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Dental Care Alliance

CASE STUDY

AI Voice Perio
Standardizes
Perio Exams for
Dental Care Alliance

ABOUT
DENTAL CARE
ALLIANCE

⭐ Established 1991

📍 400+ Locations

JOEL OLIVIO
Chief Information Officer
Chief Information Security Officer

PROBLEM

Manual perio exam
workflows that created
inconsistency at scale

SOLUTION

AI Voice Perio for consistent,
system-aligned perio data
capture within Denticon

AI Voice Perio within Denticon for Organizations Operating at Scale

Dental Care Alliance (DCA) is one of the country's largest dental support organizations (DSOs), with more than 400 affiliated dental practices across 24 states.

With continued growth, the organization needed a more efficient and secure workflow for performing and documenting periodontal exams.

From an operational standpoint, Chief Information Officer and Chief Information Security Officer Joel Olivio identified that perio exams across the organization introduced unnecessary inefficiencies: Exams required two people—one to perform the exam and another to manually enter dictation—introducing fragmentation and unnecessary complexity for clinicians, staff, and IT teams alike.

When Denticon introduced AI Voice Perio as part of its broader clinical workflow, Olivio saw an opportunity to simplify perio exams across his organization. Because Denticon already served as the system of record for clinical and operational activity, adding voice-enabled perio charting directly inside the platform offered a way to standardize exams while improving data quality.

Key Features:

- ✓ **Secure, system-aligned data capture**
- ✓ **Scalable perio exams**
- ✓ **Standardized exam structure by default**
- ✓ **Real-time perio data capture**
- ✓ **Single-provider hygiene workflows**
- ✓ **Governed clinical data at the point of capture**
- ✓ **Longitudinal periodontal data integrity**

AI Voice Perio reduces security and operational risk by simplifying data paths and minimizing the number of systems involved in perio exam capture.

This approach aligned with Dental Care Alliance's need for consistent, efficient perio exam workflows across locations.

Reducing Operational Complexity with AI Voice Perio Capture

By adopting AI Voice Perio, DCA reduced the number of tools, extensions, and handoffs involved in perio exams, simplifying the workflow for clinicians, IT teams, and office staff.

Olivio explained that minimizing systems and touchpoints was a key consideration when evaluating new technology.

"Anytime I look at a vendor, my thought process is how can I make this one screen that everyone accesses without additional tools or things you have to install?" said Olivio. "Added systems create failure points, complexity, and additional training."

He noted that full integration inside Denticon plays a significant role in reducing that complexity: "Using Denticon and being fully integrated into the system makes it a lot simpler for us. It eliminates the failure points, training, and frustration our staff runs into."

With AI Voice Perio, measurements are spoken aloud during the exam and captured in real time as structured Denticon data. The system understands perio language and places them directly into the correct Denticon perio fields, creating a shared, consistent exam structure across providers and locations.

With capture and storage happening inside Denticon from the start, there is no post-exam cleanup, no syncing, and less secondary data paths introduced.

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Improving Data Consistency and Reducing Errors

Prior to AI Voice Perio, perio exams relied on a two-person, manual workflow that increased the likelihood of errors and variation across providers and locations.

AI Voice Perio embeds consistency directly into the workflow, reducing redundant manual inputs and limiting opportunities for inconsistency.

Olivio pointed out that increasing the number of people involved in a workflow naturally increases the potential for errors.

"Anytime there's a person involved or more people involved, you're going to have errors increase," said Olivio. "Also, that person's time is more valuable than just sitting there taking a perio exam and plugging in numbers into the system."

Perio exams are captured by voice directly inside Denticon, eliminating the need for manual entries and data-syncing. AI Voice Perio provided a reliable way for DCA to standardize perio exams while supporting data integrity and keeping hygiene schedules moving.

Lower Staffing Dependency with Greater Operational Efficiency

AI Voice Perio reduced the need for two team members during perio exams.

Staffing constraints can quickly disrupt clinical workflows, particularly when exams require more than one person. "Anything that is systematic makes it easier to use," said Olivio. "When you have two people on one exam, what if someone with a different patient requires support?"

That challenge often escalates in real time. "Now you have to likely skip that whole perio exam altogether," explained Olivio. "It can also create more complexity for that particular hygienist to be able to do the perio chart."

Simplifying the workflow helps remove those bottlenecks. "Leveraging the system so you don't need the other person to be there to assist with the perio exam just makes it easier all around," added Olivio.

Olivio shared that hygienists were excited to begin using AI Voice Perio. With no extra software or syncing required, the workflow feels more intuitive, helping exams move forward without unnecessary pauses.

Better Patient Experience with Fewer Disruptions

Reducing the number of people in the operatory not only improves efficiency but also creates an optimal experience for patients.

"AI Voice Perio streamlines the patient experience," said Olivio. "It allows us to provide better treatment faster with limited need from staff."

Olivio noted that patient comfort is directly influenced by who is present during the exam: "The more people that are in the room and around the patients make a difference for the patient experience. Fewer people in the room can make the patient feel more comfortable."

That dynamic becomes even more noticeable when clinical conversations are happening in real time. "If more people are in the room, speaking dental lingo that the patient doesn't understand, then that can make the patient feel anxious," explained Olivio.

With fewer people in the operatory and less clinical back-and-forth during exams, patients experience a calmer, more comfortable environment.

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Discover Consistent Perio Charting with AI Voice Perio

For Dental Care Alliance, AI Voice Perio provides an approach to perio exams built around their system of record, supporting clinical consistency while reducing operational complexity.

By capturing perio data directly within the system of record, the organization avoids the variability and inefficiencies introduced by fragmented workflows and disconnected data paths.

AI Voice Perio establishes a repeatable, system-driven standard for perio exams that Dental Care Alliance can rely on as it continues to grow. With consistent capture across providers and locations, leadership gains greater confidence in clinical documentation and longitudinal perio data over time.

Learn how AI Voice Perio can help standardize perio exams across providers and locations, supporting reliable clinical data and more efficient workflows across your organization.

Looking to simplify perio exams across your locations?

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