# OVERJET PLAYBOOK

OVERJET

Purpose & Scope

This protocol establishes standardized procedures for implementing Overjet's artificial intelligence platform (referred to as Vision AI) to enhance diagnostic accuracy, treatment planning, patient communication, and operational efficiency in daily practice. All staff should be trained and proficient in using Overjet as part of their role to ensure consistency and quality of care across the organization.

The training options for Overjet are listed below:

- Overjet Knowledge Center - can be accessed by clicking on the top right area of the Overjet provider dashboard. It contains broad based generalized Overjet training videos.
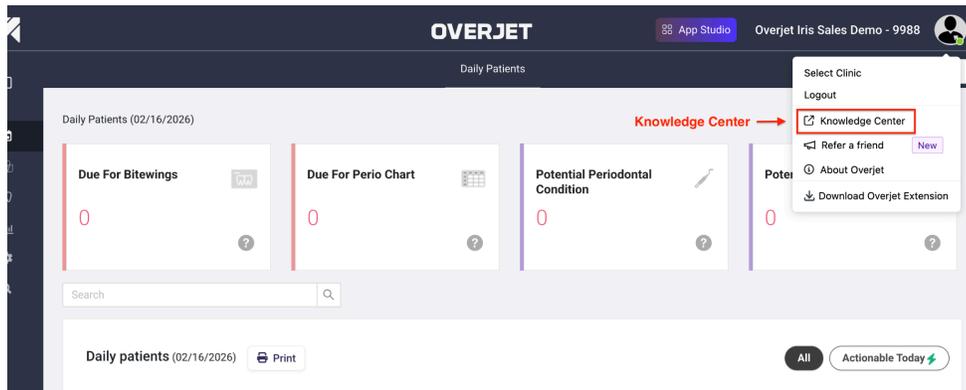
- Live Daily Webinars hosted by Overjet's Clinical Implementation team - Register for either the Overjet Full Dashboard Training or Hygiene Half Hour using links below.
  - [Overjet Full Dashboard](#)
  - [Hygiene Half Hour](#)

Guiding Principles (Applies to Every Visit)

- Overjet is a second set of eyes; the dentist confirms final diagnosis through clinical exam and judgment.
- All radiographic images should be imported and reviewed in Overjet, regardless of the imaging platform used in the office to make full use of the diagnostic capabilities of Overjet.
- Validate Overjet AI findings chairside: confirm, reject, or document as monitored. Hide false positives from the patient view when discussing images by clicking the eyeball on the right hand panel.
- Overjet does not require special consent; if a patient has questions about Overjet AI, reassure them it is a normal part of your advanced, thorough care.
- Document the final treatment plan in your PMS and ensure Overjet findings are reconciled (accepted, deferred, or rejected with notes).
- Use Overjet visuals to increase transparency and trust—show patients what you see and explain why treatment is recommended. Leverage Overjet's LENS (present) to compare images side by side and showcase progression of disease.

Appointment-Type Based Protocols

The Overjet protocols are broken into 4 different protocols described on the following pages:

- The Morning Huddle - A comprehensive morning huddle training video can be found **here**
- Hygiene Appointment
- Restorative/New Patient Appointment
- Patient Reactivation

Morning Huddle-

Every office should utilize the Morning Huddle protocol outlined below to ensure the thoroughness of diagnosis and patient care.

∗∗Goal: Use the Morning Huddle to review Overjet recommendations so providers and the team are fully aligned on treatment, next steps, and how treatment will be presented to the patient.∗∗

Pre-Huddle Preparation: Completed Prior to the Meeting

o   *All Providers:* Proceed to the Daily Patients tab. Use the filter to review your patients for the coming day and check for any treatment recommendations by Overjet AI, specifically focusing on high-priority conditions highlighted (large cavities, crown issues, implant sites, periodontal candidates, incipient decay).

- Look for **Red-font items** – these indicate potential restorative needs (e.g., untreated caries or restorative work) such as:

    - Incipient lesions noted in yellow or small cavities that were not in the treatment plan. ***Incipient lesions should be evaluated for treatment with Curodont, preferably at the same visit***

    - Large restorations or fractures (e.g., "2 or 3-surface restoration potential") that could be due for a crown. If appropriate, see if the patient can be accommodated the same day

  - **Crown DMF ≥ 50%:** This does not indicate an existing crown. Instead, it means the tooth has a combination of decayed, missing, or filled structure exceeding 50%, suggesting significant breakdown. When DMF is this high, the tooth should be evaluated during the appointment for potential comprehensive treatment such as the placement of a crown.

  - **Recurrent caries:** This refers to new decay visible near the margin of an existing crown. Note which patient and tooth are affected, and—if possible—confirm when the crown was originally placed. If it is recent, the crown may be under warranty; if older, it may present an opportunity to treat and improve the long-term prognosis of the tooth.

