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**DEFEX**  
IMPLANTS AND ORAL SURGERY



## PARTNERSHIP ANNOUNCEMENT & ENDORSEMENT FOR EQUITY FORECAST INC.

De Fex implants and Oral surgery is proud to announce our partnership with EquityForecast and to give endorsement for their work in healthcare forecasting.

Our practice has served Jackson heights for 30 years, specializing in oral and maxillofacial surgery. We use 3D cone beam CT imaging and IV sedation to provide precise surgical care with minimal patient discomfort.

Running oral surgery practice is very different from general dentistry because of how unpredictable surgical cases are. A patient with a fractured jaw from a car accident needs immediate attention regardless of our schedule. Wisdom teeth extractions take different amounts of time than implant placements. Bone grafting in patients compromised bone takes much longer than standard cases. Emergency trauma arrives without warning and forces us to make instant decisions about which scheduled patients must be rescheduled, how to prepare surgical suites quickly, and how to deploy our anesthesia resources. When we cannot predict these patterns well, patients wait longer for surgery, our staff gets overwhelmed during busy periods, or our surgical rooms sit empty while people in our community need care but cannot get appointments.

Jackson heights is one of the most diverse neighborhoods in the world. Our patients speak Spanish, Bengali, Hindi, mandarin, Korean, Tagalog, Arabic and dozens of other languages. They come from Latin America, south Asia, east Asia, the middle east and Africa. Many work multiple hourly jobs without paid leave, so every rescheduled appointment creates real financial hardship. Many speak limited English and need extended time to understand their procedures. Many have anxieties about surgery from bad healthcare experiences in their home countries or from discrimination they faced here in the USA. That is not just an inconvenience but a serious problem for her family. This is why better forecasting matters so much for our community.

EquityForecast helps us predict surgical patterns so we can plan better and serve our diverse community more effectively. They use artificial intelligence trained on our practices data to forecast what is coming, allowing us to prepare instead of constantly reacting.



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We are working with EquityForecast in the following predicative applications: weekly and monthly surgical volumes for different procedures (implants, extractions, bone graft, trauma cases); seasonal patterns like increased wisdom teeth requests when college students come home; emergency and trauma case patterns based on weather, holidays, and community events; iv sedation needs so we can prepare anesthesia properly; surgical suiter scheduling based on predicted procedure type and complexity; supply needs for bone grafting materials and surgical equipment; balance between scheduled procedures and keeping capacity for urgent cases.

We share completely anonymous information about our appointments and procedures with EquityForecast, following all HIPAA privacy rules. No patient names or personal information are shared. EquityForecast uses this data only to help us forecast better. We keep full control of our information.

What impressed us about EquityForecast is that they understand practices like ours serving immigrant and working-class communities. Many technological companies only care about large hospital systems or wealthy practices because that is where the money is. But EquityForecast recognizes that small surgical practices serving diverse neighborhoods needs forecasting tools just as much, maybe more, because we do not have big administrative teams or IT departments.

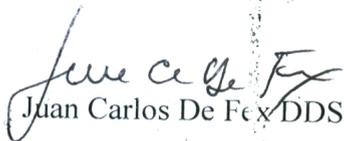
EquityForecast did not try to sell us complicated systems designed for rich suburban practices. They understood our specific challenges serving a multilingual patient population in Queens. They are developing forecasting tools that fit our reality instead of forcing us to change everything to use their technology.

De Fex Implants and Oral Surgery strongly endorses EquityForecast and recommends them to other specialty medical clinics.

Their work Shows that advanced forecasting can help small practices serving diverse. Working class communities, not just big institutions. They are committed to making artificial intelligence available to all healthcare providers, not just the most profitable ones. This is the kind of innovation healthcare really needs.

We are grateful to partner with EquityForecast and look forward to the improvements their forecasting brings to our practices and our community.

Sincerely,

  
Juan Carlos De Fex DDS

ORAL AND MAXILLOFACIAL SURGERY