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MAGAZINE

Scheduling Task Reminders in the Appointment Book

Discover how to create custom task reminders and display them right in Dentrix

page 12

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Is Your Team Ready for Your Success?

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Dentrix Mastery Tracks will make sure every member of your team is as prepared and capable as your technology—by giving you a fast and affordable way to test what they know about Dentrix and find out where they need improvement. It also directs them to the targeted training they need to enhance their skills and improve your practice.

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Dentrix Mastery Tracks
SPOTLIGHT

Dentrix Mastery Tracks™ allows dental professionals to test how well they understand and can use Dentrix. Read on to find out about Casey Wright, a practice administrator who has completed eight Mastery Tracks tests and earned all four specialist certificates.

CASEY WRIGHT | PRACTICE ADMINISTRATOR

Where do you work?
Borsky Dental Group and Eastern Hills Dental, Cincinnati, Ohio

What is your title?
Practice Administrator

What are some of the duties you're responsible for in your practice?
I manage all of the daily activities of two offices consisting of 10 employees at one location and 5 at another. I am in charge of all HR matters including recruiting and hiring team members, as well as payroll administration and employee coaching and training. I monitor practice reports and implement changes in systems to meet the ever-changing needs of the practices, and ensure they meet collection, production, and customer service goals. I monitor accounts receivable and treatment presentation reports to ensure policies are being followed and goals are being met. I handle all responsibilities relating to practice finances including accounts payable and setting up and adhering to budgets to meet practice goals.

How long have you been with this practice?
I have been with the practice for 16 years. This included a practice transition and purchasing two additional practices.

How long have you worked with Dentrix?
I have worked with Dentrix for approximately 20 years.

Which certificates have you earned?
I have earned all four of the Dentrix Specialist Certificates: Dentrix Front Office Specialist, Dentrix Financial Specialist, Dentrix Practice Analysis Specialist, and Dentrix Clinical Specialist.

What got you interested in Dentrix Mastery Tracks?
I am always in search of educational opportunities and certifications. When I found out Dentrix was offering a program that would test and expand my knowledge of a critical system used for my practices, I couldn't wait to try it out.

How has participating in Mastery Tracks helped you use Dentrix?
I have learned a lot through Mastery Tracks and have been able to implement new daily procedures because of it. I have also used Mastery Tracks as a tool to test the knowledge of potential team members.

How has becoming a Dentrix specialist improved your career?
Achieving any certificate gives me a great sense of pride. Achieving certificates in such a critical system that is a cornerstone of our practice gave me the confidence to transition a newly purchased practice to Dentrix and provide training to the team.

What is your favorite Dentrix tip or trick?
There are so many great things about Dentrix it is hard to pick one. The two things that help me the most on a daily basis are the Treatment Manager and the Practice Advisor. The List Manager is also a really great feature that allows me to be able to track many things easily.

Is your team ready for your success? Visit Dentrix.com/Mastery and start using Dentrix Mastery Tracks to give your team the tools they need to measure and improve their Dentrix skills.

▼ Announcing New Insurance Payor Connections

DENTRIX Attachments

The following payors now accept electronic claim attachments. With electronic attachments, you can add digital X-rays, EOBs, photos and perio charts to the electronic claims you send.

Payor ID	Payor Name
CX014	Advantage by Peach State Health Plan Medicare (Doral/Dentaquest)
CX014	Aetna of Louisiana (Doral/Dentaquest)
CX014	Affinity Essentials Health Plan (Doral/Dentaquest)
CX014	AMERIGROUP Community Care- Medicare (Doral/Dentaquest)
CX014	Amerigroup of Louisiana (Doral/Dentaquest)
CX014	Amerigroup of MD Community Care Medicaid (Doral/Dentaquest)
CX014	Amerigroup Washington Medicare (Doral/Dentaquest)
CX014	Anthem Colorado Medicare (Doral/Dentaquest)
CX014	AZ Mercy Care Advantage (Doral/Dentaquest)
CX014	AZ Mercy Care Plan Medicaid (Doral/Dentaquest)
CX014	AZ Phoenix Health Plan Medicaid (Doral/Dentaquest)
CX014	AZ Phoenix Health Plans Medicare (Doral/Dentaquest)
CX014	BCBS of Illinois Medicaid (Doral/Dentaquest)
CX014	BCI of Idaho (Doral/Dentaquest)
CX014	BCI SNP ID-Medicare (Doral/Dentaquest)
CX014	Blue Cross Community Centennial (Doral/Dentaquest)
CX014	BMC Health Net Plan SCO- HMO SMP (Doral/Dentaquest)
CX014	BMC Health Net Plan SCO Medicaid (Doral/Dentaquest)
CX014	CA Molina Healthcare (Doral/Dentaquest)
CX014	Colorado Medicaid Waiver (Doral/Dentaquest)
CX014	Community Care Alliance of IL-Medicaid (Doral/Dentaquest)
CX014	Community Care Alliance of IL-Medicare (Doral/Dentaquest)
CX014	Community Charter School of Excellence (Doral/Dentaquest)
IDIND	Delta Dental of Illinois Individual Plan
CX014	FL Amerigroup Medicaid (Doral/Dentaquest)

For more information about electronic insurance claim attachments, visit www.dentrix.com/products/eservices/eclaims/attachments.

DENTRIX eClaims

Dentrix has eClaims connections with several new payors. For patients using the following insurance carriers, you can reduce paper claims by submitting electronic claims through Dentrix instead.

Payor ID	Payor Name
CX014	Advantage by Peach State Health Plan Medicare (Doral/Dentaquest)
CX014	Aetna of Louisiana (Doral/Dentaquest)
CX014	Affinity Essentials Health Plan (Doral/Dentaquest)
CX014	AMERIGROUP Community Care- Medicare (Doral/Dentaquest)
CX014	Amerigroup of Louisiana (Doral/Dentaquest)
CX014	Amerigroup of MD Community Care Medicaid (Doral/Dentaquest)
CX014	Amerigroup Washington Medicare (Doral/Dentaquest)
CX014	Anthem Colorado Medicare (Doral/Dentaquest)
CX014	AZ Mercy Care Advantage (Doral/Dentaquest)
CX014	AZ Mercy Care Plan Medicaid (Doral/Dentaquest)
CX014	AZ Phoenix Health Plan Medicaid (Doral/Dentaquest)
CX014	AZ Phoenix Health Plans Medicare (Doral/Dentaquest)
CX014	BCBS of Illinois Medicaid (Doral/Dentaquest)
CX014	BCI of Idaho (Doral/Dentaquest)
CX014	BCI SNP ID-Medicare (Doral/Dentaquest)
CX014	Blue Cross Community Centennial (Doral/Dentaquest)
CX014	BMC Health Net Plan SCO- HMO SMP (Doral/Dentaquest)
CX014	BMC Health Net Plan SCO Medicaid (Doral/Dentaquest)
CX014	CA Molina Healthcare (Doral/Dentaquest)
CX014	Colorado Medicaid Waiver (Doral/Dentaquest)
CX014	Community Care Alliance of IL-Medicaid (Doral/Dentaquest)
CX014	Community Care Alliance of IL-Medicare (Doral/Dentaquest)
CX014	Community Charter School of Excellence (Doral/Dentaquest)
CX014	FL Amerigroup Medicaid (Doral/Dentaquest)
31149	McGregor PACE
22823	Mid America Benefits

For more information about Dentrix eClaims, visit www.dentrix.com/products/eservices/eclaims.

View the entire list of electronic payor connections using the Payor Search Tool at www.dentrix.com/products/eservices/eclaims/payor-search. You can search for specific payors or download the complete payor list.

Call 800-734-5561 for help setting up any of these services.

