SmileMate
by DentalMind

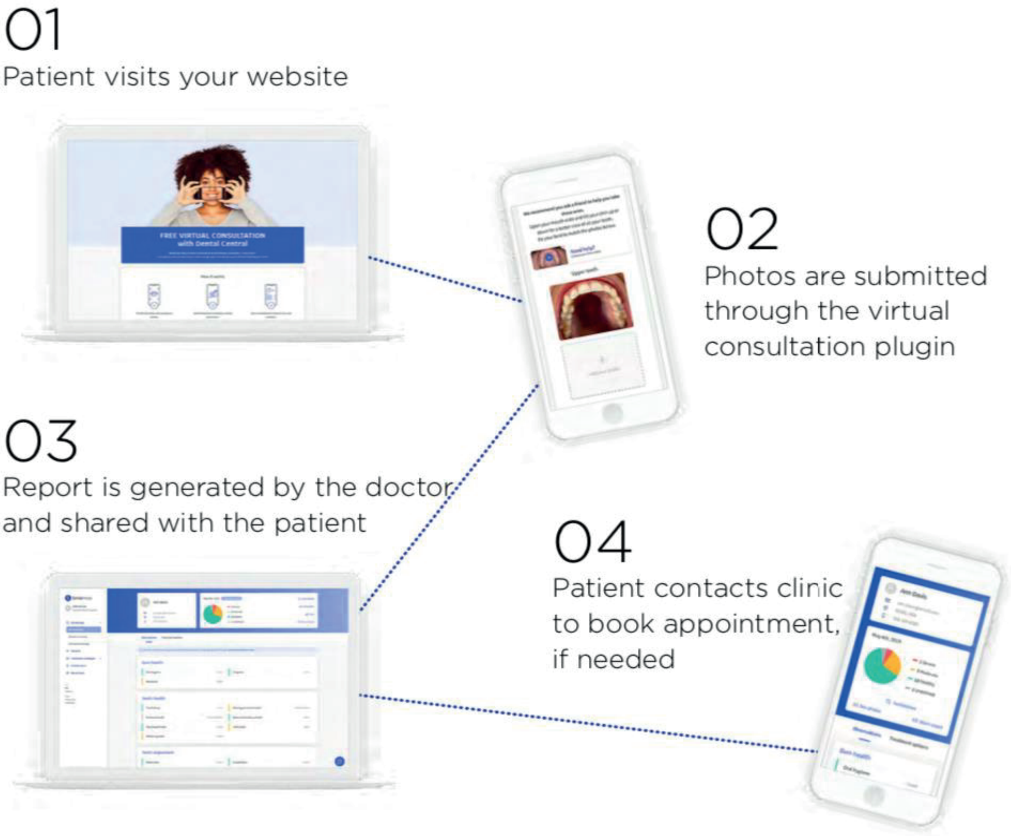
A.I. POWERED VIRTUAL CONSULTATIONS TO KEEP YOUR PATIENTS SMILING

Your new secure software allows your practice to engage with patients 24/7 and no matter where they are.

With SmileMate, you can:

- ★ Provide remote virtual consultation.
- ★ Initiate first patient contact and keep the patient flow going.
- ★ Organise triage patients and book future appointments (see example workflow below).

SmileMate is easy for you and your patients to use:



01
Patient visits your website

02
Photos are submitted through the virtual consultation plugin

03
Report is generated by the doctor and shared with the patient

04
Patient contacts clinic to book appointment, if needed

*If you don’t have a website, we provide you with a unique URL that can be sent directly to patients.

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Take advantage of our 50% discount

★ until August 31st ★
unlimited scans

To get started with SmileMate:

1 **Watch our demo video here**

2 **Check out our tutorial here**

3 **Sign up here!***

*Please ensure you use the voucher code: SMILE2020 to get access to the free trial.

