



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



OUTSOURCE-ABLE:



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

- Revenue Cycle Management Insurance Verification
- Director of First Impressions / Scheduling
 New Patient Phone Calls
 Accounting / AP / Payroll support
 Executive Assistant

- HR SupportMarketing
- Hygiene Recare / Patient Reactivation

OUTSOURCING SELECTION CRITERIA

- 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%!

SupportDDS

12 Roles You Can Delegate Now!

























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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



Re-care/Reactivation

Unscheduled Treatment

Billing and Collections

Bi-Lingual

Confirm Appointments

Accounting/Bookkeeping



Insurance Coordinator





Insurance Verifications



Claims Follow-up



Process New Claims Daily



Insurance Breakdown



Outstanding Claims



Resolve Payment Delays



Updated Fee Schedule



Maximize Use of Coverage Books and Payment Tables



Finance/ Accounting





Finance Manager

Accounts Payable & Payroll

Bookkeeping / Data Entry



Executive Assistant





Point of Contact Among Executives



Minutes of Meetings



Project Manager



Update/Create SOPs



Manage Executives Calendars & Meetings



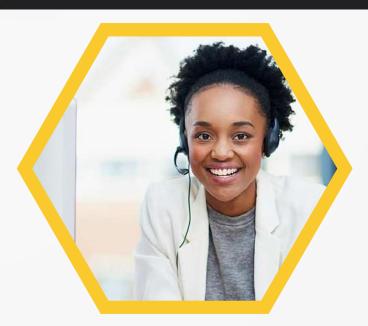
Travel Arrangements



Submit Expense Reports



Internal and External Communication



OPERATIONAL IMPACT OF OUTSOURCED TEAM MEMBERS

Enhanced Staffing Efficiency:

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

3 Reduced HR and Administrative Burdens:

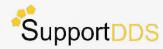
- Outsourcing leads to fewer on-site HR responsibilities
- Reduce overhead related to benefits, payroll, legal compliance

Streamlined Training and Onboarding:

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

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

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

5 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



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



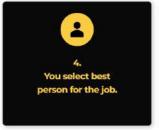
Getting Started

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













Success Tips









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



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!



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