- Any **implant opportunities**

  o   Patients with bone loss or periodontitis not yet treated (e.g., may need scaling and root planing (SRP) or referral to Perio).

  o   High calculus detection or other Perio codes (Overjet can flag mis-coded Perio maintenance or the need for Perio charting).

  o   **Potential implant findings** might also be listed here if a tooth is missing (because implant placement relates to Perio/bone health).

- **Potential PARL or Third Molar findings** will be listed in blue. Evaluate these areas clinically and refer to a specialist as needed.

- Look for **Purple-font items** – these highlight due items for today, such as
  - "BWX due,"
  - "Perio chart due,"
  - "Sealants due".
    - For example, a patient on the schedule might be due for bitewing X-rays or an updated periodontal exam

Each provider should make a note of **patients who have opportunities or recommendations** e.g.:

- "10AM John – needs BWX, and has an unscheduled cavity on #15;
- 2PM Mary – crown margin >50% on #30, potential crown needed;
- 3PM routine recall – overdue for sealants on kids," etc.

During the Huddle

Leader (Office Manager or Dentist): Start the huddle "Let's review today's patients with help from Overjet findings." **Pull up the Overjet dashboard (Daily Patients Page) and filter to today's patient list**. Each provider should present the findings from their patient list to the team for awareness.

- *Patient-by-Patient Review:* For each patient on the schedule with potential findings, call out the patient's name and planned appointment type. Then mention any Overjet flags. The responsible provider should be prepared to offer commentary on the recommended treatment.

  - Example: "**8:30am – John Doe, here for a crown prep on #19**. Overjet shows an incipient lesion on #18M that's not treatment-planned yet. Also due for bitewings and Overjet flagged John as needing SRPs."

  - This alerts the team that beyond the scheduled crown, John has another small cavity starting, and he needs X-rays and confirming SRP need.

- Mark each finding as you discuss. Use a visual aid if possible: having the Overjet dashboard displayed on a screen in the meeting room can be very effective. Everyone can see the list of patients with icons or color codes.

- If the treating doctor agrees with the AI findings and the patient is scheduled for the treatment- confirm the treatment

- If the provider agrees with the AI findings and the patient is not scheduled for treatment- be prepared to schedule the treatment

- If the provider does not agree with the AI findings, they can delete the finding on the image. These deletions are reviewed by Overjet's clinical team for further model refinement.

- If a patient will need more time than was originally scheduled, based on the Overjet review, plan accordingly.

    - For example, if the provider agrees with the AI finding and will convert a patient scheduled for a 60 minute prophy to a 90 minute SRP appt- discuss this with the team. If there is no room to extend the appointment, plan to do 1-2 quad minimum in the reserved time.

- If any **diagnostic steps** need to happen first, clarify them:

    o "Take bitewings for John right away due to the due status."

    o "Make sure to get a PA on that implant site Overjet flagged for Mary so Dr. B can evaluate implant potential."

- Encourage input: ask if anyone has additional insight on that patient (maybe the hygienist remembers John's #18 was borderline last time, etc.).

Goal: Use the Morning Huddle to review Overjet recommendations so providers and the team are fully aligned on treatment, next steps, and how treatment will be presented to the patient. The provider can also right click on a finding to note why they do not want to move forward with Overjet's recommendation, if preferred. This will change the background of the finding to grey.

Office Manager / Insurance Coordinator: For those opportunities that have been confirmed by the Providers, **perform insurance verification for procedures that might be added**. If you are leveraging [Overjet's Insurance Verification](#) platform, log into [rcm.overjet.ai](#) to perform the verification. - *Same-Day Treatment Opportunities:* Identify which patients have a realistic chance for same-day add-ons:

- o Look at open time in the schedule or blocking. For example, if a patient after John has a 30-min gap, you could accommodate a filling for John's #18 right after his crown prep if he's willing. Note these to the team: "If John agrees to fix #18 as well, we have the time to do it – let's be prepared."
- o Ensure all necessary materials are ready: if Overjet found a possible implant case and you might do an implant consult on the fly, have implant brochures or models handy; if a tooth might need extraction, have consent forms ready, etc..

Execution & Follow-Through:

o *During the Day:* Keep Overjet accessible in each operatory to reference in real-time for the current patient. This is part of their complete dental record and should be open and available for the clinician and staff to review and educate. As patients come in, ensure the identified tasks are being done (e.g., radiographs taken, findings discussed). Providers and assistants should remember the huddle assignments – perhaps use a quick identifier on the schedule (like an asterisk or note on patients who had Overjet findings) to jog memory.

o If a decision was made in huddle to try same-day treatment and a patient declines or conditions change, communicate that to the team so schedules can be readjusted. For instance, if John ended up not wanting the extra filling, the front desk might fill the time with something else or know that opportunity didn't pan out.

o *Documentation:* The team should **document outcomes of the huddle plans** in patient charts or a central log. For example: "Overjet identified incipient #18M – discussed in huddle, Dr. A offered pt same-day, pt scheduled separate appt." This helps in tracking how many of those flagged opportunities were actually addressed.

