

# OVERJET

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## **Suggested Scripts: Role-Based Communication Guide**

### **Purpose**

This guide provides role-specific sample scripting to complement existing workflows. Scripts are not mandatory word-for-word but serve as a framework for consistent, professional communication.

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### **Morning Huddle Script**

**Scenario:** Daily team alignment before patient care

- “Today Overjet has identified [#] patients with opportunities. Let’s present each one so every patient hears a clear, consistent message. When we use Overjet visuals in every patient conversation, patients and families feel confident and informed about their care and the care we provide for their families.”
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### **Dentist Script**

**Scenario: Treatment Presentation**

- “Overjet helps us review every X-ray with precision. Here you can see where it flagged early changes. With this support, I’m confident we should treat this tooth before it becomes a bigger issue.”

**Scenario: Parent/Guardian Education**

- “This technology lets you see what we see. It helps us explain clearly why treatment is needed now instead of waiting.”
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### **Hygienist Script**

**Scenario: Preventive Care / Sealant Opportunity**

- “Overjet highlights areas at higher risk for cavities. To protect these teeth, we recommend treatment. You’ll see the risk areas highlighted here.”

**Scenario: Periodontal Care**

- “Overjet shows bone levels and areas of concern. This helps us identify when patients need additional periodontal therapies, including scaling and root planing.”
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### **Dental Assistant Script**

**Scenario: Chairside Support**

- “Dr. [Name] will review your X-rays with Overjet. You’ll notice areas highlighted here that help us show what’s going on.”

**Scenario: Imaging Capture**

- “We use AI on your xrays, let’s look at the findings together”
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### **Front Desk / Admin Script**

**Scenario: Appointment Confirmation Call**

- “Hello, I’m calling to confirm [Patient’s Name]’s appointment for [Date/Time]. I also want to share something exciting, our office now uses Overjet AI, a new technology that helps our doctors be even more precise in reviewing X-rays. You’ll see those visuals during the visit.”