

Offboarding Checklist

RevenueWell TV

Thinking about canceling your RevenueWell TV subscription? Here's a checklist to guide you through the process. We encourage you to review carefully before proceeding.

- ☐ **Expect Changes to Patient Experience:** You will lose access to your waiting room playlists when you cancel your TV service, which will affect the patient experience in your waiting room. These playlists cannot be saved or downloaded before cancellation, so make sure you know what content will be displayed on your office TVs once your service is deactivated.
- ☐ **Prepare Consultation Content:** By canceling RevenueWell TV, you will lose access to Consult Mode playlists. If you use Consult Mode during patient consultations, you will need to find an alternative way to inform and educate patients about dental health and procedures. These playlists cannot be saved or downloaded to use after cancellation.
- ☐ **Review the Content Library:** With RevenueWell TV, you can stream preloaded dental education videos, illustrations, and 3D animations. Ensure your new content provider offers similar, up-to-date content that aligns with industry standards, as this valuable dental content will no longer be available after you cancel your service.
- ☐ **Delete the TV App:** Be sure to delete the RevenueWell TV app from your office TVs, laptops, and tablets when canceling your subscription. Since you will lose access to your account, the app will no longer be useful for waiting room entertainment and chairside consults.

If you have questions or concerns about offboarding, please contact your Customer Success Manager.