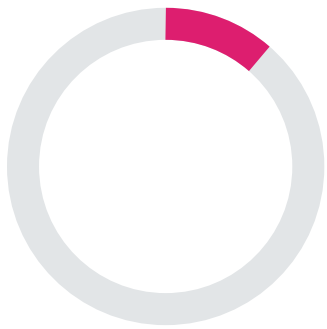




Local Dentists, Global Reach.

Why Remote Employees Are Key to Ending Dental Staffing Shortages.

The Current State of Dental Hiring



**About 20%
of a dental
employee's
work week
is dedicated
to processes
that don't
focus on
patient care.**

DSOs (Dental Service Organizations) provide several benefits to dental practices, including streamlined operations, centralized management and billing, and adequate resources that improve patient satisfaction.

The dental industry is currently experiencing a staff shortage due to "The Great Resignation" phenomenon, which started during the COVID-19 pandemic, where we saw many employees leave the field searching for a better work-life balance, higher pay, and to avoid burnout.

Although this is a positive development for those who have left, it challenges the industry. Even DSO-affiliated dentists are not immune to these shortages, with 61.7% expressing concerns about the shortage of dental team staff, from administrative staff to hygienists, according to a survey conducted by Becker's Dental.

The traditional mindset prevalent within the dental industry, which is sometimes resistant to open-minded change, can hinder the adoption of more efficient hiring practices to combat the shortage.

Our main question is: while your DSO may offer a range of services, is it handling the hiring process in the most rewarding way for you, your clients, and your employees?



The Impact of Staffing Shortages

Metrics, Data, and Findings

The data shows that:



1.5 Million fewer Americans are participating in the labor force after COVID-19.



It often takes dental offices **3+ months** to fill open positions.



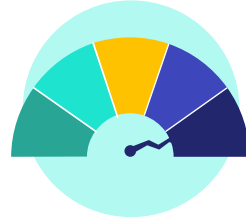
Front-office support is demanding increased salaries.



Most in-office hires turnover within **12 months**.



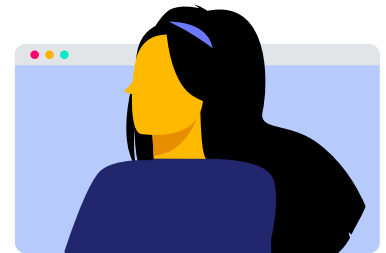
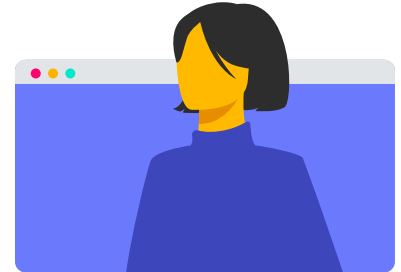
Staffing shortages equate to increased wait times, diminished patient-provider interaction, and decreased patient satisfaction.



During understaffed times, overburdened employees suffer from inevitable burnout.

Benefits of Remote Talent

- ✓ Attract a talent pool far larger than if you stayed local while reducing overhead costs.
- ✓ Have in-person staff focus on in-person patient care while your remote staff takes on admin work.
- ✓ Prevent burnout and turnover by properly sharing work burdens, leading to a more engaged and satisfied team.
- ✓ Decrease of recruiting and retention costs.



Things to Consider

If you're looking to join the ranks of future-forward DSOs that take advantage of top-tier remote talent from around the globe, then the options are endless. Here are some questions to ask when considering choosing a remote talent-hiring partner:

Onboarding:

Onboarding: Discuss the importance of comprehensive on boarding to ensure remote employees understand the dental practice's operational needs, values, and expectations.

Training & Development: Do employees undergo training? Continuous skill development is indicative of a quality employee and staffing partner.

HIPAA:

Security: Stress the critical nature of safeguarding sensitive patient data and ensuring that remote employees are trained to comply with HIPAA regulations.

Legal Compliance: Make sure that the staffing partner you select knows the legal ramifications of HIPAA violations and the potential impact on your practice.



