



Never Missing a Dental Emergency

An AI powered WhatsApp patient support system built for a dental practice.

AI + WHATSAPP

CASE STUDY

An AI System That Never Misses a Dental Emergency

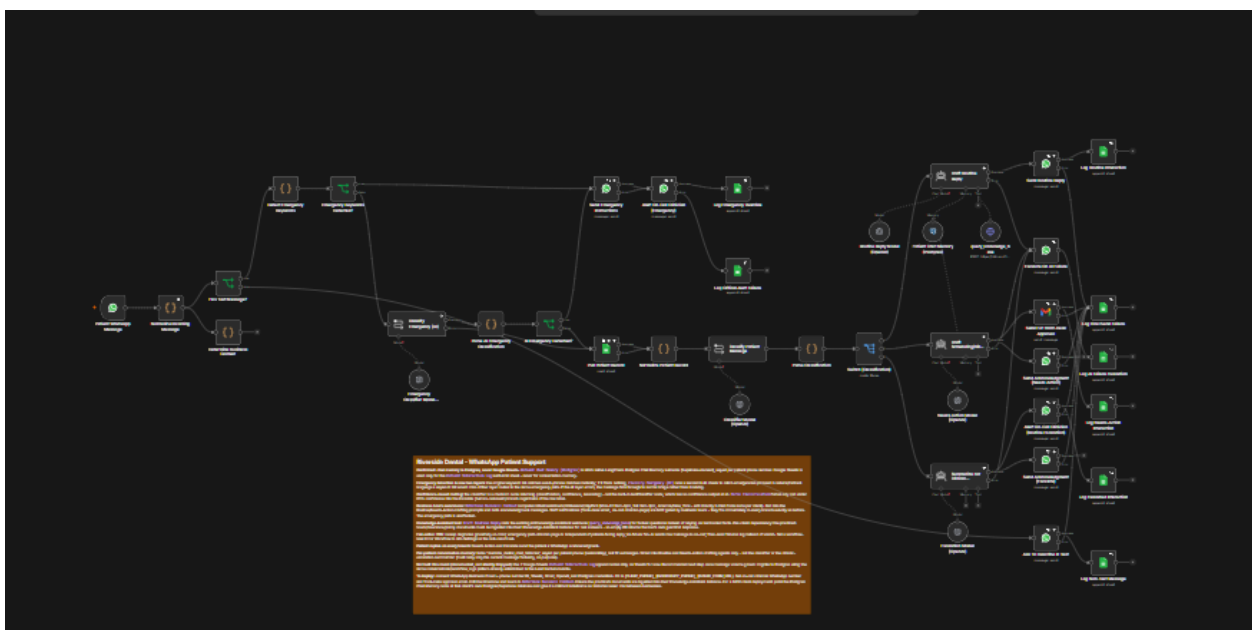
How I built a WhatsApp support system for a multi location dental practice that answers patients instantly, protects against a missed emergency, and keeps a real person in control of anything involving money or medicine.

The situation

Riverside Dental Care runs three locations and takes patient messages on WhatsApp all day, everything from what time do you open on Saturday, to my tooth is in agony. Nobody could watch that inbox every minute, and a message from someone in real pain sitting unread for hours was a risk the practice could not accept. At the same time, the front desk was losing real time answering the same simple questions over and over.

What I built

A system that reads every message the moment it arrives, works out what kind of message it actually is, and handles it the right way. Simple questions get answered straight away. Anything involving money or the schedule goes to a person to approve first. Anything that sounds even slightly medical goes straight to a real clinician. And anything that looks like an emergency skips every other step and gets help moving immediately.



The complete patient messaging system, live and running for Riverside Dental Care.

Catching an emergency, instantly, every time

Two separate checks run on every message before anything else happens. The first looks for obvious warning words, bleeding, swelling, cannot breathe. The second catches the ones that would never use those words at all, someone writing my face has doubled in size, or I feel like I am going to pass out. Either check is enough on its own to stop everything else and immediately send the patient safety instructions while paging the on call clinician directly. A patient's safety is never left resting on one single check.

Simple questions, answered instantly and accurately

For anything routine, opening hours, which insurance is accepted, parking, pricing, the system answers straight away using only the practice's own approved information. It never guesses and it never makes something up. It also remembers the recent messages from that same patient, so the conversation actually flows instead of asking the same question twice.

Nothing involving money or the schedule moves without a person's say so

If a patient wants to reschedule, cancel, or query a bill, the system prepares exactly what needs to happen and sends it straight to the front desk. Nothing is actually changed, booked, or charged until a real member of staff approves it. The patient is still told immediately that their request has been received.

Anything clinical goes straight to a real clinician

Pain, symptoms, medication questions, or a patient simply not feeling right all get pulled out and summarised factually, exactly what the patient said, nothing added and nothing softened, then sent straight to the on call clinician. The patient is told a person is on their way, not left wondering if anyone even saw their message.

Nothing is ever allowed to just vanish

If any part of the system fails, whether that is a message it could not work out or one that could not be delivered, a real person still gets notified and it still gets recorded. Every single conversation, whatever happened to it, ends up logged, so there is a full record of every patient interaction, not just the ones that went smoothly.

What it actually changed for the practice

- No message from a patient in genuine pain can sit unseen, day or night.
- Patients get accurate answers to simple questions immediately, instead of waiting on hold.
- Nothing gets rescheduled, cancelled, or billed without a person approving it first.
- Every clinical concern reaches a real clinician, worded exactly as the patient described it.
- Every conversation is logged, so there is always a full record of what was said and what happened next.
- If anything breaks, a person still gets told. The system is built to fail safely, not silently.