videahealth

Testimonial Spotlight

Real Talk with Dr. Patterson: The Impact of VideaAI in Hudec Dental-Norton

What was your initial perspective on dental AI before adopting the solution?

How did you envision using it in your practice, and was there any initial hesitation or resistance from the team?

I was new to AI and had never really considered using it in practice before, but I was definitely open to exploring its potential.

Before implementation, I spent time on the Videa website reading testimonials and listening to other doctors share how they found value. It helped me understand the features and what to expect. My goal was to lead by example with the transition.

I made sure to get familiar with the platform initially so I could confidently support my team. From the beginning, I communicated that this would be a team-wide shift and that I was fully in it with them as well.

How did you approach change management when incorporating VideaAI into your workflow?

What expectations were set with the team, and how did you help them through the transition?

The approach was simple. I let the team know that we would no longer be reviewing X-rays within the old software. The expectation was clear, we would use Videa in every operatory, reviewing images together in real time during exams.

I supported the team by coaching them live during patient care, helping them grow more comfortable using the platform consistently. Encouragement and daily use were key.

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Can you walk us through your onboarding experience?

What should teams expect in the first few weeks versus a few months in?

Our onboarding process was smooth, we had all the support we needed available to us. In the beginning, it's mostly about getting comfortable with the interface, knowing where to click, and not being afraid to explore.

I encouraged my team to not be hesitant and to spend time getting familiar each day . Within about two weeks, we felt proficient and more confident using it consistently.

Since implementing VideaAI, where have you seen the greatest impact—whether in efficiency, patient care, or team performance?

The biggest impact has been in diagnostic efficiency and treatment planning. We're able to develop plans more quickly and accurately. I also use the software to review previous X-rays, helping me catch any areas of decay I may have missed.

It's helped notice trends between patients who maintain good hygiene versus those who don't, which informs us how we educate and treat each case.

Looking back, what's one thing you wish you had known about dental AI before getting started?

Initially, I wasn't sure how to explain the role of AI to patients in a way that they could connect with. I've learned that it's best to present it as a secondary aid, a tool we use to double-check and be extra thorough.

Patients really appreciate that we're using every tool available, and it helps them understand why we are suggesting specific treatment.

About VideaAI

VideaHealth is at the forefront of bringing AI to dentistry, partnering with dental professionals to improve patient care, strengthen patient relationships, and drive practice growth. VideaHealth's AI-powered platform is used by dental professionals across North America to analyze millions of patients annually, supporting clinicians in identifying and treating critical dental conditions. Headquartered in Boston, VideaHealth is committed to transforming dental care through innovative AI solutions.

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