



SupportDDS

**Your Trusted Partner for
Remote/Virtual Teams**





 **SupportDDS**

**Centers in Zimbabwe
Zambia and Costa Rica**

1,000+ Team Members

**Supporting;
3,000+ Practices
70+ DSO Clients
40 States
7 Countries**

DECIDING WHICH ROLES TO OUTSOURCE

NOT OUTSOURCE-ABLE:



- Dentist
- Dental Assistant
- Hygienist
- Sterilization of equipment
- Facilities

OUTSOURCE-ABLE:



- Revenue Cycle Management
- Insurance Verification
- Director of First Impressions / Scheduling
- New Patient Phone Calls
- Accounting / AP / Payroll support
- Executive Assistant
- HR Support
- Marketing
- Hygiene Recare / Patient Reactivation
- IT

OUTSOURCING SELECTION CRITERIA

1 Experience & Reputation

2 Services Offered

3 Quality Assurance

4 HIPAA Security & Compliance

5 Technology & Infrastructure

6 Scalability & Flexibility

7 Fixed Cost vs. Production

8 Communication & Support

9 Contract vs. No Contract

WHAT MAKES US UNIQUE?



No Long-Term Contracts

Full Time Dedicated – *They Only Work For You*

University Educated

Speak the Queen's English

No Work From Home

Expect Savings Between 50%–65%!



12 Roles You Can Delegate Now!

- ✓ Revenue Cycle Management
- ✓ Bilingual Spanish Speaking Teams
- ✓ Hygiene Recare
- ✓ Reactivation of Patients
- ✓ Executive/Personal Assistant
- ✓ A/P and Payroll Support
- ✓ Director of First Impressions
- ✓ Appointment Confirmation
- ✓ Unscheduled Treatment
- ✓ Marketing
- ✓ Bookkeeping/Controllers
- ✓ IT Support

Schedule Your Discovery Call Today! →



COST SAVINGS BY ROLE

Job Title	USA Cost*	SupportDDS Cost**	% Savings Per Month
Dental Coordinator	\$4800	\$2150	55%
Director of First Impressions	\$4000	\$2150	46%
Hygiene Coordinator	\$5200	\$2150	59%
Accounting Support	\$4500	\$2150	52%
Accounts Payable/ Payroll	\$4500	\$2425	46%
Purchasing Coordinator	\$5500	\$2400	56%
Controller	\$12500	\$5400	57%

**Estimated average cost in USA*

***Average cost, may vary with experience*


Director of First Impressions

- ✓ **Build Trust and Confidence with Patient**
- ✓ **Scheduling**
- ✓ **Confirms New Patient Appointment**
- ✓ **Proactive Reviews Requested**
- ✓ **Link sent for all Paperwork**
- ✓ **Enhance Patient Experience**



Dental Coordinator

 SupportDDS

-  Insurance Verifications
-  Re-care/Reactivation
-  Unscheduled Treatment
-  Billing and Collections
-  Bi-Lingual
-  Confirm Appointments
-  Accounting/Bookkeeping



Insurance Coordinator



✓ Insurance Verifications

✓ Process New Claims Daily

✓ Outstanding Claims

✓ Resolve Payment Delays

✓ Updated Fee Schedule

✓ Maximize Use of Coverage Books and Payment Tables






✓ Claims Follow-up

✓ Insurance Breakdown



Finance/ Accounting

 SupportDDS

-  **Controller - Assistant Controller**
-  **Account Manager**
-  **Finance Manager**
-  **Accounts Payable & Payroll**
-  **Bookkeeping / Data Entry**



Executive Assistant

✓ **Point of Contact Among Executives**

✓ **Project Manager**

✓ **Manage Executives Calendars & Meetings**

✓ **Travel Arrangements**

✓ **Submit Expense Reports**

✓ **Internal and External Communication**

✓ **Minutes of Meetings**

✓ **Update/Create SOPs**



OPERATIONAL IMPACT OF OUTSOURCED TEAM MEMBERS

1 Enhanced Staffing Efficiency:

- Address the challenge of finding and hiring qualified staff
- Providing access to a broader, more qualified workforce
- Lower attrition rate

2 Streamlined Training and Onboarding:

- Pre-trained in dental office operations
- Significantly reduce the time and resources needed for training new staff
- Ensures operational continuity

3 Reduced HR and Administrative Burdens:

- Outsourcing leads to fewer on-site HR responsibilities
- Reduce overhead related to benefits, payroll, legal compliance

4 Consistent Patient Experience:

- Ensure high consistency in patient communication and care
- Improve patient satisfaction and loyalty with professional, fluent communication in Queen's English

**Based on annual cost of: Dental Coordinator, Director of First Impressions, Hygiene Coordinator, and Accounting Support roles.*

*** Based on DentalPost 2023 Salary Survey and Fringe Cost of 29% - Bureau of Labor Statistics Mar 2024*

FINANCIAL IMPACT OF OUTSOURCED TEAM MEMBERS

1 Significant Cost Savings*:

- Outsourcing a team member avg cost is \$2,150 per month, or \$25,800 annually, substantially lower than the \$54,844** average annual cost for on-site staff
- This produces over 50% savings in staffing costs

2 Elimination of Hidden Costs:

- Outsourcing helps avoid indirect costs associated with high turnover
- Including: repeated hiring, training, and productivity loss during transition periods

3 Stable Workforce, Minimized Turnover:

- Outsourced team members contribute to a stable workforce
- Reduce high turnover rates in dental practices
- Ensure operational continuity and minimize frequent rehiring and retraining costs

4 Scalable Financial Benefits:

- Practices can scale their operations more efficiently
- Cost** savings ranging from \$29,044 with one outsourced team member to \$145,220 with five outsourced team members, reflecting the annual savings compared to on-site personnel

**Based on annual cost of: Dental Coordinator, Director of First Impressions, Hygiene Coordinator, and Accounting Support roles.*

*** Based on DentalPost 2023 Salary Survey and Fringe Cost of 29% - Bureau of Labor Statistics Mar 2024*



Getting Started

We can onboard your new team member
in as little as five days!



1.
Schedule a
Discovery Call.



2.
We select from our
Certified Dental
Coordinators



3.
We set up
video interviews.



4.
You select best
person for the job.



5.
The Onboarding
Process Begins.

Get Started →



Success Tips

- ✓ Hire the Right Fit
- ✓ Training
- ✓ Point of Contact
- ✓ Communicate
- ✓ Set Clear Expectations
- ✓ Measuring and Reporting



- ✓ Immersion Into Your Culture
- ✓ Evaluate - Correct - Praise - Motivate
- ✓ Swag
- ✓ Valued and Appreciated





KNOW YOUR WHY!

"Transforming Lives while making a
Global Impact for the Kingdom"

OUR VALUES

*Faithfulness
Inspirational
Generosity
Excellence
Resilience*



Next Steps



J.W. Oliver
Visionary / Managing Partner

We are thrilled to support your organization in enhancing growth, boosting productivity, and efficiently managing costs through the use of virtual/remote teams.

As a Christian entrepreneur with a Win Win Win philosophy, we take pride in donating 51% of all profits to Christian ministries worldwide.

SCHEDULE A DISCOVERY CALL



***Hiring remote/virtual team members
from SupportDDS gets you one step
closer to success!***

 **SupportDDS.com**

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