▼ 2017 ADA-CDT Dental Codes Update

DENTRIX G6
CDT 2017 UPDATE

The 2017 ADA-CDT Dental Codes Update will soon be available for Dentrix customers running Dentrix G5.2, G6, G6.1, and G6.2. The update includes 11 new ADA-CDT procedure codes and changes to some existing procedure codes.

Dental offices on a Customer Service Plan using Dentrix G5.2, G6, G6.1, and G6.2 will have the update available through the update manager. To find the Check for Updates tool, right-click the Dentrix Quick Launch icon in the notification area of the Windows taskbar to open the Quick Launch menu. Next,

click **Updates** and then click **Check for Updates**. The **CDT 2017 Update** should appear as an optional update. Select the **CDT 2017 Update** and click **Yes** to install the update.

If the Dentrix Quick Launch icon is not displayed in the notification area of the Windows taskbar, you can check for updates by clicking **About Dentrix** from the **Help** menu of any Dentrix module and then clicking **Check for Updates**.

If you are not currently on a Customer Service Plan, please contact our Sales department today to learn more about the great benefits of being on a Dentrix Suite. They can be reached by calling **(800) 336-8749, option 1**. You can also visit us at www.dentrix.com/suites to learn more.

What Dentrix Customers Can Look Forward To

Learn what's coming in 2017 and beyond.

In recent months, we have been working on the Dentrix strategic plan for 2017 and beyond. It is exciting to meet with customers and collect feedback on these plans. As an example, we recently held our Solutions Summit where we invited many key opinion leaders in the industry to discuss their thoughts and provide feedback on Dentrix. The two days of meetings provided me and others with an opportunity to discuss trends and issues affecting dental practices today and changes on the horizon. This feedback is invaluable as we navigate the rapidly changing dental landscape.

> " These feature additions and enhancements are just a highlight of the updates coming. "

To thank you for your continued loyalty, provide a glimpse of what's coming, and hear your feedback, I want to give you a sneak peak of what you can expect in the near future from Dentrix and its eServices.

No Changes to Customer Service Fees
As has been the case for the last two years, the Dentrix Essentials Customer Service Plan price will stay the same in 2017. You can continue to enjoy the same benefits you currently have with your support plan for the same great price for another year!

Dentrix Updates
We are excited about some of the features and updates we have planned for upcoming releases. While we cannot give specific dates to these updates, we are looking forward to a new payment agreement manager in Dentrix. This will give you a single point of access for all of your payment agreements and allows you to record patient payments from this module. If you use PowerPay, you will also be able to associate consents with these payment agreements and see a more seamless integration of PowerPay's credit card payment functionality into the Enter Payment and Insurance Payment dialog boxes. This means that you will be able to add credit card payments to insurance claims!

Additionally there will be a significant update to the Month End process. We are creating a Task Scheduler that will allow you to schedule month end, late charges, finance charges, and select reports to run automatically. So during Month End, you can set it to run the first day of every month at 12:00 a.m. when no one is in the office. That way when you arrive the next morning you are ready to start the day. More importantly, if somebody left the Appointment Book open in Dentrix, don't worry, this will no longer be an issue!

Finally, we are working on a health history module and some significant changes to the Questionnaires setup process. As we know this is a very important part of the patient's electronic medical record and, based on feedback from you, there are some amazing additions and updates coming. These feature additions and enhancements are just a highlight of the updates coming.

Dentrix eServices
Several enhancements are planned for our Dentrix eServices also. In addition to improvements already outlined in the way Dentrix integrates credit card processing, product updates will also support new terminals with chip cards and that are compatible with NFC contactless payments (such as Apple Pay). Our attachment service will also be updated so that you get your NEA number back immediately, improving the experience when additional details are required by the payor. Finally, we are excited to announce that our online booking product will also be available.

As I stated previously, we greatly appreciate your loyalty! We are confident that as we work together in 2017 and beyond, we will continue to help you achieve your practice goals. If you have any questions about these plans for next year or would like to provide feedback, please don't hesitate to reach out to me at brad.royer@henryschein.com. **DM**

BRAD ROYER
Dentrix Product Manager

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Tips & Tricks

The Dentrix Mastery Tracks™ program helps you assess and improve your Dentrix skills. Find tips that correspond with your job and use them to prepare for a test or just enhance your skills. Visit www.Dentrix.com/Mastery to learn more about Dentrix Mastery Tracks.

Front Office

Financial

Practice Analysis

Clinical

Determining the Last Time a Patient Received a Billing Statement

Did you know Dentrix keeps track of the last time you billed a patient and lists that information for you in the Ledger?

In the Ledger, the **Last Statement Date** field reflects the last time the selected patient was sent a billing statement. Each time you print a billing statement for a patient or send a statement electronically, the **Last Statement Date** field is updated.

Note: The **Last Statement Date** field is NOT updated if you generate a billing statement and send it to the Batch Processor. The date is only updated after you print the statement or send it electronically. This is true both of statements generated from the Office Manager and individual statements generated from the Ledger.

0-->30	31-->60	61-->90	91-->	Family Balance
0.00	0.00	0.00	439.91	439.91

Billing Type (1) Standard Billing - finance charges
Last Payment   0.00   **Date**
Last Ins. Payment   691.54   **Date** 10/03/2016
Last Statement Date   10/20/2016
Outstanding Billed to Medical/Dental   0.00/0.00
Expected from Dental Insurance *   0.00
Family Portion of Balance *   439.91
* Based on Pending Claims and Today's Charges

Auto-opening the Select Patient Dialog Box

In Dentrix G6.1 a new feature was added which automatically opens the **Select Patient** dialog box when a patient-specific module is opened for first time and no active patient is currently selected. This feature saves time because you don't have to click **File > Select Patient** every time a new module is opened. This feature assumes that when you open a patient-specific module, your next step will be to select a patient.

This option is turned on by default, but you can easily customize it for each workstation to accommodate your personal preferences.

1. In the Office Manager, select **Maintenance > Practice Setup > Preferences**.
2. In the **General Options** tab, under the **Additional Options** group box, check or uncheck the box for **Automatically Launch Select Patient**.
   • If checked, the feature is active.
   • If unchecked, the feature is inactive.
3. Click **OK** to save your changes and exit.
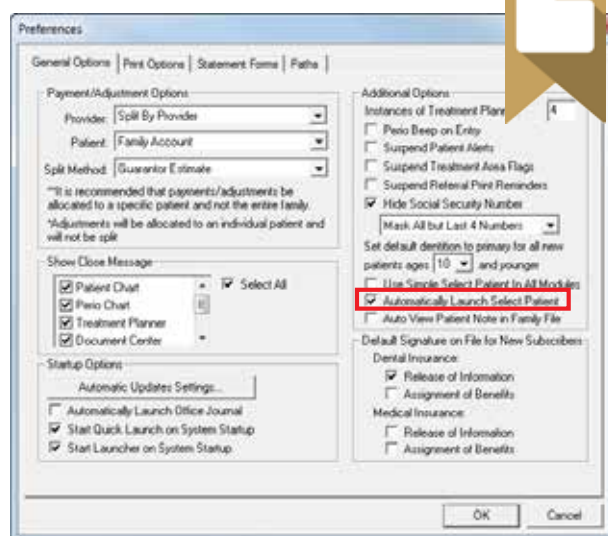
Viewing Patient Notes in the Family File

A new feature, added in Dentrix G6.1, allows you to automatically see patient notes in the Family File. In previous Dentrix versions, patient notes were hidden by default, and you would have to open them for individuals on a patient-by-patient basis. With this new feature, you can turn them on (or off) for all patients as the default, depending on your office preferences.

This option by default is turned on, meaning patient notes will automatically be visible, but you can quickly customize it for each workstation in your practice, depending on your patient information protocol.