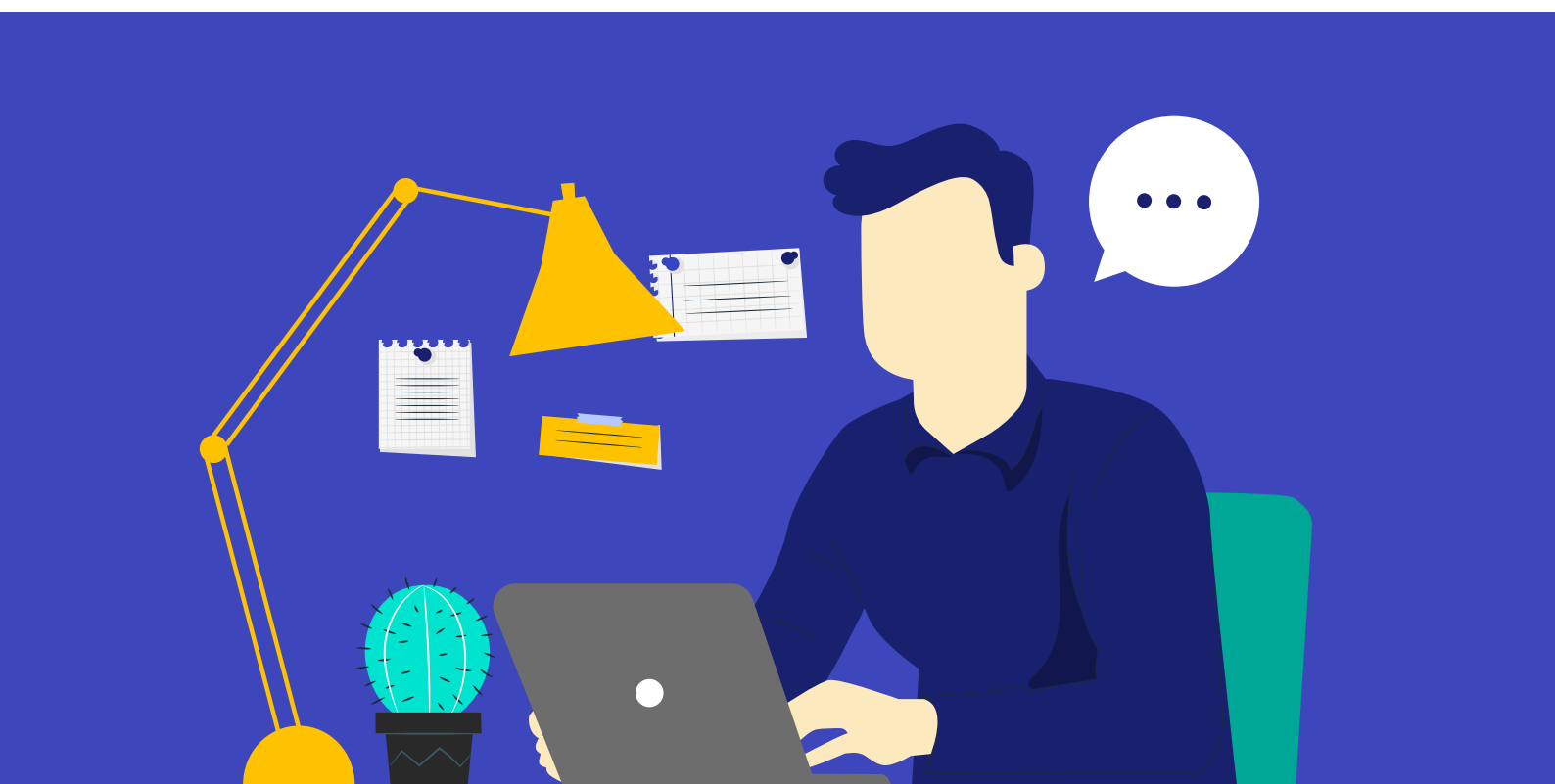
Quality Control:

Consistency & Scalability: Highlight the importance of maintaining high-quality work standards among remote employees to ensure consistent and reliable dental services.

Regulatory Compliance: Emphasize the need for adherence to industry-specific guidelines to maintain the quality of care delivered.

Retention:

Employee Engagement: Discuss strategies to keep remote employees motivated and engaged to reduce turnover rates.



Hire Dental Staff With Edge

We're your ultimate hiring shortage solution. We connect practices with trained, full-time remote team members for your most in-demand roles so that you have time to focus on what matters most—your patients.

Hire

1

Our customized hiring solutions match our clients with the perfect talent.

- Fast, easy access to high-quality, pre-screened talent
- 100% English fluency
- Hand-picked matching to meet your specific needs
- **One easy, flat monthly retainer fee per employee hired**

Train

2

Every member of our talent network has attended and graduated from **Open Academy, our five-week training program.**

- Acceptance rate into the academy is lower than Harvard's and requires Bachelor's degree.
- Features dental-focused modules, readings, HIPAA training, and quizzes that can only be passed based on the quality of the candidate's work.
- Provides key foundational skills and tools to ensure that your future staff is prepped to be a viable asset far before they join your team.