Hygiene Exam (Recall/Periodic Exam)

For a returning patient's hygiene appointment (preventative or therapeutic with a periodic exam), Overjet plays a key role in comparing current and past radiographs, identifying any new issues since the last visit, and engaging the patient in preventive or therapeutic care discussions.

Utilizing the LENS functionality is helpful here. Click on the present key in the patient's FMX within Overjet and now you can view different images from different dates side by side. A video on usage of Overjet in the hygiene appointment can be found **here**.

❖ **Hygienist:**

→ **Review the patient's history and due/past due items**.
- Check date of last periodontal charting; perio chart should be updated at least every 12 months for a healthy patient and at every hygiene appointment for anyone presenting with bone loss.
- Check the chart for the date of last bitewings or FMX. If radiographs are due (e.g., bitewings typically every 12 months or as needed), plan to take them.
- On Overjet's dashboard or patient view, review any existing findings from past visits:

→ **Take any necessary radiographs** (e.g., new bitewings) at the start of the appointment, and have them processed through Overjet so AI findings are ready.

  All x-rays should be viewed in the Overjet platform regardless of the imaging platform in the office.

  - Overjet provides an FDA-Cleared auto enhance feature that will take the raw radiograph and optimize the clarity of the image, while the AI diagnostic aids and patient education tools allow the hygienist to start the conversation with the patient prior to the doctor entering the room. *Even if no x-rays were taken at this appointment, previous x-rays should be viewed with Overjet for thoroughness of the previous evaluation.. **This will help with any possible missed treatment and also further reinforce the use of Overjet AI.***
  - Look at any "watch" areas noted previously (incipient lesions that were being monitored). *Incipient lesions should be discussed with the doctor for treatment with Curodont.*
  - If Overjet AI flagged specific sites of bone loss >3mm from last time, ensure you probe those sites and discuss with the patient any changes.
  - Prior to scaling and cleaning, observe any Overjet AI noted calculus or pocketing. Overjet will highlight calculus or suggest SRP (scaling and root planing) if heavy bone loss or tartar is detected. Use these tools to educate the patient on the need for SRP, with the Overjet AI providing the

confidence to present the needed treatment and as a powerful "second opinion" to help build patient trust.

◆ Prior to the arrival of the doctor, Identify **Blue findings** (potential periodontal issues) and **Red findings** (restorative/caries issues) that Overjet has flagged on past images. These will guide you on where to focus the exam (e.g., a tooth that had early bone loss flagged, or a tooth with early decay noted last time).

➔ **Update periodontal charting.** Ensure updated charting at least every 12 months for all patients and at every hygiene appointment for anyone presenting with bone loss.

➔ **Review Overjet Findings for Potential Perio**. Overjet requires both diagnostic x-rays where radiographic bone loss >=3mm, and a Perio chart with pocket depths >=4mm) on the same tooth as the radiographic bone loss to support SRP diagnosis.

➔ **Note if Overjet indicates sealants due** (for pediatric or young adult patients, Overjet might flag teeth that haven't had sealants in 3+ years and are unrestored).

➔ **Check for periodontal indicators**. Overjet will surface "Potential Perio" only when both diagnostic-quality X-rays and a periodontal chart are available, and when the AI detects ≥3 mm radiographic bone loss (RBL) along with pocket depths ≥4 mm. If either data source is missing—or if the X-rays are not diagnostic enough for

bone detection—the finding will not appear in the Perio section or in the overall "Findings" list. **This is an indication and opportunity to retake a properly diagnostic radiograph or update the perio chart to ensure the correct diagnosis.**
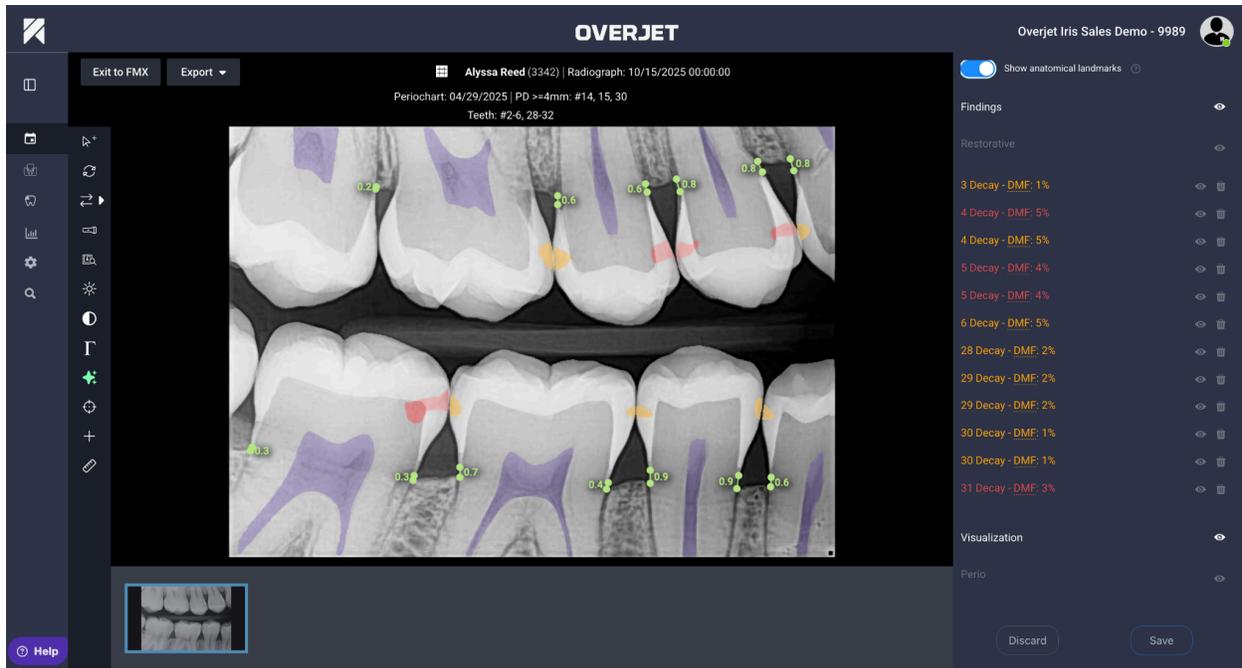

