

WHEN MOBILE DENTISTRY GOES WRONG

(What I saw with my own eyes — and why facilities get blamed too)

The “Care” They Called Convenient

In 2018, I agreed to what was presented as a half-day working interview with a mobile dental company. On paper, the schedule looked “efficient” — 15-minute cleaning slots, one after another. On the ground, it was impossible math. Even if patients were ready and seated when I arrived (which they weren’t), the logistics of driving, parking, signing in, hauling and setting up equipment, and breaking it all down again made it unworkable. My so-called half-day interview didn’t end until after 5 p.m. — a full day of chaos that left patients shortchanged and me horrified.

And it didn’t stop there. The following week, I saw schedules that were even more alarming — one “one-hour slot” had eight patients booked back-to-back. Another patient was actually treatment planned for a cleaning even though only broken root tips remained. These weren’t oversights; they were the way the system was built. Patients became time slots, not people.

“Fred” (name changed), Stuart, FL — Three seniors in a conference room on office chairs. No recline. No infection control.

“Jane” (name changed), Jupiter, FL — 90s, bed-bound, lonely, clutching a broken tooth. Distrustful of dentists. I couldn’t rush her, but the clock kept ticking.

“Grace” (name changed), West Palm Beach, FL — A last-minute add-on. Nonverbal. Her daughter admitted she hadn’t cleaned her mother’s teeth in a year. Severe plaque, inflamed gums.

“Blythe” (name changed), Highland Beach, FL — Unresponsive. I trained her caregivers while her old notes read: “pt was screaming and crying, lunged at provider.”

“Joyce” (name changed), Boca Raton, FL — Sharp and invested in her oral health. She had implants, brushed daily, and took her premedication as instructed. By the time I finally reached her, the appointment was hours off schedule.

“Just do what you can and focus on staying on time.” — Company Owner

Families Went Public

“Outrageous fees, cancelled appointments and a complete disregard for the patient and family’s time.” — Yelp

“They charged without ever coming to the house... scam company!” — Google

“After \$350 in X-rays, they never returned our calls. \$350 wasted.” — Member Review

“Overbilled, service is garbage.” — MapQuest

“If I could give zero stars I would.” — Yelp

Can your community afford to risk these headlines tied to your name?

The Advocacy Difference

With Dental Advocacy Support Services: - Oversight ensures safe, ethical care - Residents and families have a trusted voice - Facilities are protected from reputational harm when vendors fail

Patient names have been changed to protect privacy.