



Leveraging an Edge Talent for Enhanced Practice Efficiency at Team Dental



Background

Team Dental sought to improve its administrative efficiency by bringing on an Edge Talent. The talent was tasked with answering phone calls, scheduling patients, confirming appointments, verifying and breaking down insurance, entering and building new insurance plans in the computer system, updating patient insurance information, managing the schedule, and sending out Google review requests.

Approach

To effectively manage the Edge talent's workload, Team Dental implemented a task list system that involved time blocking—assigning specific tasks to specific times of the day (e.g., 9-10 AM for one task, 10-11 AM for another). This structured approach ensured that all tasks were completed efficiently and on time.

Role Definition

The role of the Edge Talent at Team Dental was clearly defined, especially with the addition of a second talent. The clarity in role definition allowed the Edge Talent to focus on their specific responsibilities without overlap or confusion.

Team Interaction

The Edge Talent interacted with various team members daily, each with a specific area of collaboration. This regular interaction ensured seamless communication and workflow across different areas of the practice.

The Results

The main benefits of having an Edge Talent included:

Empathetic Disposition

The Edge talent's understanding and empathetic approach significantly improved patient interactions.

Subject Matter Knowledge

The talent's expertise in insurance and administrative tasks meant less time spent on training and quicker task execution.

Reduced Front Desk Burden

The Edge talent's handling of phone calls allowed the front desk staff to focus more on in-person patient interactions.

Cost Efficiency

The practice saw a reduction in operational costs while maintaining high levels of service.

Conclusion

By leveraging an Edge Talent, Team Dental was able to streamline its administrative processes, resulting in improved efficiency and a better patient experience. The talent's well-defined role and strong collaboration with the in-person team allowed for more focused patient care and smoother day-to-day operations. This case study demonstrates the significant value that Edge Talent brings to dental practices, particularly in enhancing administrative efficiency and patient interaction.

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.