



AI in Denturism

The Wild West Has Arrived



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If you've been around denturism long enough, you've already survived a few revolutions: "paperless," EDI, digital dentures, CDCP... and now AI. Every time, the latest change is either declared the end of denturism as we know it or the magical solution to every problem in your clinic — including your sore back, because apparently none of us will have to work anymore.

As usual, the truth is somewhere in the middle. Right now, AI is basically the Wild West: a few solid towns, a lot of sketchy saloons, and several people selling miracle tonics out of the back of a wagon.

AI offers real value. But there are also real risks. Choosing the wrong AI platform for patient information could become the digital equivalent of handing your chart room keys to a stranger in a ski mask working for META.

First Things First: AI Is Not Magic

Aside from digital scans and denture design for those already on that train, the biggest immediate win is documentation.

Denturists have experimented with transcription tools since the 90s. They improved over time, but there was always one problem: we don't speak good. Especially with a patient in the chair, music playing, grinders running, and conversations going in five directions at once. Those early systems faithfully converted that chaos into awkward text. For most clinics, they became the opposite of a time-saver and quietly disappeared.

Modern AI transcription is different. The better systems can listen conversationally, identify intent, structure information into proper chart notes, and generate surprisingly organized clinical summaries from normal human speech.

That's the exciting part. A dentist can speak naturally. You can have AI listen to the entire exam, like my own physician does, or simply summarize your exam and treatment plan in your normal speaking style — even with interruptions — and the AI can organize your thoughts like a competent clinical assistant.

That is genuinely revolutionary. Denturists using this technology in DOMx report saving roughly 2 to 15 hours per month, depending on how they charted before. Those at the lower end of that range, if we're honest, probably should have been writing better progress notes and treatment plans for years but never had the time or energy to do it.

Better charting benefits everyone:

- Better continuity of care
- Better legal protection
- Less mental exhaustion at the end of the day

But Here's the Important Part...

AI is an assistant — not a dentist and not a replacement for judgment. It's also not something you should blindly trust with your chart notes.

DOMx AI ASSISTED CHARTING

The **Trusted Pioneer** in **Denturist Software**

When patient information is involved, experience and trust matter more than ever. **For nearly 30 years, DOMx has helped denturists across Canada safely navigate major technology shifts:**

- electronic billing,
- digital charting,
- remote access,
- cloud technologies,
- and now AI-assisted documentation.

BEFORE YOU TRUST AN AI COMPANY, ASK:

- Is my patient data stored in Canada?
- Is my data used to train public AI models?
- Who owns the recordings and chart notes?
- Can data be permanently deleted?
- Does the company understand Canadian healthcare privacy laws like PHIPA?
- Will I still have support five years from now?

AI SHOULD SUPPORT YOUR CLINICAL JUDGMENT — NEVER REPLACE IT.

At DOMx, we believe AI must be:

- ✓ Secure
- ✓ Transparent
- ✓ Clinician-reviewed
- ✓ Privacy-conscious
- ✓ Built specifically for Canadian denturists

TRUST THE COMPANY THAT HAS BEEN SUPPORTING DENTURISTS FOR DECADES.

DOMx Practice Management Software

Trusted by over 1000 denturist clinics across Canada and the USA.
Helping denturists navigate technology since the 1990s.



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This is where some of the controversy starts. AI systems absolutely make mistakes. Sometimes hilarious. Sometimes dangerous. They can invent details, omit important information, exaggerate findings, or produce complete nonsense with tremendous confidence. The tech industry calls these “hallucinations,” which sounds cuter than it should.

You still need to read the generated note and make sure it matches what actually happened and what you intend to stand behind in the record.

In that sense, despite all the headlines, this really isn't new. It's the same rule we've always had: read what you write, type, dictate, or transcribe, and make sure it's accurate.

For those of us who've been around awhile, remember how dramatic people were about electronic records? Yet here we are, and the real issue is still the same: quality, accuracy, and accountability. When AI makes mistakes, you handle them the same way — review, correct, and refine.

In DOMx, clinics can tune their templated instruction sets to improve how the AI works for their charting style, while the data remains inside their own database — not floating around some giant public AI warehouse. More on that in a minute.

The Rules Have NOT Changed

Whether you use paper charts, old-school dictation, or advanced AI scribes, the dentist remains fully accountable.

Physicians have taken the lead in adopting AI and developing official college guidance documents around its use. Across Canada, the provincial colleges all emphasize the same principles we already know from traditional record keeping: clinician accountability, patient privacy, and ensuring patients are informed and consent if conversations or examinations are being recorded for AI-assisted documentation.

The real trick with AI is understanding where the data is stored and who has access to it.

Which brings us to the Rubicon of the Wild West...

The Real Caveat: The Wild West Problem

For clinical voice transcription in Canadian healthcare, general-purpose consumer AI systems like ChatGPT, Gemini, Claude, or Grok accessed through normal web or mobile interfaces are generally not appropriate for identifiable patient information because of Canadian privacy and data sovereignty requirements.

I know denturists using an AI charting tool from the UK that works quite well — but the data is processed in the UK. I also know a brilliant student at UBC who built an AI pizza-ordering system, but the technology stack he used absolutely would not pass healthcare privacy standards.

This is where things get serious. Many AI products being marketed today were designed primarily to make money, not protect healthcare data. Some systems: store data outside Canada; retain recordings indefinitely; and use uploaded information for AI model training.

Why Trust Matters More Than Ever

Here's the tricky part: most people don't know what actually happens behind the scenes. Many apps quietly pass data through the same large public AI models and hope nobody finds out. Some are built outside Canada by companies that have never heard of PHIPA, HIA, or PIPEDA — and frankly don't particularly care.

That's one big reason I believe there is value in working with companies you already know and trust, especially those already operating within Canadian healthcare.

This isn't like trying a new music app. This involves protected health information. The stakes are higher.

Consent and Transparency Matter

Another important theme emerging from regulatory guidance is patient awareness and consent when visits are being recorded for AI-assisted documentation rather than summarized afterward.

My own doctor greets me and asks if he may record our conversation for chart notes. Simple. Clear. Respectful.

You should be able to do the same:

“We use secure AI-assisted recording to help improve documentation and allow us to focus more attention on you during treatment.”

Patients don't need a lecture on machine learning. They just need to know what's happening, why it helps, that their privacy is protected, and that they can say no.

AI Is Coming Whether We Like It or Not

AI-assisted documentation is already becoming normal in healthcare practices across Canada.

Anything that responsibly reduces repetitive clerical work while improving consistency will catch on quickly.

The key is stepping into this with vendors who:

- Protect patient privacy
- Operate transparently
- Understand healthcare regulation
- Build tools that assist — not replace — professional judgment

Final Thoughts From a Guy Who's Been Around a While

I started in this industry back in the mid-1990s. Since then, I've worked with well over 1,000 denturist clinics across Canada and the USA. I've watched denturists adapt through every major technology shift. AI is simply the next step — one with some pretty big bear traps where trust in your technology provider, careful documentation review, and professional vigilance all matter enormously.

Because despite all the hype, controversy, and promises, the most important intelligence in your clinic is still the one standing next to the patient — the one who actually knows how to use an articulator. ■