To enable or disable the feature:

1. In the Office Manager, select **Maintenance > Practice Setup > Preferences**.
2. In the **General Options** tab, under the **Additional Options** group box, check or uncheck the box for **Auto View Patient Note in Family File**.
   - If checked, the feature is active.
     Note: If you hide the patient notes in an individual record, the notes will be visible again the next time you open the Family File for that patient.
   - If unchecked, the feature is inactive and you must click the **View** button in the Family File to see the patient's notes.
3. Click **OK** to save your changes and exit.
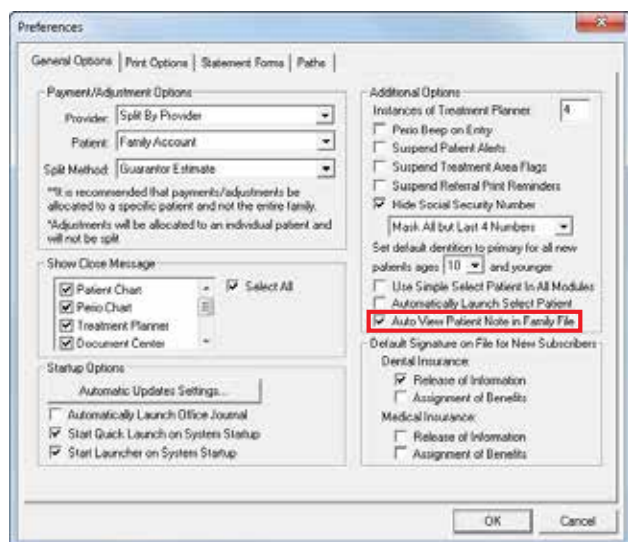
Dentrix G6 Appointment Book Enhancements You May Have Missed

For those of you who have already upgraded to Dentrix G6, here a just a few new features and enhancements related to the Appointment Book you may not be aware of:

- When you archive a patient, that patient's appointments are removed from the Unscheduled List.
- When you click the **Tx** button to select treatment-planned procedures for the appointment reason, the procedures listed there are now grouped by treatment plan case.
- Purged appointments now appear in the Audit Trail Report.
- Only one person can edit the Appointment Book Day Note at a time. When someone is editing the note, the note is now locked so that no one else can edit it at the same time.

Using Dental Plan Maximums in the Treatment Planner

The Treatment Planner provides insurance estimates and patient portions for the patient. These estimates are based on how the coverage table and payment tables are set up in the Family File. You have the option to have the Treatment Planner consider the patient's yearly maximum when viewing these estimates.

To prevent the Treatment Planner from calculating an insurance estimate that is more than the patient's annual maximum, from the Treatment Planner, select **Insurance > Use Dental Plan Maximums and Deductibles**.

If this option has a check mark next to it, the annual maximums for this patient are reflected in the insurance estimates and the patient's portion.

Note: This is a global setting and once this option has been checked, maximums are considered on all patients until unchecked.
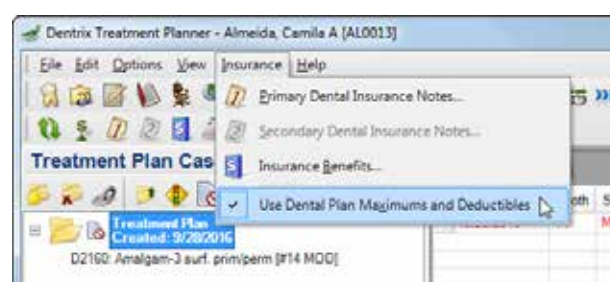
Accessing Patient Information from the Select Patient Dialog Box

You can use the Select Patient dialog box for more than just selecting patients! It's a powerful search tool that lets you search by lots of different criteria, and the Appointments tab gives you a list of all the patients scheduled for today.

But did you know that you can right-click a patient's name for even more options? When you right-click a patient's name, it opens a menu where you can either open the More Info dialog box for that patient, or you can select the name of a family member and open the module for that family member. This feature is especially helpful when you have two patients with the same name and you need to see which is which.


Adding a Reminder to the Day Sheet to Follow Up on Difficult Procedures

When a patient has a difficult procedure completed, like a root canal or extraction, many offices make follow-up calls to that patient in the evening after their procedure. Dentrix helps you identify which patients may need a follow-up call by adding an asterisk on the Day Sheet next to the phone number of any patient who had a difficult procedure completed.

Dentrix considers a procedure to be "difficult" when it has been flagged in the Procedure Code Editor as a difficult procedure. You can customize which procedures are considered difficult and show up on the Day Sheet with an asterisk.

To flag a procedure as a Difficult Procedure:

1. From the Office Manager, click Maintenance > Practice Setup > Procedure Code Setup.
2. Select the procedure you want to flag and click Edit.
3. Check the Difficult Proc. option in the Treatment Flags group box.
4. Click Save.
5. Click Close.
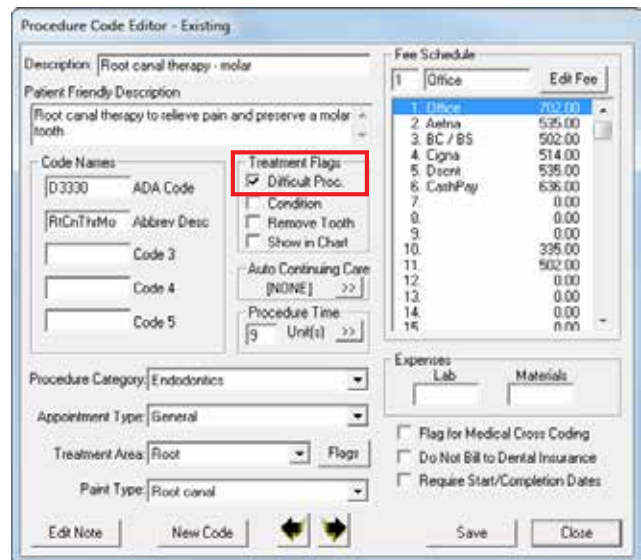
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SCHEDULING TASK REMINDERS IN THE APPOINTMENT BOOK

Discover how to create custom task reminders and display them right in Dentrix.

**M**ost of us use to-do lists to remind us of important tasks that need to get done. We scribble hand-written sticky notes, use smartphone apps, send ourselves email and text messages, and make lists on our PC.

Dentrix provides different tools to help with your daily task reminders, such as Office Journal reminders and the Appointment Book Day Note. We've seen dental offices using these methods to help manage their daily tasks, and each one has its own advantages and disadvantages. But there's another method that you may not have considered. Using Dentrix, you can schedule individual task reminders for each provider and staff member right in the Dentrix Appointment Book at the date and time the tasks need to be done.

The secret is to create extra operatory columns in the Appointment Book as "TODO" list columns, one for each member of your dental team, and then schedule your task reminders as events in those columns (Figure 1). Using custom views, each staff member can have his or her individual task list appear right next to the patient schedule so it's always visible when the Appointment Book is open. This article explains how to set this up in Dentrix and then offers a few tips and suggestions for using the Appointment Book to help manage your daily tasks.
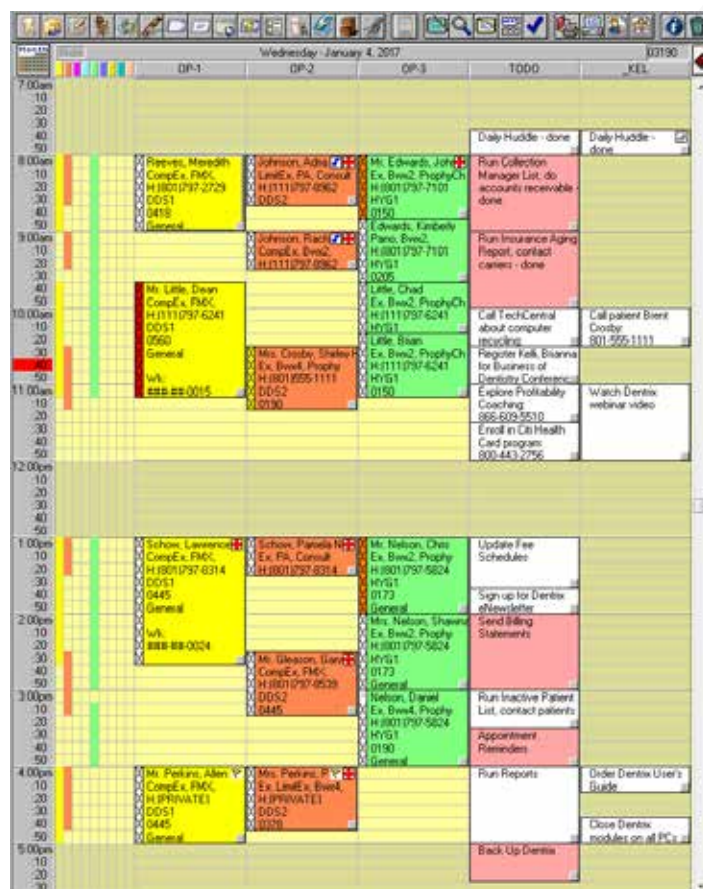
Figure 1 Use the Appointment Book to help manage your daily task reminders.