*Standard price outside of the offer : £275/month

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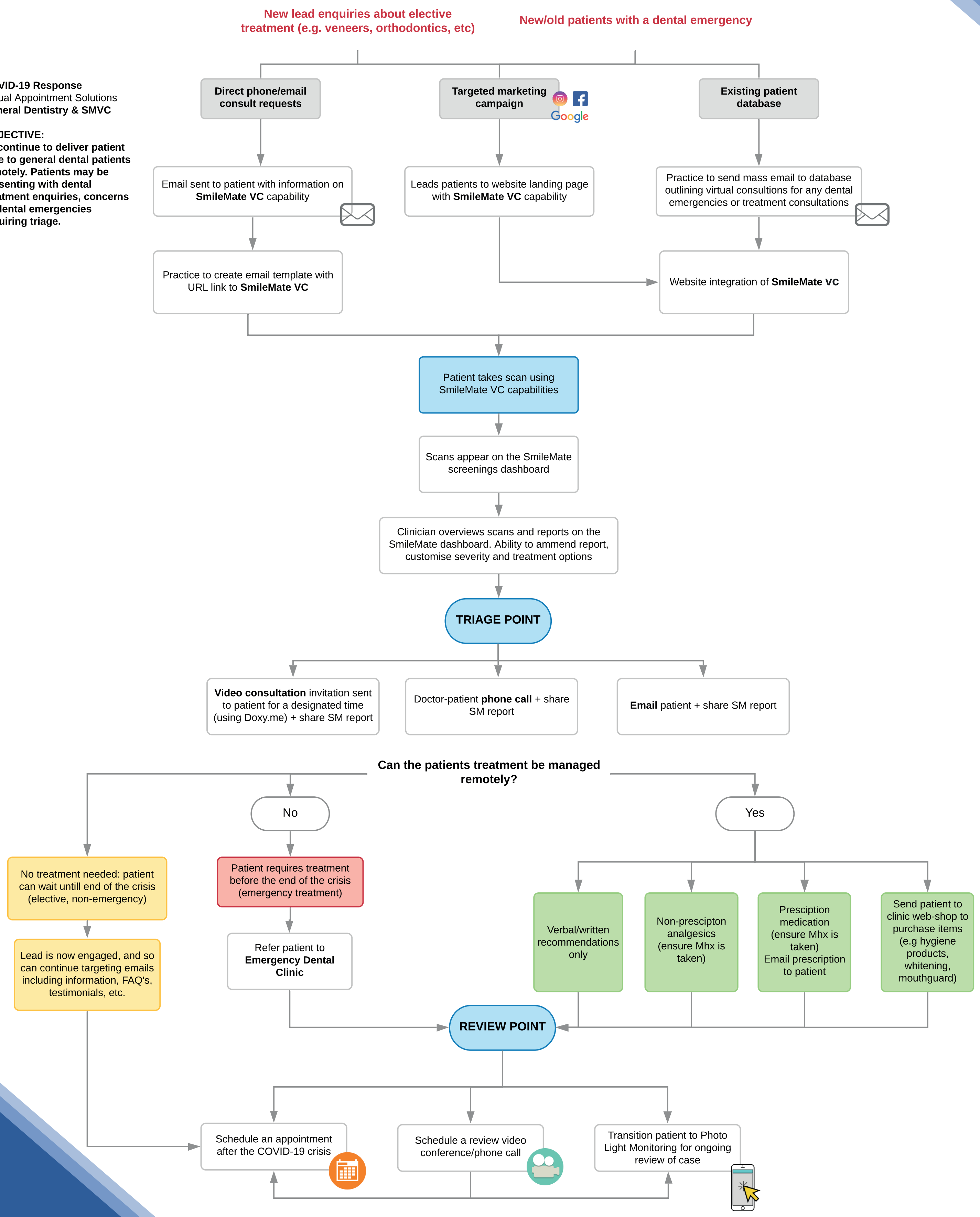
Example of a decision tree with SmileMate during the COVID-19 lockdown.

COVID-19 Response
Virtual Appointment Solutions
General Dentistry & SMVC

OBJECTIVE:
To continue to deliver patient care to general dental patients remotely. Patients may be presenting with dental treatment enquiries, concerns or dental emergencies requiring triage.



New lead enquiries about elective treatment (e.g. veneers, orthodontics, etc)

New/old patients with a dental emergency

Direct phone/email consult requests

Targeted marketing campaign

Existing patient database

Email sent to patient with information on **SmileMate VC** capability

Leads patients to website landing page with **SmileMate VC** capability

Practice to send mass email to database outlining virtual consultions for any dental emergencies or treatment consultations

Practice to create email template with URL link to **SmileMate VC**

Website integration of **SmileMate VC**

Patient takes scan using SmileMate VC capabilities

Scans appear on the SmileMate screenings dashboard

Clinician overviews scans and reports on the SmileMate dashboard. Ability to ammend report, customise severity and treatment options

TRIAGE POINT

Video consultation invitation sent to patient for a designated time (using Doxy.me) + share SM report

Doctor-patient **phone call** + share SM report

Email patient + share SM report

Can the patients treatment be managed remotely?

No

Yes

No treatment needed: patient can wait untill end of the crisis (elective, non-emergency)

Lead is now engaged, and so can continue targeting emails including information, FAQ's, testimonials, etc.

Patient requires treatment before the end of the crisis (emergency treatment)

Refer patient to **Emergency Dental Clinic**

Verbal/written recommendations only

Non-prescipton analgesics (ensure Mhx is taken)

Presciption medication (ensure Mhx is taken) Email prescription to patient

Send patient to clinic web-shop to purchase items (e.g hygiene products, whitening, mouthguard)

REVIEW POINT

Schedule an appointment after the COVID-19 crisis

Schedule a review video conference/phone call

Transition patient to Photo Light Monitoring for ongoing review of case