

CASE STUDY

How CaliDental
**Automated Appointment
Confirmations in
90 Days** with
DentalOS® AI Agents

CALIDENTAL

ABOUT CALIDENTAL

★ Established 2018

📍 13 Locations

RANDA SEIF
Chief Operating Officer



PROBLEM

High appointment volume
and limited front-desk bandwidth



SOLUTION

Outbound confirmation calls
with real-time Denticon write-back

High Volume. Rural Communities. Every Minute Counts.

CaliDental is not your typical dental

organization. With thirteen locations spread across rural and underserved communities in California, the group serves patients that many dental support organizations (DSOs) overlook: Medicaid patients, uninsured families, and towns of 40,000 to 100,000 people where CaliDental is often the only provider taking any payer.

That mission creates operational volume that most practices never see. Each CaliDental location welcomes approximately 200 new patients per month, four times the rate of a typical private practice.

With three or more full-time doctors per location and specialties ranging from general dentistry to pediatrics, oral surgery, and orthodontics, the schedule is always full and always moving.

With that volume comes a structural reality familiar to any growing group: front-desk teams doing exceptional work across phones, check-in, scheduling, and patient coordination still only have so many minutes in the day. Outbound confirmation calls, while essential, are time-consuming and compete with everything else.

DentalOS® AI Agents Key Features:

- ✓ Works natively within Denticon
- ✓ Autonomous outbound confirmation calls
- ✓ Configurable look-ahead call window
- ✓ Real-time Denticon write-back
- ✓ Reschedules handled in the same call
- ✓ No staff initiation required
- ✓ Consistent execution across every location
- ✓ Identity verification before every call
- ✓ HIPAA-safe voicemail and full audit trail

Integrating DentalOS® AI Confirmation Agent

DentalOS® AI Agents were built to close

these gaps. As part of the Agents+ Suite, the Confirmation Agent is an autonomous AI worker built natively into Denticon that proactively confirms appointments and handles scheduling using live practice data, so organizations can scale operations without adding headcount.

CaliDental deployed the Confirmation Agent across four of their locations. The agent calls patients within a configurable look-ahead window, confirms their appointment, and when a patient needs to reschedule or cancel, handles that in the same call.

“Every outcome writes back to Denticon in real time,” said Randa Seif, chief operating officer of CaliDental. “Not through a sync, not through a middleware layer, but directly into the same data the practice already runs on. What the agent does at 9 a.m. shows up in Denticon at 9 a.m.”

For Seif, the key advantage was immediate: The work that could potentially fall through the cracks when staff was busy now happens consistently. Staff no longer must choose between patients in the office and patients waiting to be confirmed over the phone.

“We have every complicated scenario you can think of with every payer type, every specialty,” said Seif. “I think of the AI Agents as a safety net for our front desk teams. Every gap in our scheduling used to depend on a human to find time to catch it and correct it. Now, we have an agent for that.”



Every outcome writes back to Denticon in real time. Not through a sync but directly into the same data the practice runs on. What the agent does at 9 a.m. shows up in Denticon at 9 a.m.



RANDA SEIF

Chief Operating Officer



Key Results with DentalOS Confirmation Agent



5,865

Appointments confirmed



387 hrs.

Staff calling time
handled autonomously



32%

Overall
confirmation rate*



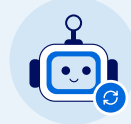
0.7%

Escalation rate with nearly
zero disruption to staff



63%

Live answer rate



1.9

Average attempts
per appointment

* Data reflects CaliDental's 90-day period ending October 1, 2026 (July 4–Oct 1) at four locations. Live answer rate reflects calls where a patient picked up. Escalation rate reflects calls requiring handoff to a human staff member. Call attempt average reflects all outbound calls made per appointment.





5,865 appointments confirmed without a single manual call

Across the ninety-day period, the Confirmation Agent confirmed 5,865 appointments across four active CaliDental locations. Every one of those calls happened autonomously: No staff member dialed. No call was manually logged. Every outcome wrote back to Denticon in real time.

That works out to approximately **1,466 confirmed appointments per location** over ninety days, roughly **489 per month**, per office, handled entirely without front desk involvement.



Consistent results across every active location

For a multi-location group, averages can be deceiving. A strong overall number can mask locations that are underperforming and pulling the others up. CaliDental's data tells a different story.

Across all four active locations, confirmation rates ranged from **29% to 34%**, a tight band that held regardless of location size, patient volume, or staff configuration. Live answer rates similarly held between **60% and 66%**. Every location ran the same workflow from day one, and the results show it.

That consistency is what makes the Confirmation Agent infrastructure rather than just a tool—every site runs the same call rules, the same look-ahead window, and the same real-time write-back from day one, with no per-location setup required.