Creating Additional Operatory Columns

To begin, in the Office Manager, from the **Maintenance** menu, point to **Practice Setup**, and then click **Practice Resource Setup**. Under **Operatories**, click **New**. In the **ID** field, type a four-character name for your task list. If you're creating only a single task list for yourself, you could type "TODO" or "TASK". If you want to create task lists for multiple staff members, you may want to use employee initials or an abbreviated name.

Keep in mind that the Appointment Book displays the operatories alphabetically by ID. So if you want task lists to always appear on the right side of the Appointment Book, you may want to use an underscore character (_) at the beginning of the name, followed by three letters, such as _KEL. (The **Operatory Title** is an optional field and isn't needed, but you could type the person's full name there if you want.) When finished, click **OK**. Repeat these steps if you want to create columns for other staff members. When finished, click **Close**.

If the Appointment Book is already open, from the **File** menu click **Refresh**. If the Appointment Book isn't already open, open it.

From the menu bar in the Appointment Book, click **View**, and then click **New**. Under **Operatories**, select the operatories you want to include in your view, including the new task list you created (such as "TODO"). Set any other view options you want and click **OK** when finished. In the **Select View** dialog box (Figure 2), make a mental note of the view number you just created (such as 02 – F2). Later, you can press that function key on your keyboard (such as F2) to quickly display that view with your task list. You can then press the function key for your original view (such as F1) to hide your task list and display the original Appointment Book view.

Click **OK**. Your new task list should appear on the right side of the Appointment Book. If it doesn't, press the function key for that view, such as F2.

Next, close the operatory you just created so it isn't counted as open time in the schedule. To close the operatory, right-click the heading for the operatory (such as TODO), and click **Operatory Setup**. Make sure the correct operatory name is selected in the list, and then click **Setup**. Under **Default Schedule**, clear all check boxes. Click **OK**, and then click **Close**. The background color changes to show that the operatory is closed.

If other views are defined, you can press those function keys (such as F1) to practice changing the view. When you're ready to schedule tasks, press the function key to change back to your new task view.
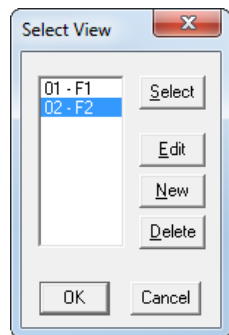
Figure 2 Use the **Select View** dialog box to create a new Appointment Book view.

Scheduling Tasks

Now that your task list column is created and the Appointment Book view is selected, you are ready to create task reminders by scheduling events in your TODO operatory at the times you want the task to be completed. Right-click in your task column in the Appointment Book where you want to create a task reminder, and from the shortcut menu, click Schedule Event. The Schedule Event dialog box appears (Figure 3). Under Description, type the task reminder, such as "Call patient Brent Crosby: 801-555-1111." You can type a maximum of 60 characters in this field. If you need to type more detail, you can use the Notes field. (Any text you type in the Notes field will later appear in the Appointment Book Hover window when you rest your mouse pointer over the task.)

For recurring task reminders or events (such as a daily huddle meeting each morning), under Event Days, specify the Start and End dates for the event. Next, select the days of the week when you want the task or event to occur. If you want to post the task reminder or event to the task calendar of other employees, select those task lists under Operatories. You can schedule recurring events in the Dentrix Appointment Book up to one year. However, because Dentrix doesn't let you edit an event series, if you anticipate that you may need to edit or update the event/task later, you may want to schedule only a few recurring instances at a time. (You can always extend those recurring tasks later as you go along.) When finished, click OK, and the task appears at the scheduled time in the Appointment Book.

> **Using Dentrix, you can schedule individual task reminders for each provider and staff member right in the Dentrix Appointment Book at the date and time the tasks need to be done. The secret is to create extra operatory columns in the Appointment Book as "TODO" list columns.**

Figure 3 Use the Schedule Event dialog box to create new task reminders.

Tips and Suggestions

Here are a few ideas to help you manage your tasks in the Appointment Book:

- To help prevent appointments from being accidentally scheduled in your task-list operatory columns, you should set these fake operatories to closed. With the operatory closed, if anyone tries to schedule an appointment in this column, the message, "The Operatory is not open at the requested time!" appears as a reminder not to schedule appointments here. However, this message does not appear when scheduling events.

- For tasks with notes, rest your mouse pointer over the task to display the notes in the Hover window. Because the Hover window displays only five lines of an event note, when you create your tasks you may want to separate list items with a comma or use spaces to display them in columns (Figure 4).
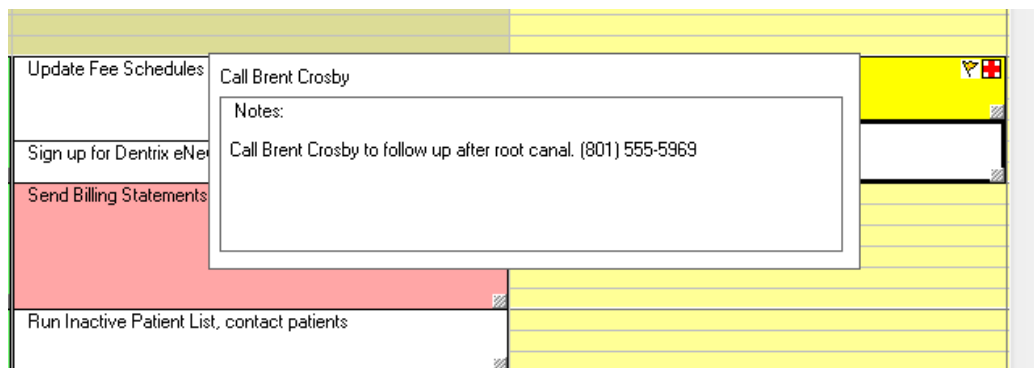
Figure 4 Use the Hover window to view details about each task reminder.

- When tasks are completed, you can either right-click the task and click Delete Event, or double-click the task and add " - done" at the end of the Description. Adding " - done" allows the task to remain on the schedule as a permanent record of when the task was completed, in case you need to refer back to it later.

- You may want to define a color code for your tasks and use the Event Color button in the Schedule/Edit Event dialog box to assign colors to certain tasks. For example, you could use red for urgent or overdue tasks, and use white for tasks with normal priority. Or you could use different colors to represent different types of recurring tasks, such as white for one-time tasks, yellow for daily tasks, green for weekly tasks, and blue for monthly tasks.

- If you don't get the task done on the day it's scheduled, you can reschedule it by moving it to the Pinboard, by double-clicking, or by dragging it to a new date using the Week view.