➔ **Patient Education: Display the X-rays with the Overjet AI diagnostic overlays** for the patient. After the cleaning, spend a few minutes on patient education using Overjet visuals

◆ Point out normal vs. concerning areas: *"See these green lines? Those show your bone levels and they're mostly in a healthy range. This red line here indicates more advanced bone loss, which is why I measure those pockets and I need to have the Doctor evaluate these areas."*

◆ If there **are Yellow highlighted areas (bone loss at risk for additional periodontal disease, incipient lesions).** *"These yellow highlights are showing suspicious areas that I'll have the doctor review. The enamel here is like a hard outer coating of your tooth that helps to protect the softer layer inside that surrounds the nerve.   These baby cavities can be treated without drilling with a new product called Curodont that reverses the cavity process. I will have the doctor review with you if it is an appropriate candidate for treatment. It's imperative that you focus on flossing and an in-office fluoride treatment today or Curodont treatment to try to remineralize this area so that hopefully it won't progress.*

◆ If there are **RED highlighted areas (cavities into dentin)**: *"This red area shows where the cavity has reached a deeper layer of the tooth. We definitely don't want that red to reach the purple. The purple represents your tooth's nerve, and if the cavity gets that deep, it could lead to pain or the need for a root canal. That's why we'll have the doctor take a closer look and talk through treatment options."*
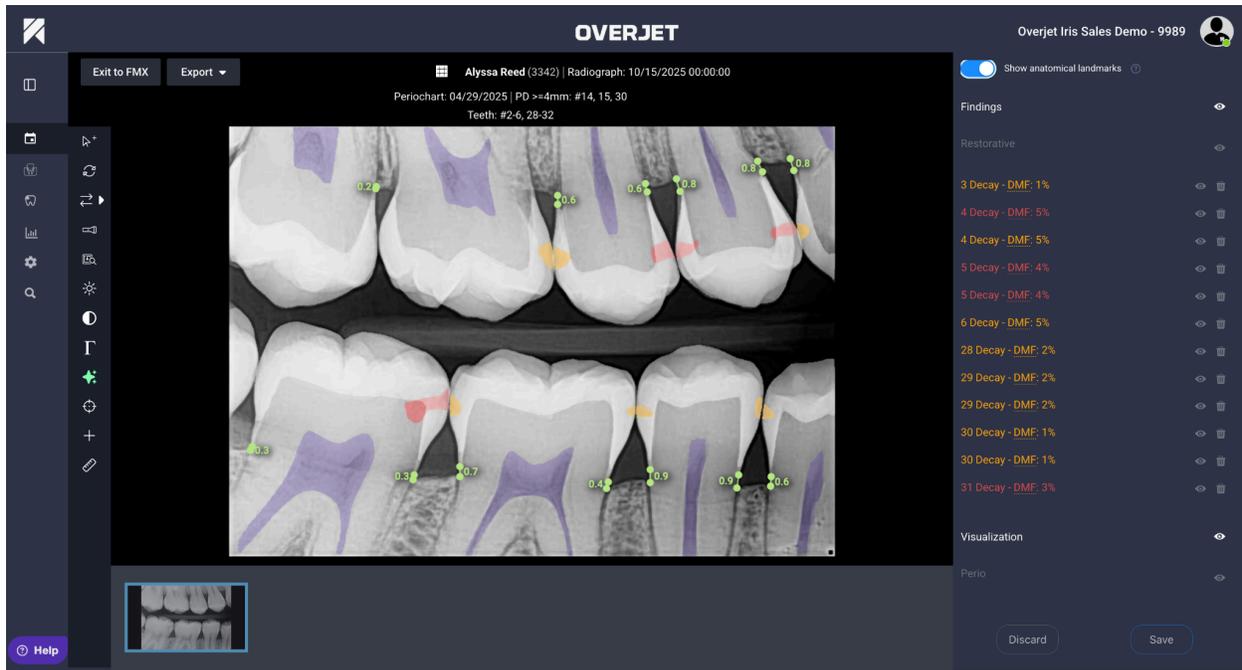
- ● ***Use the visual to point out the size and location of the cavity***. *Overjet's precision helps you confidently and visibly introduce treatment needs and explain why timely care matters.*

