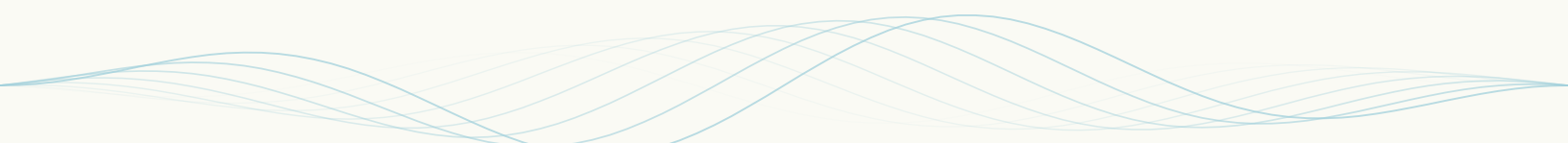


Every call your desk cannot take — at lunch, after five, mid check-in — answered, booked and texted back. No voicemail, ever. Your front desk keeps the patient in front of it.

7:02 pm. Toothache. Voicemail. Answer every call, 24/7 — at lunch, after five, mid check-in. One thread per patient. No voicemail, ever.



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COUNTED · OUR OWN PRACTICE

86 → 8

after-hours and weekend calls in 90 days; eight booked. The rest booked somewhere else

276

inbound calls on the AI line in the same ninety days

1

thread per patient — voice, text and email in one history, not four inboxes

SOUND FAMILIAR? TICK WHAT IS TRUE OF YOUR PRACTICE

- ☐ The front desk cannot answer while it is checking someone out
- ☐ The same patient is in three inboxes
- ☐ Nobody scores a call, so nobody coaches one

WHAT DION DESK RUNS — TRIGGER, WHAT DION DOES, WHAT YOU SEE

WHEN	DION	YOU SEE
A patient calls	Rings your team first. On overflow or after hours the AI answers, books, and texts back anyone who hung up	Answered calls, bookings, and the recording
A text, an email, a voicemail	Lands in the same thread as every earlier contact, keyed to the patient record	One history per patient, from enquiry to second arch
Something needs a person	Opens a ticket, routes it, tracks the response time, escalates if it stalls	A queue with a name on every item
Surgery is tomorrow	Runs the confirmation conversation — instructions, medications, the ride home	Confirmed surgical days, and the patient who needs a call
A team member takes a call	Scores the call against your rubric, with the auto-fails you set	Coaching from real calls, not opinions
Any product needs something done	Puts it on one work board — from a post-op check-in to a denied graft claim	One list for the whole office

Answer every call, 24/7 — at lunch, after five, mid check-in. One thread per patient. No voicemail, ever.

THE LINES IT MOVES ON YOUR ANALYSIS

Recall and reactivation outreach, delivered	with Patient Engagement
Chasing accepted-but-unscheduled treatment	with Patient Engagement
Open and cancelled chair time	50% filled

IN AN IMPLANT PRACTICE

A full-arch enquiry at 7 pm is a \$20,000 conversation. It should never meet voicemail.

WHAT YOUR TEAM KEEPS

- The anxious patient and the hard news
- The judgment call — who needs a person today
- The relationship at the desk

WHAT IS ACTUALLY BUILT

Telephony is live and answers a working practice line today. Messaging compliance registration is approved and in force — the step that takes most practices months. Call scoring, the support-email lane and the office work board are all in daily use.

READS

The live schedule, to answer “is 2 pm open?” correctly · The patient record — demographics, insurance on file · Consent, from Patient Engagement, before any message goes out

RETURNS

One conversation history per patient · Tickets, response times and call recordings · Call-quality scores on human calls

YOUR FIRST THIRTY DAYS WITH IT

Phone routing set — humans first · messaging registration filed in your name on day one · every channel into one thread · reminders and confirmations running · after-hours answering switched on when you say so.

BEING STRAIGHT WITH YOU

Humans first, by default: the AI takes overflow and after-hours only when you switch it on. Messaging registration is filed in your practice's name and takes the carriers' time, not ours — it starts on day one.

COUNT YOURS

Calls missed in a normal week	_____
Places a patient message can land	_____

Your first thirty days with Dion Desk.

Every office is onboarded in one month with a named person on our side. Dion Desk is one function of the nine; it reads the same practice record as the others, and your practice system is read in place — nothing migrated, nothing modified. It comes with a team: a dedicated account manager, training for each role, and the numbers delivered to you every morning, every night and every month.

- Phone routing set — humans first
- Messaging registration filed in your name on day one
- Every channel into one thread
- Reminders and confirmations running
- After-hours answering switched on when you say so

SOUND FAMILIAR? TICK WHAT IS TRUE OF YOUR PRACTICE

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IN AN IMPLANT PRACTICE

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Start with your numbers. Three figures off your last P&L and the analysis returns your own addressable overhead and your own recoverable revenue, line by line. It cannot show a Dion price — that arrives only after we have read your numbers together.

console.dionhealth.com/analysis

See it live, on the practice it runs today.

A 15-minute walkthrough with our team — no preparation, no commitment.

www.dionhealth.com/pikos

Or start with your numbers: console.dionhealth.com/analysis