

Scaling Precision:

## How Pearl's AI Helps Onsite Dental Deliver Consistent Care from Silicon Valley to Shipyards

Onsite Dental made its name by delivering dental care on tech company campuses in Silicon Valley. However, when COVID hit, those offices emptied, and Onsite Dental needed a new footprint.

After a deft pandemic pivot, the DSO began working with a more diverse set of companies where employees either had to be on-site, like carpet factory workers in Georgia and Boeing engineers in Seattle, or needed coaxing back to offices, like Comcast in Philadelphia.

But the cross-country model presented scaling challenges: Onsite's 39 locations were delivering care to vastly different patient populations with different teams in different regions. Pearl gave executives a window into each location's performance, ensuring consistent clinical care, minimizing treatment opportunities and—bonus—boosting ROI.



## Pandemic-pivot growing pains

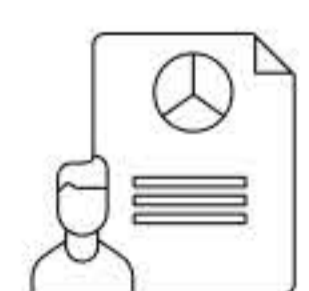
Onsite Dental's operating model is more complicated than most. Some dental units are spread out across several miles, as in northern Georgia, where several Onsite Dental teams visit 70 different plants on a rotation basis. Other areas are heavily consolidated: "10,000 people are on campus at a time [in Newport News]," said VP of Technology Behrod Ganjifard, requiring only one Onsite Dental unit.

In response to this complex picture, Pearl has helped OnSite solve three key challenges: **chart auditing at scale, tracking clinician performance, and speeding up insurance claims.**



### Chart auditing at scale

Onsite's chart auditing process relied on random selection: a dentist was chosen for review, and their charts were audited. Pearl's AI-powered chart audits enable a more comprehensive approach by surfacing network-wide performance insights.



### Clinician oversight

Pearl also allows executives to zoom in on location and provider data, showing which locations or clinicians need extra attention. "[At scale you're able to say,] OK, this doctor has a high misdiagnosis or low, and then you can hone in on the exceptions or the opportunity," Ganjifard said.



### Insurance claim adjudication

Pearl allows DSOs to expedite the claims reimbursement cycle by providing objective AI-backed evidence of diagnoses. "[We're able to say,] Hey, there's really something here. AI is finding it," Ganjifard said.

# Clinician adoption equals results



In May 2024, Onsite Dental piloted Pearl's AI-powered Second Opinion software in 10 offices around the country with powerful results.

Pearl boosted treatment per patient across the network by 20%, but individual locations' results varied greatly based on adoption. If clinicians weren't onboard, then the office didn't see the benefits of AI. But those that did saw dramatic results.

At Onsite's Sony Pictures location in Culver City, for example, per patient production exploded from an average \$26.95 PPV before the 2023 pilot to an average \$137 PPV during the same period, without any significant expansion of services.

"Patients see that something objective says I have a cavity and the doctor agrees, so it's probably true," **Hauck said.**

"But then it's also convincing me."

"Pearl is telling me a cavity has progressed into the dentin, whereas my eyes are saying it was maybe just short. It's convincing me that a couple of things need treatment now rather than be reevaluated for another six to 12 months."

## Training for success

The next step for Onsite Dental will be clinician training to increase AI adoption at its 39 locations nationwide. "We see that the guys that are using it, use it really well," said Ganjifard.

Dr. Hauck said Pearl's training sessions were comprehensive and that the software is "intuitive."

In the meantime, with white-collar customers returning to the office, Pearl will be even more crucial than ever to Onsite Dental's future success.

"Our core clients stayed, and our big clients are expanding," said Ganjifard.



**Production at the Sony Pictures office has grown by a staggering 408%**

**20%**

increase in treatment per patient across the network

**\$242,959**

in just three months attributable to Pearl

## Power users get results

**Sony**

**408%** increase

**\$26.95 to \$137 PPV**

Source: Pearl, Onsite data

Want to see Pearl in action? [Click here](#) or scan the QR code to schedule a live demo.