



Leveraging Edge Talent for Dental Practice Efficiency

Aurora Dentix



The Customer

Aurora Dentrix is a dental practice founded in 1976 by Dr. Kishore Belani in Aurora, Illinois. Over the years, they have become known in the community for providing quality dental treatment at reasonable prices. The practice has expanded to include three locations throughout the Aurora area, with each location periodically renovated to stay at the cutting edge of dental technology. Aurora Dentrix currently has seven doctors on staff.

The dentists at Aurora Dentrix not only work in this community, but they also live in it. With this in mind, they treat every patient as if they were a friend or family member. The practice appreciates the continued trust of its patients and strives to continue providing the highest quality dental care available.

Background

Aurora Dentrix was looking to improve its operational efficiency by leveraging an Edge Talent. The tasks assigned to the Edge Talent included handling pre-estimates, making problem claims calls to insurance, creating treatment plans, logging claims, managing spreadsheets, confirming patient calls, reviewing patient notes, and conducting post-op x-ray checks.

Approach

Initially, the practice faced the challenge of managing the talent's workload effectively. They started by assigning a small number of claims (10 per day) and gradually increased this to 60 claims per day as the talent became more comfortable with the tasks.

Role Definition

The role of the talent was not strictly defined. Instead, the talent acted as a jack-of-all-trades, taking on various responsibilities across different areas. Despite the broad scope of work, the talent proved to be highly capable and adaptable.

The Results

The primary benefit of having an Edge Talent was the reduction in training time. The talent already had a foundational background in the type of work required, which allowed them to integrate quickly into the practice. This experience meant the team could maintain realistic expectations and steadily increase the workload without sacrificing quality.

25%

Reduced Recruitment Time

The time to recruit new hires decreased by 25%, allowing the practice to onboard new hires more efficiently.

75%

Increased Productivity

The practice saw a 75% increase in productivity, significantly enhancing operational efficiency.

25%

Overhead Savings

The practice achieved a 25% reduction in overhead costs, contributing to a more cost-effective operation.

Conclusion

By utilizing Edge Talent, the dental practice significantly improved its operational efficiency, allowing the in-house team to focus on higher-level tasks. The talent's ability to handle a wide range of tasks with minimal training time was a key factor in the success of this approach.

Edge

Edge provides **scalable, affordable, & adaptable** HR solutions that seamlessly connect exceptional talent from all over the world with businesses in North America that most need to fill positions.

By making hiring globally easier than hiring locally, Edge provides businesses access to a broader talent pool and helps them boost their hiring processes.

The company has a presence across North America, Europe, Latin America, and Asia-Pacific, with plans to expand to over 150 countries.