

SmartAgent for University Dental Schools



Streamline student clinics. Improve patient experience. Prepare pre-docs for the future.

University dental schools face a unique operational challenge: delivering high-quality patient care through student providers while managing complex billing, insurance verification, and appointment coordination at scale. SmartAgent automates the administrative burden – so faculty can focus on training, students can focus on patients, and clinics run efficiently from first appointment to final payment.



Built for momentum

A guided implementation that accelerates your clinics toward measurable ROI in the first 6 months.



Personalized experiences

Built to drive patient loyalty and satisfaction at every touchpoint



Centralized control

Manage system-wide standards with site-level customization

“Even with university-level limitations on AI and patient data, our partnership with IntelePeer has helped us deliver more consistent and effective 24/7 support for our patients.”

—Katy Browder, Sr. EHR & Clinical Systems Analyst, VCU School of Dentistry



Learn more at intelpeer.ai

Appointment scheduling



Insurance eligibility



Revenue recovery



Reminders



Post-visit surveys



Patient recalls



Payments & billing



FAQs / Q&A

Boost revenue with better scheduling, faster payments, and fewer no-shows!

Analytics and business insights

SmartAnalytics™ delivers real-time, actionable insights and KPI tracking for full visibility into patient experience, operational performance, and areas for improvement.

Seamless integration

SmartAgent includes pre-built integrations with leading telephony, CCaaS, PMS, and EHR systems. Our Managed Services team provides rapid configuration and deployment to get you up and running fast.

Improve the patient experience

Never miss a call again – intelligent, conversational voice agents handle every patient interaction 24/7 across voice, SMS, and chat. Keep your schedule full and your patients satisfied.



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All the features you need to automate the patient journey

Appointment scheduling

- Single patient and family appointment scheduling via self-serve phone calls
- Easy cancellations and rescheduling
- New patient intake with insurance info collection and special handling for minors



Insurance eligibility

- Automate eligibility checks before the visit
- Collect missing insurance details via outbound follow-up
- Reduce front-desk workload and prevent day-of-visit surprises



Revenue recovery

- Automated outreach for outstanding balances
- Flexible payment plan options (partial, full, or scheduled)
- Configurable messaging based on balance age or severity



Reminders

- Confirm appointments via text and voice with easy options to reschedule when needed
- Automate payment reminders



Post-visit surveys

- Automated NPS and satisfaction surveys
- Capture real-time patient sentiment
- Identify service gaps and operational improvement opportunities



Patient recalls

- Proactive outreach for recall appointment reminders before six-month cleaning checkpoint
- Periodic reminders to stay on schedule with preventive care



Payments & billing

- Answer inbound calls about bills, account balances, and provide affordable payment options
- PCI DSS-compliant call handling to collect payment



FAQs / Q&A

- Never miss a call — virtual agents handle patient inquiries 24/7 with zero hold time
- Caller ID auto-identifies patients for streamlined interactions
- Answer calls about appointments, locations, and insurance



Contact us