- ● If **OverjetAI indicates periodontal issues** (like red bone level measurements or calculus): *"Overjet also helps me see changes in your gum health. This area shows that the harmful bacteria which causes infection and inflammation have started to deteriorate your jawbone, which is the stable foundation for your teeth. At this point, you need periodontal therapy to hopefully get it under control and try to prevent it from progressively getting worse which could require surgery or result in tooth loss.* Tie the AI finding to your clinical observation (e.g., bleeding or pockets) to reinforce the diagnosis. In addition, comparison to any previous Overjet AI bone loss readings gives a documented progression to reinforce

a worsening condition.You should also be tying these findings back to the patient's health history. For example, patients with cardiovascular disease and/or diabetes.

- Throughout, keep language simple and invite questions. Make sure the patient understands that **Overjet is a tool to help them see what you see**. Emphasize that *"the AI gives us a second set of eyes, but the doctor will double-check everything"* so they know the final call is professional judgment.

→ E**nsure all Overjet-flagged items are addressed in the chart notes** before dismissing the patient. This keeps your notes accurate and creates continuity for the next recall visit.

- For example, note "AI indicated incipient lesion on #4D – discussed flossing and fluoride, will monitor next visit" or "AI indicated 5mm bone loss distal of #18 – periodontal charting completed, SRP treatment planned."

- Provide the patient with any educational materials (including a printout of an Overjet image highlighting their problem areas, if they are interested or if it will help in case acceptance for a treatment). Also, the clinical note should include the doctor's opinion of the noted areas.
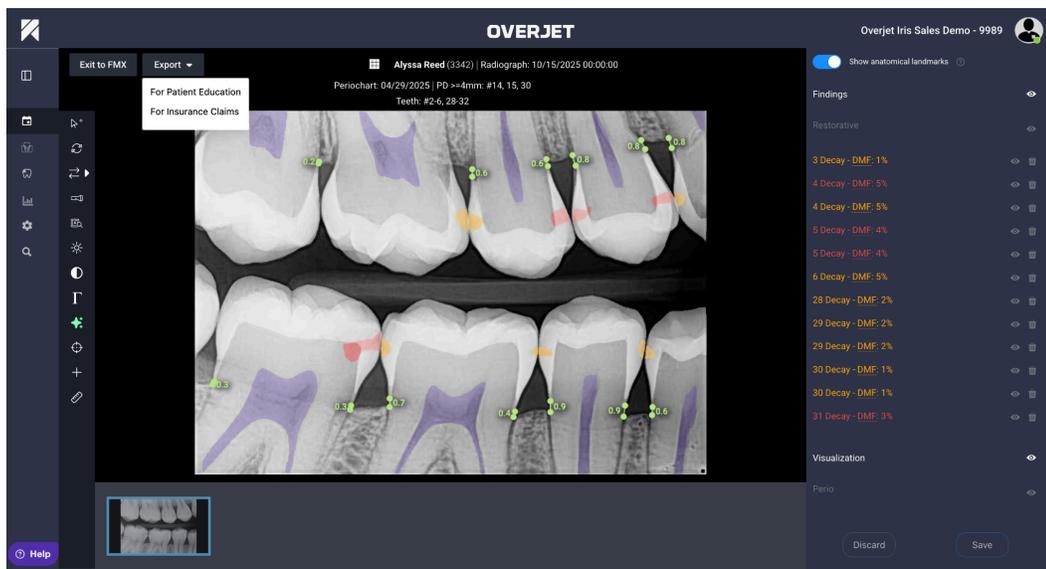
❖ **Dentist:**

➔ **Handoff from the hygienist.** The hygienist should hand off key information to the dentist: what Overjet flagged and what was found.
  - ➔ For example, the hygienist might say, *"Doctor, Overjet highlighted an early cavity between 3 and 4, and noted some bone loss on the lower left. I've shown the patient these areas."*
  - ➔ This handoff ensures the dentist is aware of the AI findings and is a powerful handoff from a trusted clinician and technology both mentioning areas of concern. The dentist is now the third and final opinion and then examines those areas clinically:

➔ **Validate AI findings:** The doctor should confirm the cavity with an explorer or visual inspection (and note if it's as early or more advanced than AI indicated). If the dentist finds an Overjet highlight was a false alarm (e.g., the "cavity" is just an old staining or artifact on X-ray), explain that to the patient: *"The software flagged this area, but upon exam I see it's just a stain/old filling. The AI is very sensitive – which is good – but this is not an issue we need to treat."* Only the dentist shall make the decision on whether the finding is false or not.
  - ◆ This reassurance builds credibility that you are not just relying on AI blindly. (For false findings, the dentist should **annotate in Overjet** by right-clicking the finding and noting it as false, for record-keeping.)