- If a task needs to be assigned to someone else, you can easily move it to someone else's task list. To do this, double-click the task, select that person's task list under Operatories, and then click OK. You can also do this by displaying an Appointment Book view that includes both task lists and then drag the task from your list to the new task list.

- For tasks that may take several days to complete or have the potential of being postponed, you can use Insert Dateline in the Schedule/Edit Event dialog box to track when the task was first created. You can also type a "Status" and a "Due Date" in the Notes field to track this type of information.

As you begin using Appointment Book events to manage your daily tasks, you may discover other ways that Dentrix can help you manage your to-do list. I've discovered one thing—it's a lot better than using sticky notes! **DM**

LEARN MORE

To learn more, see the "Setting up views" and "Scheduling events for operatories" topics in the Dentrix Help.

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DENTRIX

WORKSHOP WISDOM

W/W

This excerpt from the Accounts Receivable Management workshop will teach you how to make billing statements easier for patients to understand and how to copy billing statements to the Document Center. Follow along with the step-by-step instructions and advice in this article to empower your staff to better manage billing statement calls and questions.

REDUCE THOSE PESKY BILLING STATEMENT CALLS

In an ideal world, patients would pay their full balance at the time of service and insurance carriers would pay exactly what they are expected to pay. The reality is that patients will often end up with a balance on their account from unpaid patient portions or lower-than-expected insurance payments. One of the easiest ways to notify patients about their balance is by sending them a billing statement.

Most offices have experienced and even come to expect the flood of calls that come after patients start receiving billing statements. These calls can be frustrating and time consuming for your patients and your staff members when patients don't understand what they are being billed for and staff members don't have the billing statement in front of them and can't see what the patients are seeing.

Billing statements are a necessity, so why not do what you can to provide enough information for your patients and staff members in the first place rather than just planning on being frustrated? Do what you can to make the statements easy for patients to understand, and set up Dentrix to provide staff members with a copy of each patient's statement.

THE PROBLEM: Patients don't understand the information listed on their statements. They don't know where the balance is coming from because there isn't enough detail on the statement, so they call your office and ask you specific questions about the line items—or lack thereof—they are seeing on the statement.

The problem is compounded when you don't have a copy of the patient's statement and have to imagine what they are seeing, so it is hard to answer their questions. You and your patients are frustrated by the inefficiency in the communication, and you are spending too much time on the phone answering billing statement questions.

THE SOLUTION: There are two things you can do to solve this problem: make the statement easier to understand and/or provide staff members with a copy of each patient's billing statement.

1. **Customize your billing statements** —They are easier for patients to understand in the first place. Are you providing patients with enough information to understand what the bill is for and when they received the treatment? When you create billing statements, you can move the balance forward date on the statement back a few months so that patients can see the itemized list of procedures and payments and will have fewer questions about where the balance is coming from. And you can add a custom statement message for each patient to communicate special information about their account.

2. **Automatically add a copy of patients' billing statements**—set up Dentrix to automatically add a copy of patients' billing statements to the Document Center. When a patient calls with a statement question, you can open that patient's Document Center and pull up the same statement the patient is looking at. You'll be able to answer patient billing questions more easily and efficiently, which will cut down on frustration and miscommunication.

OPEN YOUR DENTRIX SYSTEM AND USE THE FOLLOWING STEPS TO CUSTOMIZE BILLING STATEMENT SETTINGS TO MAKE THEM EASIER TO UNDERSTAND, TO SEND A COPY OF BILLING STATEMENTS TO THE DOCUMENT CENTER AUTOMATICALLY WHENEVER YOU PRINT STATEMENTS OR SEND THEM ELECTRONICALLY THROUGH ECLAIMS, AND TO VIEW STATEMENTS IN THE DOCUMENT CENTER.

## STEP/1 — GENERATE STATEMENTS THAT ARE EASIER FOR PATIENTS TO UNDERSTAND

It can be hard for patients to understand the information listed on their billing statements, particularly when the balance is over 30 days old or when there are multiple patients and procedures listed on the statement. There are three Dentrix features you can use to make billing statements clearer and easier for patients to understand, which will cut down on the number of billing statement calls you receive from patients.

The first thing you can do to make statements easier to understand is to change the balance forward date on the statement. The balance forward date determines which procedures will be itemized on the statement. Procedures or transactions that are newer than the balance forward date will be itemized and listed on the statement, and procedures or transactions that are older than the balance forward date will be grouped together into one line item labeled "balance forward."

To change the balance forward date, from the Office Manager click **Reports > Billing** and edit the date in the **Balance Forward Date** field (Figure 1). By default, the balance forward date defaults to one month ago, but you could move that date back 60 or 90 days. That way, if patients have a balance that is over one month old, patients will still be able to see the itemized list of procedures and transactions and will know what they are paying for.

(Note that moving the date too far back in time may result in the patient seeing a lot of old information, which will then generate more questions. Experiment with this date to see what works best for your practice.)

You can also make statements easier to understand by adding a custom message on statements. In the **Billing Statements** dialog box you can add a statement message that will print on the bottom of all the billing statements for all patients. But in cases where you have spoken with
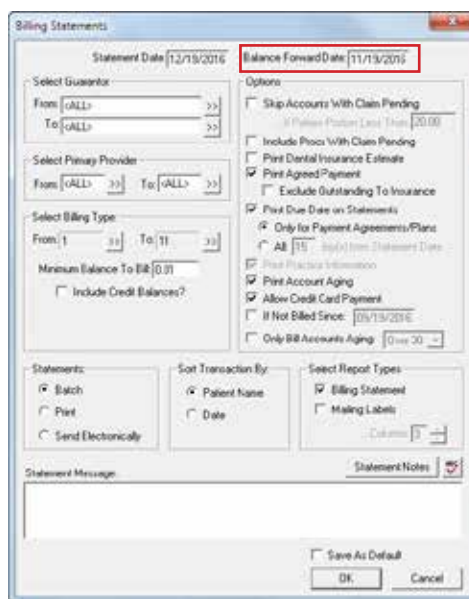
Figure 1 Adjust the date in the **Balance Forward Date** field to include more procedures and transactions on the statement.

patients about their balances or made special arrangements with them, you can also add a custom statement message for individual guarantors.

To add a custom statement message for a specific guarantor, from the Ledger click the **Guarantor Notes** button. In the **Billing Statement Note** section, type the note specifically for that guarantor. The note will print on that guarantor's statements until the date you set in that dialog box.
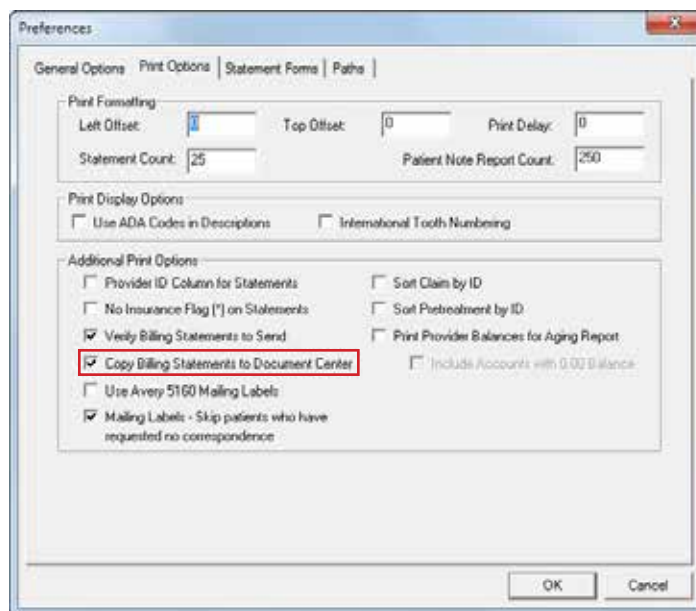
STEP /2 ENABLE THE OPTION TO COPY BILLING STATEMENTS TO THE DOCUMENT CENTER

Once you have made the statements easier for patients to understand, you can set Dentrix up to automatically add a copy of the billing statements to the Document Center so that you can look at the same statement the patient is looking at when they call with questions. You only need to enable this setting once, and then every time you print billing statements or send them electronically with eClaims the statements will be copied automatically.

