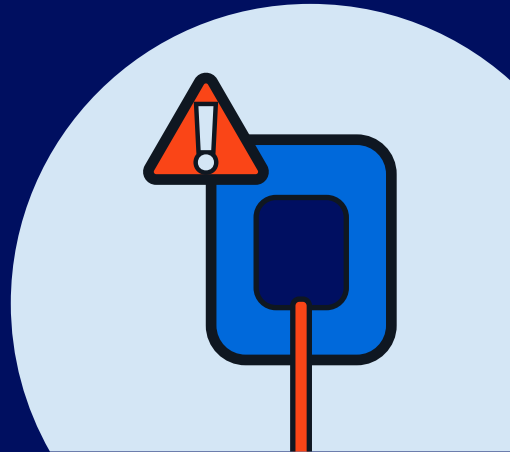


5 Things To Do When Your Sensors Go Down



1



Troubleshoot the equipment

- ✓ Sensor wires or power cables can be repaired or replaced.
- ✓ Internal damage or sensor module malfunction is not repairable.

2



When you need a new sensor, consider the options

- ✓ Buy the same sensor again
- ✓ Rent or lease a replacement
- ✓ Buy a new sensor (CCD, CMOS, or phosphor plate system)

ASK YOUR DENTISTS AND OTHER PRACTICE STAFF:

- ? What sensors do you have, and how many do you need?
- ? What is your budget to replace the sensor?
- ? What capture, software, and compatibility problems need to be solved?

WHAT TO LOOK FOR?

High-Quality Images

Sensor software with enhancement capabilities

Comfort

Multiple sensor sizes plus holders or placement devices

Affordability

Consider recurring costs

Warranties For Accidental Damage

Additional coverage

Technical Support

Additional charges may apply

Hardware/Software Capability

Integration with current systems

3



Consider cloud imaging software

Cloud imaging software that works with any sensor—possibly the best option!

ADVANTAGES INCLUDE:

- ✓ Reduced requirements to run
- ✓ Offsite data storage
- ✓ Lower IT costs
- ✓ Continuous technical support

4



Get a demo

Test-drive before deciding. Find a system with the right sensor and software to meet your practice's needs and style.

5

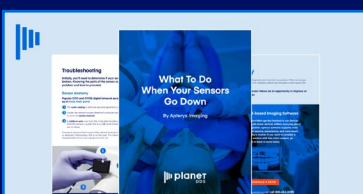


Continue to provide the best patient care

Even when sensors break, stay mindful of the patient experience. Work earnestly towards minimizing inconvenience to the patient by providing the best patient care possible under the circumstances.

- ✓ **Keep a positive attitude** as you work to resolve problems. Thank your patient for their patience.
- ✓ **Communicate** pertinent information with patients, staff, and vendors when equipment or sensors fail.
- ✓ With prompt communication and a positive attitude, you can continue to **deliver the best patient care** as you resolve sensor problems.

Remember these tips and share them with your team, so you have a plan in place when your sensors go down. With effective resolution, you can minimize any disruption to the patient experience and continue to provide excellent care.



Check out the [What To Do When Your Sensors Go Down](#) eBook to learn more.

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