

Henry Schein One Unveils Industry-first Natively Embedded Voice Workflow at 2025 Greater New York Dental Meeting

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Company announces smarter workflows for Dentrix and Dentrix Ascend platforms with a focus on clean claims

AMERICAN FORK, Utah--(BUSINESS WIRE)-- Coming off the heels of its [announcement](#) with Amazon Web Services, [Henry Schein One](#), the leading provider of global dental technology, today unveils natively embedded AI and automation workflows. This includes Voice Notes, which helps practices close revenue gaps through clean claims, and modernize more effectively.

“Our goal isn’t piecemeal AI and automation — it’s natively embedded AI with a purpose,” said Dr. Ryan Hungate, Chief Clinical and Strategy Officer at Henry Schein One. “We’re seamlessly building it into every part of the practice. From the first phone call to the final payment, AI is already embedded through multiple points within the Henry Schein One ecosystem —helping dental teams save time, increase accuracy, and improve margins.”

Start with cleaner claims and sharper intake.

Henry Schein One’s newly launched **Forms** workflow captures insurance data from a simple photo of the patient’s card, making record entry faster and more accurate.

“The new forms save our front office teams significant time, allowing them to focus on patients. Our patients appreciate how easy the forms are, and the time they save during their visits. As partners, Henry Schein One helped us deliver a win-win-win for our team member experience, patient experience, and operational efficiency,” said Matt Hall, Chief Experience Officer, Smile Brands, Inc. “Building the forms for scale while allowing customization is seamless and powerful. Features like automatic field level writeback, ID capture/OCR, and intuitive UX for patients ensure our offices receive the most accurate patient data so we can best serve them. We’ve successfully rolled them out across all our practices on Ascend.”

Eligibility Pro pulls real-time benefits from insurance portals and adds the coverage details to the patient’s record, so teams have accurate information before the appointment starts.

Deliver smarter care chairside.

Once the patient is in the chair, **Detect AI**, powered by VideaHealth, helps teams diagnose with greater confidence. Its FDA-cleared algorithms identify caries and bone loss directly on x-rays, helping patients clearly understand clinical findings and treatment recommendations. The new **Detect AI Impact Panel** takes this a step further by increasing patient understanding, trust, and ultimately treatment acceptance.

Document hands-free.

The new **Voice Notes** maps chairside conversations into accurate clinical records using generative AI to transcribe and summarize in real time. This reduces administrative burden and frees teams to focus on patient care. A recent [Yale University study](#) found clinicians experienced a 15% decrease in burnout within 30 days of adopting an AI scribe solution.

Keep every conversation connected.

The new **Phones** ties patient communication directly to the record, giving teams instant context to answer questions confidently. A call pop displays key details as soon as the phone rings, while AI-powered summaries capture conversation notes and sentiment automatically—creating consistent, high-quality interactions.

Support every role, any time.

Rounding out the newest workflow enhancements is **Claire**, our multilingual 24/7 support assistant available by chat or phone.

Henry Schein One is the only company connecting every part of the dental journey—from forms and eligibility to imaging, treatment planning, documentation, and claims—to truly monitor practice performance and protect profits.

Looking to the future

Henry Schein One will continue to lead the industry with their next wave of AI-enabled solutions including predictive tools for scheduling and case acceptance, AI-driven assistants that support documentation and coding for cleaner claims, and unified analytics dashboards that provide a complete view of clinical and operational performance.

“Henry Schein One isn’t just talking about the future of dentistry; they’re building workflows that are intuitive, allowing AI to make a real impact today for clinicians,” said Dr. Jason Mann, Co-Founder and Chief Dental Officer, Providence Dental Partners.

Dental teams looking to make the most of this moment can visit Henry Schein One at Booth #4021 during the Greater New York Dental Meeting, November 30–December 3, 2025. Join us for daily happy hours from 4:30 to 5:30 p.m. ET (through December 2).

About Henry Schein One

Henry Schein One, a subsidiary of Henry Schein, Inc., is a leading global provider of dental practice management software and services. We help dental practices optimize every aspect of their business, creating exceptional experiences for every member of the practice and the patients they serve. Our multi-layered solutions include practice management, patient engagement, and business management, as well as e-commerce solutions. For more information, visit www.henryscheinone.com.

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