➔ **Discuss treatment needs:** for any confirmed issues, the dentist should clearly present the recommendation. Use Overjet images on screen for visualization. The ability to use colors and magnification aid in educating the patient to the point of understanding the issue, building trust, and accepting treatment. For example: *"As Beth (hygienist) showed you, this red spot here is a cavity. Overjet helped us catch it early. I recommend we fill it while it's still small."* And: *"We noticed some bone loss around these back teeth – we'd like to do a special cleaning to prevent*

further issues." Align this with the patient's understanding from the hygienist's earlier discussion.

→ **Same-day treatment:** If the schedule allows and the patient is willing, the dentist can offer to do small immediate procedures (such as a filling on an incipient cavity) since the patient is already in. Check Overjet's findings if any other teeth have significant untreated issues and consider addressing them if time permits. If not doing same-day, ensure they are treatment-planned for later.

→ **Display findings as they are presented.** The hygienist should be prepared to support the dentist in showing Overjet images to the patient. For instance, as the dentist talks, the hygienist can zoom in on the X-ray area with the Overjet overlay or pull up a comparison from the last visit if helpful. The assistant can also reinforce the dentist's messaging by observing patient reactions and responding: *"Yes, you can see here on the screen what the doctor is referring to."*

→ **Document the dentist's findings** in the chart, including noting any Overjet references, and ensure any images needed for insurance or patient education are saved.

❖ **Front Desk:**

➔ **Schedule any planned treatment or follow-up appointments** at checkout. If the patient needs to return for restorative work (fillings, crown, etc.), try to schedule before they leave.

➔ **Provide the patient with a printed copy of their X-rays with Overjet annotations** or email them images, if they are interested – this reinforces the visual evidence of their conditions. Select the image then click on "Export" in the upper left corner and select "For Patient Education". It will download the image that you can print. Use a friendly script to reinforce urgency: "We want to take care of that area Overjet showed us before it gets worse; let's get you scheduled soon." Ensure the patient understands their next steps.

❖ **Operations Manager:**

➔ **Monitor the schedule and Overjet's live dashboard** during the patient appointments.
  ● **Promote same day scheduling.** Ensure that if the dentist decides to add a same-day procedure (e.g., treating a cavity just found), the schedule can accommodate it. The office manager should be ready to adjust and coordinate with the front desk to rearrange or extend the visit as needed to capitalize on same-day treatment opportunities.
  ● **Plan follow up for any non- scheduled treatment.** For any recommended treatments the patient did not schedule or declined, mark these for follow-up. The office manager should run an end-of-day review (or delegate it) to capture any unscheduled treatment identified by Overjet during the visit.

Regular Patient Visit - New and Existing Patient Appointment

For a regular patient visit, the best practice is for thorough review and use of Overjet AI at the time of diagnosis, treatment planning, and financial arrangements, NOT primarily once treatment is scheduled.

● For a new patient visit, all x-rays should be reviewed in the Overjet platform for improved diagnostic ability.

- Where an existing patient is presenting for a specific procedure (such as a restoration, crown prep, root canal, etc.), Overjet AI should be used to support comprehensive care by verifying nothing has slipped between the cracks.
  - **Pre-Visit Preparation:**
    - *Dental Assistant:* Verify radiographs are up to date per the radiology protocols in the office, including properly diagnostic views to ensure insurance approval quality for proper payment . If the patient has not had recent radiographs or is a new patient in the office, plan to capture such images when they arrive.
    - **Alert the doctor if any Overjet findings are revealed so the doctor can review and validate any findings and determine adjust the treatment plan as needed**
      - **Update the patient's chart/treatment plan** with any new items. If the patient defers additional treatment, make sure it's entered as an accepted treatment plan for later or noted for follow-up.
      - During the handoff, the assistant should communicate clearly to the front desk what was done and what needs scheduling: e.g., "We completed the scheduled filling on #30, and we identified decay on #18 that needs to be scheduled for a restoration."
    - *Dentist:* If not already done at the time of treatment plan, **verify the planned procedure's details in Overjet**. For instance, if a restoration is scheduled, inspect the X-ray with Overjet to ensure you know the exact location and extent
    - Most, if not all, of the treatment considerations should have taken place prior to the visit being scheduled in order to schedule for the proper amount of time and to allow the team to be completely ready for the patient's visit.
    - Also, verify if the patient had any other planned treatments that were pending – PMS might show past diagnosed but uncompleted items. You might decide to address those if time allows. If new findings have come to light, use down time in the appointment to **discuss any other findings** Overjet has identified:
      - For example: *" the updated image today confirms a cavity on the neighboring tooth. I am recommending we restore the tooth while you're numb and prior to the seating of your crown."* This kind of conversation, aided by the visual, can lead to additional same-day treatment or get the patient to schedule the next one.