To enable this option, from the Office Manager, click Maintenance > Practice Setup > Preferences, and then click the Print Options tab. Check the Copy Billing Statement to Document Center option, and click OK (Figure 2).

Note: In order for a copy of the statement to be saved in the Document Center, you must either print the statement or send it electronically. Simply generating a statement and storing or previewing it in the Batch Processor will not send a copy of the statement to the Document Center.

Figure 2 Enable this option to automatically copy billing statements to the Document Center when statements are printed or sent electronically.

STEP / 3

VIEW THE BILLING STATEMENT IN THE PATIENT'S DOCUMENT CENTER

When Dentrix automatically copies billing statements into the Document Center, the statements are filed under the appropriate guarantor in the Billing Statements category. The statements are labeled within that category with the date they were printed or sent electronically.

To view the billing statements in the Document Center, select the patient whose billing statements you want to view, expand the Billing Statements category by clicking the + next to the category name, and select the statement you want to view based on the statement date listed.

You want to be able to view the statements in the Document Center large enough that you can read the information printed on them. There are a few tricks you can follow to enlarge the statement preview in the Document Center and make them the size you need them to be in order to communicate with your patients about the statements.

With the document selected, click X to close the thumbnail preview and click the < to close the thumbnail toolbar and view the full document. This will give more space on the screen for you to view the statement (Figure 3).

To zoom in on the billing statement, press both the Ctrl key and the + key on the keyboard. To zoom out, press both the Ctrl key and the - key on the keyboard. You can also see more of the statement by clicking the << button on the thumbnails pane and minimizing the thumbnail view.

Figure 3 View statements in the Document Center so you can see what your patient is seeing.

NEXT
STEPS

USE THE FOLLOWING CHECKLIST TO
HELP YOU IMPLEMENT IDEAS FROM
THIS ARTICLE IN YOUR PRACTICE

✓ Decide how far back to set the balance forward date on statements, and then train the staff members who create billing statements to adjust that date every time they generate billing statements.

✓ Instead of handwriting notes or using stickers on statements, enter digital notes that will print on statements. Enter notes that apply to all patients in the **Statement Message** field in the **Billing Statements** dialog box, and enter notes that apply to a specific family in the **Billing Statement Notes** field in the **Guarantor Notes** dialog box. Make entering billing statement notes a part of your regular billing statement process.

✓ Look at the other billing statement options available in the **Billing Statements** dialog box. Make note of which options you want to use consistently. Set up those options, then save them as default.

✓ Enable the option to copy billing statements to the Document Center. Train your front desk staff to open the Document Center and refer to the copy of the statement when patients call with billing statement questions.

✓ During your next team meeting, teach your team how to work with the zoom settings in the Document Center and view billing statements on the screen.

Dentrix workshops offer you a chance to practice using Dentrix in a hands-on, trainer-led class. Workshops offer examples of best practices for using Dentrix in your office, ideas for incorporating lesser-used features into your workflow, and advice about how to customize Dentrix to suit your preferences.

LEARN MORE

✓

For more tips like the ones in this article and to get in-depth training on managing patient billing in Dentrix, attend the Accounts Receivable Management workshop. Visit **www.Dentrix.com/Workshops** for more information about this and other training workshops, including the full course list, course descriptions, and schedule.

DENTRIX 2017
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Helping Patients Own Their Insurance Benefits

Save time by teaching patients how to manage their own insurance benefits.

Dental insurance benefits can be a thorn in our side. Checking benefits, eligibility, and maximums for our patients is a nice service to provide, but it also requires significant time—time that we could spend doing other things to help manage the practice. There needs to be a balance so that verifying insurance information is a genuine customer service benefit and not a hand-holding exercise. The insurance benefits belong to the patient, not to the practice, and we need to hone the verbal skills to help our patients understand this.

One thing I have been doing with my practices is teaching them to transfer that ownership back to the patient in a way that is beneficial to the patient and not too time-consuming for the practice. The easiest, most efficient way I have found is using the eCentral Insurance Eligibility feature inside of your Dentrix software. Have you seen the "E" icon on appointments in the Dentrix Appointment Book or the Insurance block of the Family File (Figure 1) and wondered what it does? All you have to do is click on the little "E" and it searches for that patient's insurance benefits

Figure 1 The "E" Eligibility icon in the Family File Insurance block.

and provides you with an instant, real-time benefits breakdown and maximum used. Really. It is that simple.

The color of the Eligibility icon indicates the patient's eligibility status (Figure 2). A blue E on a white background indicates that the patient is eligible for benefits. A gray E on a yellow background can indicate that the patient's eligibility is questionable, has not been checked, was entered manually in the past five days, isn't supplied by the insurance company through eCentral, or that the patient

Figure 2 The icon color indicates the patient's eligibility status.

doesn't have insurance. In these instances, the patient probably needs to follow up with his or her insurance company.

Now I know some of you are saying, "Sounds great, but I am not going to spend the money on eCentral." I respect your desire to save a dollar, but I want you to look at whether this is one of those expenses that will actually make you money. If you can cut down on the time your front office is spending on the phone with insurance companies by just one hour, your front office could be spending that time calling patients with unscheduled treatment or past-due hygiene appointments. Also, one hour a day in increased productivity adds up to a lot more profits for the entire team.

Let me share with you some of my tips in using this amazing tool.

Suggestions When Dealing With Patient Insurance Benefits

What has worked really well for many offices is to print a copy of the electronic benefits for the patient and then send a copy to the patient's Document Center for your reference. Now, how you hand off the information to the patient makes a big impact on how much handholding you will need to do in the future. So here are some of my best suggestions:

- When you print the eligibility benefits from eCentral for the patient, highlight a few key pieces of information (insurance company phone number, maximum and coverage percentages).

- Hand the patient the printed copy of his or her benefits and say something like, "I took the liberty of checking on your dental benefits for you and here is what we received

from your plan. Notice I have highlighted some of the important things about your plan. One thing I want to point out is that if there is a procedure you need that is not on this printed copy, then we don't know how much your insurance company will pay, so we estimate zero."

- Let patients know that if they would like more details about their plan, you highlighted the insurance company's phone number for them.

Using eCentral Insurance Eligibility will help you to strengthen your relationships with your patients, and they will trust you more. That trust will help build your practice and grow your referrals. **DM**

LEARN MORE
To learn more about insurance eligibilities, see the "Insurance Information" topic in the Dentrix Help.

Dayna Johnson, founder and principal consultant of Rae Dental Management, helps dental offices improve patient care, increase collections, and reduce staff headaches by implementing efficient management systems. With 20 years of experience in the business and technical side of dental offices, Dayna's passion for efficient systems is grounded in both personal understanding and professional expertise. Dayna can be reached at dayna@raedentalmanagement.com or visit her website at www.raedentalmanagement.com.

DAYNA JOHNSON
Certified Dentrix Trainer

Get Your Staff Expenses Under Control

High staff expenses cut into profitability.
Review three ways to manage your
staff expenses.

As I look at the income statements for several practices, I'm seeing a trend. The profitable practices all have one thing in common, and the struggling practices are all missing this same thing. The common denominator for profitable practices is that each and every one has their staff expenses on target. And every practice struggling to make a solid profit also struggles with staff expenses.

