What to Ask an IT Provider Before It Costs You...

If you're unsure whether an IT partner is truly aligned with your dental practice, here's **10 questions to guide the conversation**:

1 Do you specialize in dental practices?

2 Are you familiar with my practice management and imaging systems?

3 How do you handle HIPAA compliance and patient data protection?

4 What's your response time for critical IT issues?

5 Do you offer 24/7 monitoring and support?

6 How often do you test backups and how quickly can we restore data?

7 Do you coordinate directly with my software and hardware vendors?

8 What's your plan to help us scale as we grow?

9 How will you proactively reduce downtime and prevent tech issues?

10 How do you handle hardware updates/replacement?

Pro Tip: If they hesitate, give vague answers, or talk around the questions...that's your sign to keep looking.