63% of patients picked up and nearly 1 in 3 confirmed on the spot

Nearly two-thirds of patients the agent called answered. Of those live conversations, **32% resulted in a confirmed appointment.**

That means the agent is reaching patients at a meaningful rate and converting a substantial share of those conversations, autonomously, across **18,337 appointments in ninety days.**

The agent also averaged 1.9 call attempts per appointment. When a patient didn't answer the first time, the agent tried again, without anyone on the team tracking, queuing, or redialing manually.

That persistence at scale is the difference between a confirmation process that runs consistently and one that depends on whoever has a free moment at the front desk.



387 hours of outbound calling added capacity without adding headcount

The agent handled the equivalent of **387 staff hours** of outbound confirmation calls across the ninety-day period.

Across four active locations, that's approximately **97 hours per location**, more than two full work weeks of calling capacity per office, running in parallel with everything the team was already doing.

This freed-up bandwidth went back to what Seif describes as the most important work: being fully present for the patients in the room.



A 0.7% escalation rate: nearly zero interruptions to staff

Of every call the agent made, only **0.7% required escalation** to a human staff member, a figure that held consistently across all four active locations.

The agent resolved the vast majority of conversations autonomously: confirmations, reschedules, and voicemails. Staff weren't pulled in. Workflows weren't disrupted. And that rate has remained stable as call volume has grown.

Why AI Agents Work for CaliDental

CaliDental operates in a uniquely demanding environment for DentalOS AI Agents:

- ✓ All payer types accepted, including Medicaid, a mix that creates scheduling complexity
- ✓ Approximately 200 new patients per location per month, far above industry norms
- ✓ Multiple specialties under one roof, with providers rotating across locations
- ✓ Rural communities with limited alternatives, where getting patients confirmed matters more when the next dentist is an hour away
- ✓ HIPAA-safe by design: Identity verification before any PHI is shared, consent and office-hours enforcement on every call, and a full audit trail on every interaction

"Our strategy is to centralize as many operational functions as possible within Denticon," said Seif. "By reducing the number of disconnected systems, we minimize complexity, reduce potential points of exposure from a security and compliance perspective, and create a more integrated, efficient, and scalable operating model."



With DentalOS AI Agents, I'm not adding another vendor. I'm extending a system I already trust. Same data, same environment.



RANDA SEIF
Chief Operating Officer

Because the Confirmation Agent uses the same live data as Denticon, it handles CaliDental's complexity without middleware, manual reconciliation, or a second system to manage.

Every interaction is logged. Every outcome is auditable. Every active location runs the same workflow from day one, and no new vendor, integration, or security risk comes with it.

"With DentalOS AI Agents, I'm not adding another vendor," said Seif. "I'm extending a system I already trust. Same data, same environment."

One Agent Is a Time-Saver. A Full AI Workforce Is a Structural Advantage.

CaliDental is already implementing the next wave of DentalOS AI Agents, each targeting a different point in the patient journey where volume and inconsistency create drag.

Collectively, they form a system that doesn't just save time on individual tasks; it closes the gaps that compound into lost revenue and strained teams.

- **Recall Agent:** Proactively calls overdue and upcoming recall patients
- **Cancellation Rescheduling Agent:** Works Denticon's nightly cancellation list to reach out before the slot goes cold
- **Missed Rescheduling Agent:** Follows up on no-shows with a warm, low-pressure call and books directly into the schedule
- **AI Receptionist:** Handles inbound calls after hours and missed overflow calls

"The real value of an AI Agent is its ability to deliver consistent, repeatable execution at scale," noted Seif. "Once properly trained and configured, AI follows established processes reliably, reduces human variability, and ensures that critical steps are performed consistently without relying on someone to remember every detail."

“

Our team gets to stay focused on the things only a human can do.



RANDA SEIF
Chief Operating Officer

"What I like is that the AI Agents are all in one system," said Seif. "The confirmation agent, the recall agent, and the receptionist. They all see the same patient, the same schedule, and the same data. There's no piecing it together from different places."

Each agent operates on the same live Denticon data, with no additional integration or vendor required. And because every new agent capability ships inside the suite CaliDental already uses, there's no integration project to wait on, no vendor negotiation, and no connector to build. New capabilities roll out the same way the Confirmation Agent did, already connected, already on the same data, and ready to run.

"Our team gets to stay focused on the things only a human can do," said Seif.

Put DentalOS AI Agents to Work for Your Front Desk

For CaliDental, deploying the DentalOS AI Confirmation Agent transformed a manual, bandwidth-limited process into a consistent, autonomous workflow running across four locations simultaneously, confirming thousands of appointments without a single manual call from staff.



**Ready to scale
your organization
with DentalOS®
AI Agents?**

CONTACT US TODAY