Reduce Staff Expenses

First, take a look at your time clock reports. When does your team clock in? If your first patient is at 8:00 a.m. and you hold a quick 10-minute huddle before opening, but your team is clocking in at 7:15 a.m., that's an extra 15-20 minutes per person each morning in staff expense. Next, is your team clocking out for their full lunch hour every day? And most offices have one person that's "willing" to stay late—and that person will be clocked in for an extra hour at the end of the day.

Sit down with your team and set clear guidelines for clocking in/out. They can clock in 15 minutes before huddle, clock out for their full lunch hour and clock out 15 minutes after their last patient. Your job is to periodically check the time clock reports to make sure staff members are following these guidelines.

Next, look at your schedule. Are you leaving big holes in the 10:00 a.m. to 2:00 p.m. hygiene columns? If so, the clinical staff can come in later or leave earlier. It kills your staff expense percentage to have hygienists clock in for

an 8:00 a.m. patient and then "keep busy" until the next patient at 11:00 a.m. Block your schedules, train your administrative team to schedule in those blocks, and keep an eye out for holes in the schedule.

If holes in the hygiene schedule are consistently a problem, count up the open hours each day. Let's say you have a team of three hygienists and you're counting six to eight cumulative open hours in their schedules each day. It may make sense to let one hygienist go so you can condense your schedule and keep your other hygienists busy. Although letting staff go isn't any fun, it could be the one big change that fixes your staff expense problem.

Improve Production

Let's look at a few ways to improve production. Perhaps you should reduce the duration of hygiene visits. Take your one-hour recall visits down to 45 minutes, or move your child prophies from 45 minutes to 30. By increasing the volume of appointments you can schedule in a day you can impact your staff expense without cutting team members.

Next, take a look at your broken appointments. If heavy no-shows are causing open time in your schedule, then it's time to re-evaluate your approach. Update your policies and charge chronic no-show patients a fee to pre-book.

> " By increasing your collections—
> not just a one-time bump, but a
> maintained increase—you can
> offset your staff expense and
> improve your profits. "

DENTAL INSURANCE CLAIM AGING REPORT
Reports Seminar

Date: 10/13/2016   **Page:** 1

INSURANCE COMPANY/GROUP PLAN			PHONE #	GROUP NUM.						
SENT	SERVICE	TRACER	ON HOLD	RE-SENT	PATIENT NAME	BIRTHDAY				
SUBSCRIBER		ASSIGN. OF BENEFITS		ID NUM	ESTIMATE	CURRENT	31-60	61-90	> 90	TOTAL

Aetna/Bedrock   (866)555-7714   61936309
Primary 07/01/2016 07/01/2016   Di Paula, Cassand08/31/2009
Di Paula, Jackson   421115583   240.80   0.00   0.00   0.00   310.00   310.00
  - Fri - Jul 1, 2016 05:03:02 pm - >eSent
  - Fri - Jul 1, 2016 02:59:29 pm - >Batched
  - Thu - Aug 4, 2016 -
  Called insurance company today and they are waiting for x-rays and a narrative to be sent before processing this claim. -E

Figure 1 The Insurance Aging report can show all the communication you've had with an insurance company.

Next, improve your approach to filling the schedule. Make sure your staff members are making full use of the Unscheduled List (from the Appointment Book, **Appt Lists > Unscheduled List**) and the **Continuing Care** module (launched from the **Continuing Care** button in the Appointment Book). The Unscheduled List and the Continuing Care module are fluid lists that update as you make changes in Dentrix. Assign team members to call using these lists and hold weekly or monthly meetings to assess the current backlog of unscheduled appointments and missed recall opportunities. By filling schedules and holding your team accountable, you can improve the staff expense percentage.

Increase Collections
Let's say your production is strong, but the real problem is collections. Your staff expense ratio could be out of balance simply because your manager isn't spending the time necessary to call insurance carriers on the Insurance Aging report. In Dentrix, you can easily run your Insurance Aging report (from the Office Manager, **Reports > Ledger > Insurance Aging Report**) and review notes of your collection efforts (Figure 1).

Figure 2 Sorting by dollar amount allows you to tackle "worst first."

> **"** The common denominator for profitable practices is that each and every one has their staff expenses on target. **"**

Beyond insurance, meet with your manager to review the collections process. Are you sending statements monthly? What collections efforts is she making? What happens when a patient doesn't pay? Dentrix allows you to run the Aging Report (from the Office Manager, **Reports > Ledger > Aging Report**) sorted from largest to smallest balance so you can tackle worst first (Figure 2). By increasing your collections—not just a one-time bump, but a maintained increase—you can offset your staff expense and improve your profits.

Conclusion
Right about now, you may be realizing there are dozens of aspects of your practice that you could be working on to improve your staff expense. And, you're right. The key is to make changes. Don't just accept that your staff expenses are too high and there's nothing you can do. Decide that you're going to run a profitable practice and then continue to make changes until you achieve the staff expense balance you need. **DM**

Jill Nesbitt, MBA, is a group practice dental consultant offering free practice management resources and an online dental staff training program at www.dentalpracticecoaching.com

JILL NESBITT
Dental Consultant

Add Wi-Fi to Your Waiting Room the Smart Way

Give your patients a perk they appreciate without risking your practice or patient data.

You may be considering or already offering Wi-Fi as a courtesy for your patients. It's a great idea, and many practices are adding Wi-Fi access in their waiting rooms.

Wi-Fi hotspots are, well, hot. According to Cisco's *Visual Networking Index (VNI)* IP traffic forecast, 63 percent of all Internet traffic will travel over Wi-Fi by 2019.[1] The number of public hotspots is exploding, expected by iPass to grow to almost 300 million in 2018.[2]

Just a few years ago, practice visitors were surprised if a Wi-Fi hotspot was available; but as technology becomes more a part of their everyday lives, patients now are frustrated when they can't stay connected wherever they are. So give them what they want.

Why Wi-Fi?

Your practice likely has Internet connectivity—maybe even Wi-Fi—so why not add a guest network? Consider these benefits:

- Show patients you value their time by helping them stay productive while they wait.
- Reduce magazine subscriptions and clutter in your waiting room.
- Create goodwill for prospective customers, especially friends or relatives waiting for patients.
- Gain a competitive advantage over other practices.

Security is Key

While there are many benefits to providing a Wi-Fi hotspot, the downside is that network security attacks are on the rise. It's important that dental organizations develop a wireless strategy to help minimize the risk of hackers stealing their patients' valuable data.

A hacker can use what is known as a man-in-the-middle attack to intercept keystrokes and capture passwords when people use Wi-Fi. The hacker simply sets up an access point that mimics a legitimate network connection name and tricks a device into joining their network. The Internet is basically routed through the attacker, who can silently intercept personal data without the user being aware.

Dental practices and other small businesses are hot targets because they may try to get by with inadequate cyber security protection. Last year nearly 50 percent of small businesses were impacted by cyberattacks, with an average cost to the business of more than $20,000[3] in loss of service and/or stolen credit card or bank account information.

Be Smart

Installing Wi-Fi in your practice comes with a responsibility to your patients. It's critical to properly configure your router to help safeguard your practice and patients, and to increase the likelihood that you'll keep inappropriate websites and malware out. When deploying, upgrading, or managing Wi-Fi access for visitors to your practice, follow these guidelines:

1. Be sure that your hotspot has integrated Wi-Fi security capabilities and services. Services to look for include:

   - Anti-virus protection
   - Anti-malware
   - Intrusion prevention
   - Application control and web content filtering

2. Segment your networks to increase the likelihood that you'll keep the public out of your business data. Your guest Wi-Fi network needs to be just that—a separate network just for your customers.
3. Include a disclaimer, and require a password to log on to your network. If your reception staff provides the password to patients, you can reduce the risk of the wrong people using your network.
4. Consult with TechCentral for IT recommendations and solutions that can help keep your practice data and computer systems protected.