Many patients appreciate the efficiency of doing it in one go if possible.

■ If necessary, coordinate quickly with the business team for updated financial information.

Appendix

System Use and Technical Integration

- **Installation and Setup:** (Typically handled by IT or Overjet support during initial implementation)

o   Make sure Overjet's software is **pinned to the taskbar on all operatory computers**. The interface should be readily available chairside, ideally as part of the imaging software or as a second monitor display that patients can also see

o   **User Accounts and Access:** Set up unique Overjet user accounts for each provider and relevant staff. This allows tracking usage and also customizing views (e.g., filtering by operatory or provider). Train everyone on how to log in and navigate the system.

o   **Training:** Conduct initial training sessions for all staff on Overjet's features. This should include how to interpret the AI results (what the colors and metrics mean – see Appendix for legend), how to show/hide AI annotations, and how to use the dashboard for analytics. Make sure staff know that ongoing support is available and encourage them to attend any webinars or advanced trainings Overjet offers.

Operatory Level Use:

o   **Real-Time AI Use:** In each operatory, as part of the room setup for every patient, **open the patient's images through Overjet rather than the raw imaging software**. This ensures that the provider and patient are always looking at the AI-annotated version during the exam.

o   **Consistency:** Use Overjet for **every patient, every time** images are reviewed. Even if a patient is in for something minor, pull up their x-rays in Overjet. This consistency not only ensures you're not missing anything, but it also normalizes the technology for staff and patients. Patients will come to expect the "cool colored X-rays" as part of their visit, and staff will automatically incorporate it into their routine.

o   **Patient Experience:** Make Overjet a visible part of the patient experience that reinforces the advanced technology your practice uses and to help differentiate from other dental offices. For example, if you have screens that patients can see, display their X-rays with Overjet during explanations. It often leads to patients commenting or asking questions, which opens the door for better understanding. However, caution the team to manage it appropriately – if a patient fixates on a colored spot that is a false positive or minor issue, be ready to explain (e.g., "The software marked that spot, but I checked and it's actually just an old filling, not a new cavity. It's very sensitive – which is good!"). The Appendix's scripts and the communication tips earlier help with this framing.

AI Review Standards and Decision Validation:

o   Make it clear in the office's clinical protocol that **AI findings do not equate to a diagnosis** until verified by a dentist. Overjet is an aid, not an autonomous diagnostician. The dentist (or hygienist, within their scope for Perio assessments) must confirm the presence of disease or need for treatment. This is critical legally and ethically.

o   When Overjet flags an area, the provider should **examine that area clinically**: visually, with an explorer, and/or with additional imaging like an intraoral camera or transillumination if needed. Use Overjet like an alert system – it draws your eye to something, but then you apply your professional judgment. For example, Overjet might highlight what looks like decay on a distal of a tooth; on exam you realize it's the shadow of the amalgam filling next to it. In such cases:

▪   **Document your decision**: Note in the chart that AI flagged it, but dentist found no decay, likely artifact. You can even enter a note in Overjet (the software often allows marking a finding as "Not decay" or similar). This improves the record and possibly the AI learning.

▪   Conversely, if Overjet misses something you see, also document that (though rare, AI can miss unusual presentations). Combining AI with a thorough exam should be the gold standard.

o   **Calibration among providers:** Since Overjet provides consistency, it's useful to align the team on what threshold triggers treatment. For instance, Overjet might highlight 0.5mm of bone loss – one dentist might ignore it, another might mention early gingivitis. The team should agree on guidelines: e.g., "We treat caries once it's into dentin (red) but monitor if only enamel (yellow), unless other risk factors exist." Or "We recommend SRP if Overjet shows bone loss of >=3mm and corresponding probing >=4mm with bleeding." Having these standards means all providers trust each other's use of Overjet and patients get a consistent message.

Overjet Findings Definitions:
📄 **Overjet Findings Definitions.pdf**

Overjet Platform Legend:
📄 **Overjet Legend.pdf**

Role-Based Communication Scripts

(The following are suggested scripts for team members, adapted from Overjet's Role-Based Communication Guide. They serve as examples to help team communicate consistently and clearly about Overjet's findings and the value to the patient. Team members should use their own style while keeping the core messages intact. Owner Doctors should dedicate one lunch meeting to role play example scenarios with each team member to help familiarize)

- **Morning Huddle (Team Alignment):**
Scenario: Daily team meeting before patients arrive, highlighting Overjet findings.
Script: " Today Overjet has identified [#] patients with opportunities. Let's review each one so patients hear a clear, consistent message from all of us.   Hygiene team take the lead on Perio communications, and Doctors take the lead on restorative communications"

o   Each provider should be responsible for reporting their own patients

- **Dentist (Treatment Presentation):**
Scenario: Explaining a treatment need to a patient using an X-ray/Overjet for the first time to a patient.
Script: "We are utilizing state-of -the art AI technology to help us review every X-ray for added precision. This technology doesn't replace my clinical judgement, but rather it supplements my ability to evaluate your teeth, bone, and gums with increased diagnostic accuracy."

