

DENTAL DEPOT CASE STUDY

Dental Depot is a family-owned practice providing affordable, high-quality care. Expanding to Dallas in 2003, it now has multiple locations focused on patient-centered care, community ties, skilled professionals, and education.

The Challenge: Struggles with Previous Imaging Software

Dental Depot, a rapidly growing dental service organization (DSO), faced hefty challenges with their imaging software as they expanded. Other dental imaging software created inefficiencies that hindered both clinical and administrative workflows:

- ➡ Inconsistent Image Quality: Poor image quality and misplaced files disrupted diagnostics.
- ➡ Complex Usability: The systems were not intuitive, frustrating staff and slowing processes.
- ➡ Frequent Downtime: Technical issues affected operations and patient care.

Additionally, accessing x-rays remotely required VPN connections, making centralized billing and revenue cycle management (RCM) inefficient. As Dr. Himesh Kana put it: "Logistically, this was not going to be our future."



Dr. Himesh Kana
Partner/Owner, Dental Depot

The Solution: SOTA Cloud

To address these challenges, Dental Depot transitioned to SOTA Cloud, a fully cloud-based dental imaging platform. The results were transformative:

- ☑ **Improved Image Quality and Usability**
SOTA Cloud consistently delivered high-quality images and allowed seamless integration of x-rays and intraoral camera images into a single, user-friendly template. This capability improved case presentation, enabling better patient communication and treatment discussions.
- ☑ **Operational Efficiency**
Centralized data management eliminated misplaced files, duplicate images, and the need for VPNs, streamlining workflows.
- ☑ **Enhanced Claims Processing**
Easily accessible and better integrated data helped lead to a **<1% rejection rate for 40,000+ submitted claims in 2024**—the highest volume processed with the lowest rejection rate to date. **Faster approvals and fewer claim disputes saved time and improved cash flow.**
- ☑ **Time and Payroll Savings**
The reduction of inefficiencies helped reduce overtime payroll, contributing to operational cost savings. Clinicians could diagnose faster, freeing up valuable time.

Enhanced with AI: Pearl Second Opinion

Building on the success of SOTA Cloud, Dental Depot integrated Pearl Second Opinion, an AI-powered real-time pathology detection aid natively embedded into SOTA Cloud. This upgrade delivered:

- ➡ **Real-Time Support for Clinicians**
Pearl acted as a "second set of eyes," giving clinicians added confidence in identifying potential oral health issues.
- ➡ **Better Patient Outcomes**
AI-driven insights allowed earlier identification of issues, improving patient care and clinical results.

"Turning on the AI has been instrumental," said Dr. Kana. "It instills behaviors in our clinicians that create better outcomes for our patients."

Outcome: A Seamless, Scalable Solution

Today, Dental Depot operates smoothly with SOTA Cloud and Pearl Second Opinion, free from the inefficiencies of legacy systems. Dr. Kana concluded, "We're a walking commercial for SOTA Cloud. Most offices have not gone through four imaging software platforms in eight years. Well, we did. SOTA Cloud solved our problems. It made our operations easier, more efficient, and better for both patients and staff."

By embracing innovative technology, Dental Depot achieved measurable benefits and a strong foundation for future success.

The Results



Revenue Growth

Streamlined claims processes increased revenue by reducing denials and accelerating payment cycles.



Enhanced Team Adoption

SOTA Cloud's intuitive design minimized training time for new staff and improved overall team satisfaction.



Improved Diagnostic Accuracy

Combining high-quality imaging with AI tools enabled more precise diagnoses, boosting clinical confidence and reducing potential for missed diagnoses.



Future-Proofing the Practice

With scalable solutions and a centralized platform, Dental Depot is well-positioned to sustain growth and innovation.



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