

Before you sign with an AI receptionist, ask these 12 questions.

We learned these building and testing an AI receptionist: hundreds of simulated calls, then real calls over phone lines. A good vendor answers each one plainly, and can show you.

PATIENT SAFETY

- 1 What does it say when a caller mentions swelling, fever, or trouble breathing or swallowing?**
It should send them to an emergency room and mark the call urgent. Ask to hear a recording of it happening.
- 2 Does it ever book, cancel, or promise an appointment?**
If it books, ask how it avoids double-booking, and what happens when it gets it wrong at 10 pm.
- 3 Does it tell every caller they are talking to an automated assistant?**
It should, at the start of every call.
- 4 Where do its answers come from?**
Only facts your clinic approved in writing. Ask what it says when it doesn't know.

GETTING THE MESSAGE RIGHT

- 5 Does it read the callback number back?**
Test it yourself: "six four seven... no, sorry, four one six, five five five..." A wrong number is a lost patient.
- 6 Has it been tested on real phone audio, and how many calls?**
Phone lines are much lower quality than a demo microphone. Ask for the number of test calls and the pass rate.
- 7 Which languages has it been tested in, on the phone?**
"Multilingual" on a feature list is not a test. Ask for results in your patients' languages.

WHEN THINGS GO WRONG

- 8 What does a caller hear when the AI service is down?**
Silence, voicemail, or a person? Every AI provider has outages.
- 9 Who finds out when it fails, and how fast?**
You should not learn about it from an angry patient on Monday.

PRIVACY

- 10 Where are recordings and transcripts stored, in which country, and for how long?**
Get it in writing. Shorter is safer.
- 11 Who can open a message, and is every access logged?**
Ask to see the log.
- 12 Is your patients' information used to train anyone's AI model?**
The answer should be no, for the vendor and for the AI provider behind it.



Hear a demo call: demo.bbdental.ca · hello@bbdental.ca · (647) 303-0770

Prepared by BB Dental, a service of Interop System, Toronto. General guidance, not legal advice.