Train

Week 1

US Healthcare Overview
HIPAA
Phone Etiquette

Week 2

Insurance Basics
Dental Insurance
Eligibility Breakdown

Week 3

Prior Authorization
Claims Follow Up
Insurance Credentialing Basics

Week 4

PMS Training
Task Specific Training
Assessments

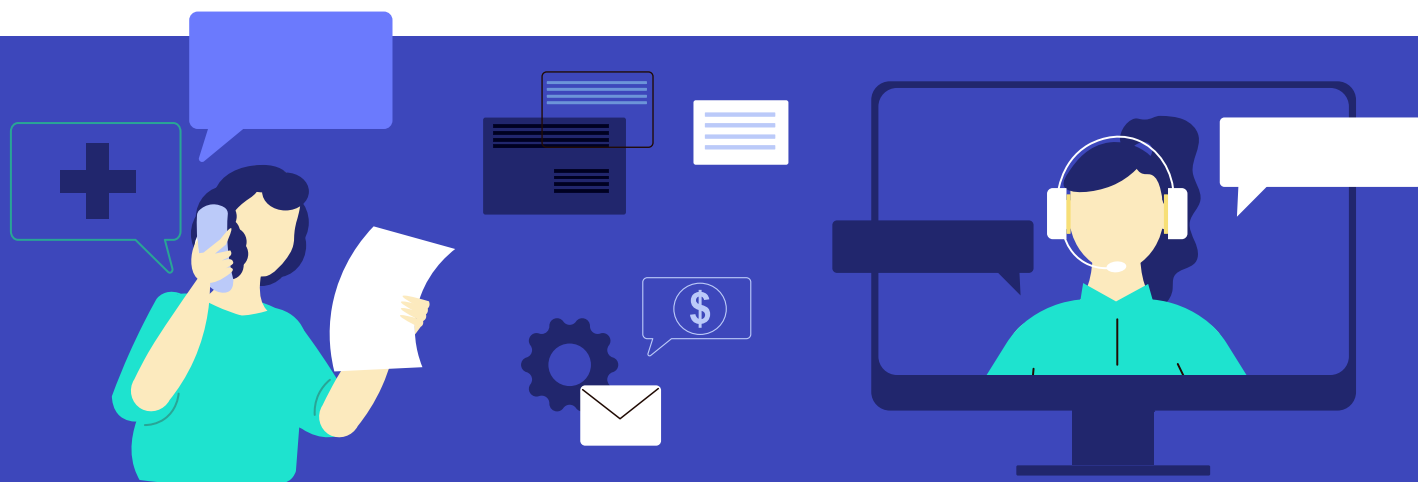
Manage

3

From onboarding and beyond, we give your team the care and the consideration needed to guarantee a successful working relationship.

- Benefits
- Payroll
- Compliance
- IT Support

What Your New Employees Could Do



01 Insurance Coordinators

Our Insurance Coordinators take over all things insurance. They effectively liaise with insurance carriers for accurate eligibility checks and prior authorizations. They also help patients understand their insurance benefits and financial obligations for improved patient satisfaction.

02 Patient Care Coordinators

Our Patient Care Coordinators provide comprehensive patient support. From engaging in effective patient communication to managing referrals, they ensure patients receive the care they need.

03 Scheduling Coordinators

Our Scheduling Coordinators efficiently handle patient appointments, and ensure a full schedule. They also manage reactivation of patients and oversee appointment rescheduling and cancellation with precision.

04 Financial Coordinators

Our dedicated Financial Coordinators specialize in dental billing, effectively managing claim submissions and appeals. Their expertise ensures a streamlined revenue management process for our dental services.

Edge for your Practice

Pre-Appointment Care:

- ✓ Scheduling/Confirming Appointments
- ✓ Chart Prep
- ✓ New Patient Intake
- ✓ Insurance verification and prior authorizations

During Care:

- ✓ Lab orders and medication refills
- ✓ Submitting claims
- ✓ Medical scribing

Post-Care:

- ✓ Oversee the referral process to ensure patients receive timely specialist care
- ✓ Claims follow-up and appeals
- ✓ Billing support



