

# I've Got Voicemail, My Competitor has an AI Receptionist. Am I an Idiot Here?

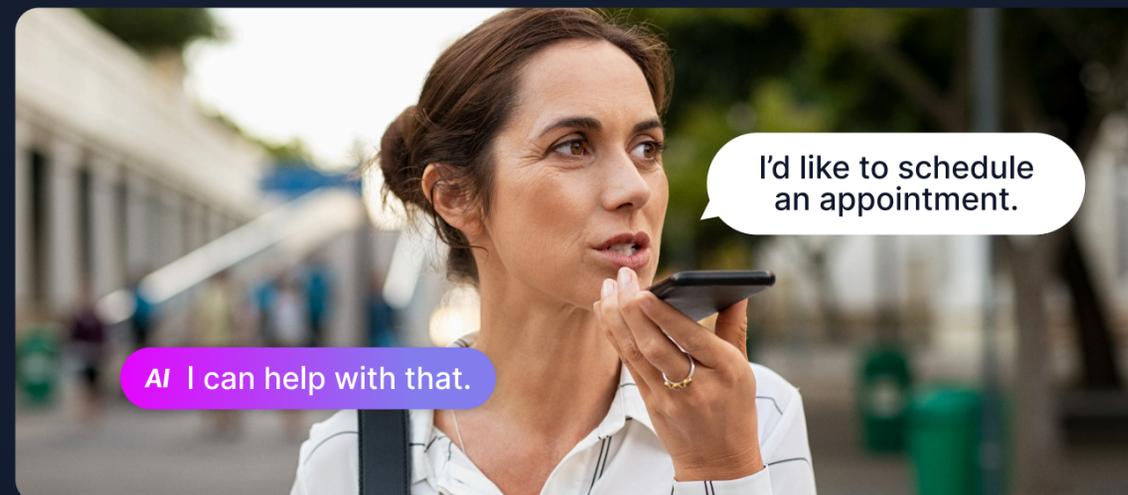
1.5-2 hours with Q&A

Voicemail still works. Patients just do not use it. People want an immediate response, especially when they are in pain, calling after hours, or comparing multiple offices. When calls go unanswered, many callers simply move on, and the practice never knows how much revenue walked out the door.

This session starts with a quick, practical breakdown of how large language models work, why they sound human, and why massive investment is accelerating their ability to understand language, intent, and behavior. We will connect that foundation to dentistry, showing how AI is already supporting diagnostics, documentation, analytics, and patient communication. Then we land on the core issue:

**Practices routinely miss a meaningful percentage of inbound calls, and voicemail is a weak safety net.** We will compare three solutions, including team phone forwarding, outsourced call centers, and AI receptionists. You will see real examples of what modern dental AI agents can do, including inbound scheduling and outbound hygiene reactivation and case follow-up, plus how they integrate with phone systems, online scheduling, texting, email, and practice workflows. We close with real-world outcomes and a way for attendees to test the experience themselves.

View a video breakdown from Adrian to learn more about this presentation.



## LEARNING OBJECTIVES:

- Learn how large language models generate human-like conversations through prediction and context, and see predictions on where the technology is going.
- Identify where AI is being used in dentistry today, including diagnostics support, documentation and note creation, analytics and performance incentives, insurance-related workflows, and patient communication.
- Realize how much revenue your practice is missing by relying on voicemail, especially for after-hours and emergency calls, and how quickly those opportunities move to a competitor.
- Understand and compare three practical approaches to missed-call coverage, including team phone forwarding, outsourced live answering services, and AI receptionists, using clear criteria like patient experience, consistency, scalability, and cost.
- Realize that there is no reason to be afraid of AI and learn how AI receptionists support teams by handling inbound and outbound workflows, scheduling, objection handling, hygiene reactivation, and case follow-up.