- **Dentist (Parent or Guardian Education):**
Scenario: Explaining a child's needs to a parent (or any caretaker scenario).
Script: "This technology lets you see what we see. It helps us explain clearly *why*   treatment is needed now instead of waiting."

- **Hygienist (Preventive Care/Sealant Opportunity):**
Scenario: Recommending a preventive treatment (sealants, fluoride) using Overjet's risk indicators.
Script: "Overjet highlights your areas that are at higher risk for cavities. To protect these teeth, we recommend [sealants/fluoride] as preventative measures versus being reactive later with more invasive procedures. You can see the risk areas highlighted here since we now have the ability to detect earlier."

- **Hygienist (Periodontal Care Discussion):**
Scenario: Educating a patient on gum disease or need for deep cleaning.
Script: "Overjet evaluates bone levels and areas of concern. This helps me identify when you need additional periodontal therapies, like scaling and root planing. See these lines here – they

indicate some bone loss, which is why I'm recommending a deeper cleaning so I can access those depths to eliminate the bacteria which progresses the gum disease."

- **Dental Assistant (Chairside Support Explanation):**

Scenario: Prepping the patient for the doctor's exam, setting expectation of AI use.

Script: "Dr. [Name] will review your X-rays with our Overjet AI technology. You'll notice areas highlighted here that help us show what's going on, Dr. [name] will explain the findings to you shortly."   (Goal is to up front communicate that the DAs should not/cannot be interpreting the findings to patients while they are waiting for the Doctor)

- **Dental Assistant (Imaging Capture Explanation):**

Scenario: While taking X-rays or photos, explaining the technology briefly.

Script: "We use AI technology to assist in evaluating your X-rays, this is an additional tool that helps your providers see better so they can diagnose better. Once I take these, I'll show you the findings." Front **Desk / Admin (Appointment Confirmation Call):**

Scenario: Calling a patient to confirm an upcoming appointment (particularly a new patient or one who hasn't been in recently). This verbiage is essential for the New Patient Experience, that way patients can see the investment in technology to provide the highest standard of care.

Script: "Hello, I'm calling to confirm [Patient's] appointment on [Date/Time]. You'll see in your visit that our doctors are now utilizing a new AI technology called Overjet . This helps them be more precise when reviewing your x-rays and show you the visuals to help you understand your dental care needs better."   "

(Team can modify these scripts to fit the situation, but should maintain the emphasis on Overjet helping to ensure accuracy, catching issues early, and helping patients see and understand what clinicians see. Consistency in messaging builds trust and positions the practice as high-tech and patient-focused.)

For the Doctor –

New Patient Exams:

- Highlight areas of concerns identified by Overjet to confirm diagnosis and create confidence in the patient by showing technology reinforcing the diagnosis
- Use Overjet to differentiate the practice from prior patient experiences
- Leverage AI to start patient conversations, but always reinforce that the doctor makes the diagnosis
- Build trust by pairing clinical expertise with Overjet's visual aids (LENS), making treatment acceptance easier

Limited Exam/Emergency Appointments

- For existing patients, use Overjet to show changes from previous radiographs, helping patients understand progression
- For new patients, use Overjet to build trust in the immediate diagnosis, while also scanning for other problems
- Always address the primary concern first, but also take the opportunity to educate on other issues while you have the patient's attention
- Position Overjet as a support tool, not a replacement, ensuring patients see both technology and doctor expertise at work

For the Hygienist –

New Patient Exams:

- Use Overjet for patient education: show how AI highlights areas of concern, differentiating your office as thorough and tech-forward.
- Demonstrate technology to build trust and emphasize thoroughness.
- Use Overjet to highlight areas of concern and curate information for the doctor.
- Emphasize that the hygienist's role is to tee up treatment so the doctor can confidently present and secure patient acceptance.

Recall Appointments:

- Compare previous radiographs with new ones, using Overjet's colored annotations to clearly show changes over time.
  Reinforce value of continuity of care — "we're tracking your oral health closely."
- Use Overjet to highlight changes and curate a focused list for the doctor.

- Reinforce hygienist's role as curator, not diagnostician — prepping the doctor to "knock it out of the park" when presenting treatment.

Laminated Quick Sheets:

📄 Quick Sheets- Role Based

Videos:

VIDEO: Save OVERJET to the taskbar

DMF 50% - Definition and Workflow Video

Bone Measurements and Using AI for SRP Video

Overjet for Morning Huddles Video