Edge for your Practice



Phone Calls



Quoting



Customer Service



Claims



Marketing



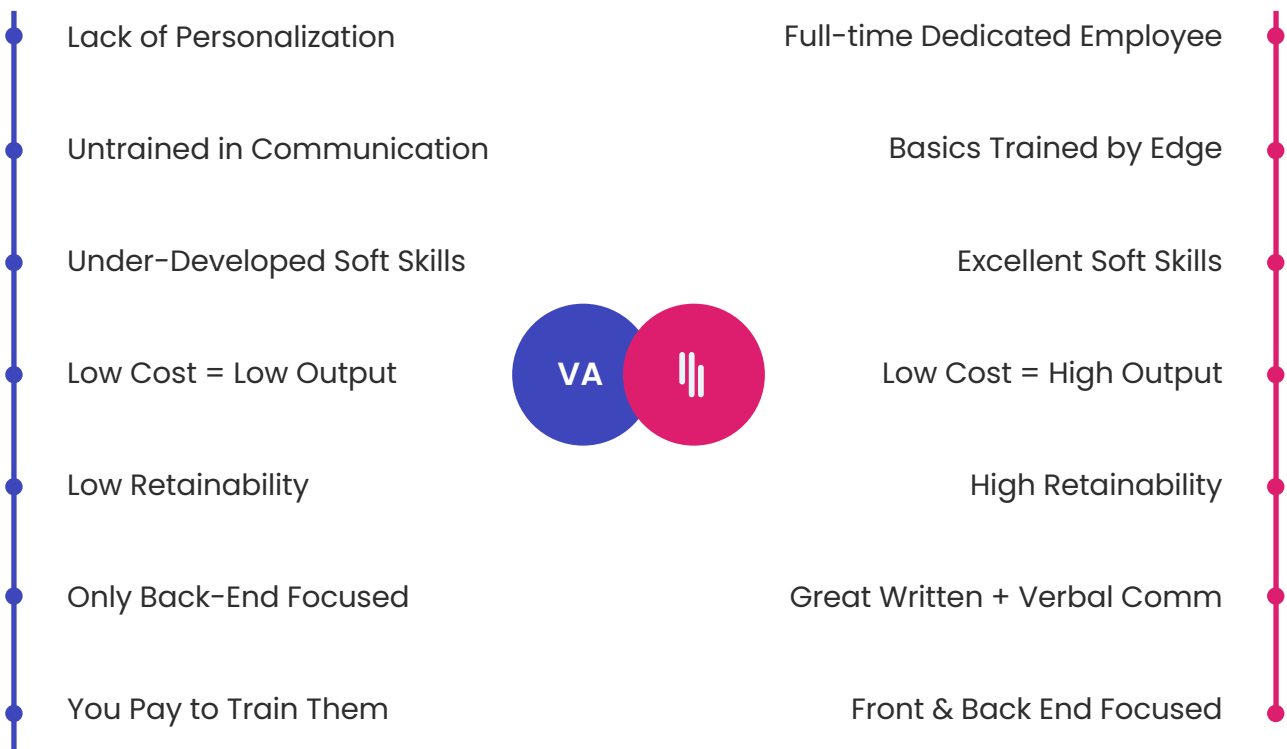
Data Entry



Edge Vs. Virtual Assistants

When you hire with Edge, you’re not just finding a virtual assistant that you have to teach from the ground up—you’re hiring a full-time, dedicated staff member.

Virtual Assistants vs. Edge Team Members



Proven Results



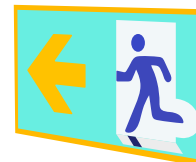
Hire Faster

Avg. time to hire: 10 days



Save Money

Save up to 50% on recruitment costs, salaries, and benefits



Reduce Turnover

97.3% Retention Rate



We sought to partner with Edge to make it easier for patients to access the practice and to remedy the constant turnover of office based staff. Edge provided well trained professionals that were able to adapt to our clinic's needs.



Dr. Marcel Twahirwa
DHR Health

Tips for Keeping A Happy Staff

Once you've successfully filled out your team with rockstar remote and in-person staff, here are our tips for remaining competitive with retention:



Offer adequate PTO, health insurance, and other benefits.



Foster opportunities for job growth to allow a sense of professional fulfillment.



Encourage a positive workplace culture and work-life balance.



Teach clear communication between all staff (remote or in-person.)



Show appreciation for your loyal staff whenever possible, whether through bonuses or simple talks of a job well done!



Final Thoughts

Finding good, reliable talent for your practice requires much time and money.

When your talent is in the door, you want them to feel balanced, supported, and capable of success.

If your in-person staff is checking out when it comes to admin tasks, let your Edge employee check into that and so much more. Hiring dedicated remote talent will have you

- ✓ Hiring open roles 10x faster
- ✓ Saving up to 50% in recruiting costs
- ✓ Increasing customer retention and satisfaction
- ✓ Minimizing employee burnout
- ✓ Elevating and diversifying your work culture
- ✓ Reworking your saved \$\$\$ into other needed areas



While the dental industry remains hopeful that the in-person workforce will soon be replenished, at Edge, we've made it our job to let practices know that there is another workforce to be tapped into—and that the future we see is built remotely.

Visit us at **onedge.co** so we can
staff your practice with the
top-notch global talent it deserves.