Providing Wi-Fi access can be a great way to help your practice attract customers and build goodwill with patients, but a practice can lose thousands of dollars and valuable staff productivity when technology fails or common Internet threats compromise computer systems and data. By thinking ahead and making protection a priority, you can give your patients a perk they appreciate while minimizing cyber risks for yourself and your patient data.

Henry Schein TechCentral offers superior office technology solutions that are optimized and integrated for dental practices. With a single-source team of professionals that design, deliver and support networks and security solutions, you can trust the tech professionals at TechCentral. To learn more, visit www.HSTechCentral.com/ProtectYourPractice. **DM**

RYAN ORSI
Director of Strategic Alliances
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1 http://investor.cisco.com/investor-relations/news-and-events/news/news-details/2015/Cisco-Visual-Networking-Index-Predicts-IP-Traffic-to-Triple-From-2014-to-2019-Key-Growth-Drivers-Include-Increasing-Mobile-Access-Demand-for-Video-Services/default.aspx
2 https://www.ipass.com/press-releases/the-global-public-wi-fi-network-grows-to-50-million-worldwide-wi-fi-hotspots/
3 http://www.foxbusiness.com/features/2015/04/07/is-your-small-business-at-risk-for-cyber-attack.html
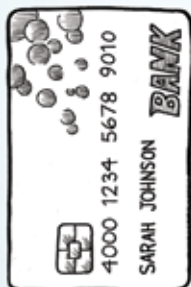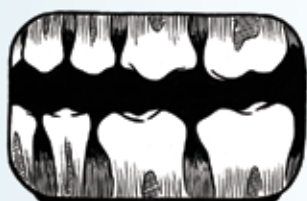
YOU PROTECT YOUR PATIENTS' TEETH, **BUT WHAT ABOUT THEIR IDENTITY?**

Don't be fooled into a false sense of security. A single data breach could steal the practice you've worked so hard to build, due to patient loss, high fines and legal fees. TechCentral Protected Practice solutions help you prevent disaster before it occurs.

TechCentral: Protect your practice

Updox and Dentrix:
Care Coordination Solutions to Maximize Revenue and Performance

AISLING BABBITT
Director of Marketing

Learn how Updox can help your practice lower costs, increase revenue, enhance workflow, maximize staff time, and increase efficiencies.

Busy dental practices don't have time to be slowed down by paper-based processes, disconnected communication channels, or an inability to engage patients. What if there was a platform that lowered your overhead costs, supported secure message exchange with providers and patients, and was as simple to use as email?

Meet Updox! We're a certified Dentrix Connected solution that provides a cohesive care coordination suite fully integrated with Dentrix G6. Updox for Dentrix lets you shift your focus more to patients and less to management of multiple applications from various technology partners. If your practice is looking to lower costs, increase revenue, enhance workflow, maximize staff time, and increase efficiencies, your practice is ready to Updox!

Updox for Dentrix offers several benefits to help drive practice efficiency.

Figure 1 With Updox, your faxes arrive as PDFs. You can scroll over the thumbnail and a preview pops up.

Engage Patients

Updox for Dentrix offers an enhanced patient experience with an easily implemented and cost-effective patient portal for complete patient engagement. The Updox patient portal is intuitive and simple to use, offering several features to reduce the costs of getting information to your patients, increasing patient engagement, securely exchanging messages about care, and providing ways to increase practice revenue. From scheduling requests to online payments to follow-up questions after procedures, the patient portal makes it simple and fast for your patients to communicate with your practice.

Digitize Workflows

The average dental practice spends about $162 every month on faxing. For every 5,000 fax pages, these costs include about $72 on toner, $50 on paper, and $40 for each monthly fax line. On top of that, there is the staff cost. Consider that office staff spend about two minutes per fax—going to and from the fax machine, manually dialing numbers, printing and filing transmission reports, scanning faxes into charts, and locating or duplicating work to find faxes or fax them again. Now, think about the number of faxes your practice sends and receives every day. Multiply each of those two-minute segments by the rate you pay your office staff and add up all the costs—that's how much faxing is costing your practice. There is a better way!

Updox offers an electronic web-based paperless process that puts that money back into your wallet. Your fax arrives as a PDF (Figure 1). Depending on where it came from, it can be queued to arrive at one specified inbox (Figure 2). For example, lab reports go to one inbox, referrals to another, and so forth. That PDF can be divided up page by page so that only the necessary pages are routed, filed, or refaxed. Online editing tools let you edit faxes to add information, make notes, highlight key information, date items, redact data or personal information, or insert a signature. Everything is electronic; nothing needs to be printed or scanned. Then, that edited fax can be routed for review, faxed back, and filed in the Dentrix patient chart—all at the same time (Figure 3). And with

Figure 2 Updox features a universal inbox that pulls together faxes, Direct emails, and portal messages into one central location.

Updox, if that return fax number is busy, there's nothing else to do. We'll continue to resend until it goes through, and you can easily check the status to see when it was delivered. With Updox, there's no printing, copying, scanning, walking faxes around for signature, or adding to stacks of paper waiting to be filed in charts. Updox for Dentrix lets you focus more on patients and less on paperwork.

Communicate Securely

Updox is also the leader in Direct secure email, a web-based, HIPAA-compliant communications channel used to connect healthcare providers. Direct has become the preferred channel to communicate private health information between care team members, including transitions of care, lab/test results, patient communication, and referral information. With Updox for Dentrix, dentists can use secure Direct email to easily connect with physicians, expand referral networks, and join care integration teams. The Updox Direct Network includes the vetted addresses of nearly one million healthcare providers (Figure 4).

Updox to Go

Another way Updox saves time and improves efficiency is by being fully mobile. When you are out of office, at another office, on the road, or taking a well-deserved vacation, it's easy to log in to your universal Updox inbox. All your faxes, portal messages, and Direct emails are in one spot, making it simple and convenient for you to quickly review and respond from your phone or mobile device.

Updox is a Trusted Dentrix Partner

Because of the new Dentrix Connected certification, Updox solutions are available in an easy, integrated component to Dentrix G6 customers. Updox is a no-risk option. We're a month-to-month service with no long-term contracts. We'll get you up and Updoxing quickly with free setup, training, and phone and email support. Plus, you can start today with a free 15-day trial. More patient time, less paperwork—that's the Updox promise. If you're ready to maximize your practice performance, you're ready for Updox—Where Healthcare Connects. Learn more and start your free trial today at www.updox.com/updox-dentrix. **DM**
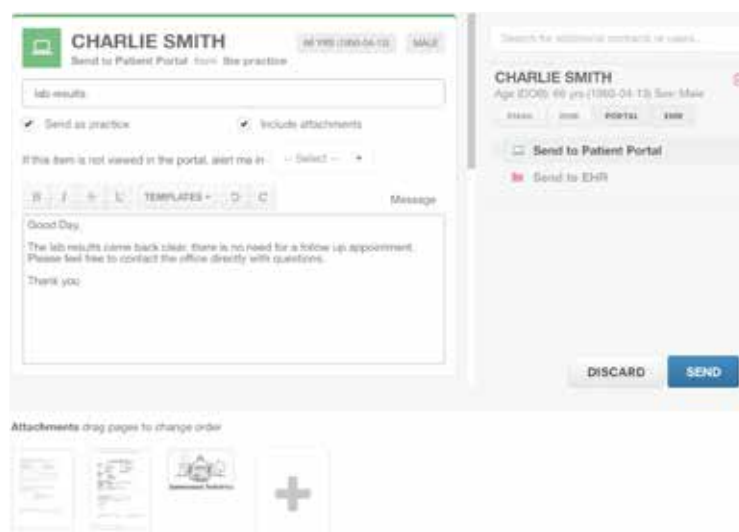
Figure 3 With Updox, it's just a few mouse clicks to send information to the Dentrix patient record or message the patient via the patient portal.
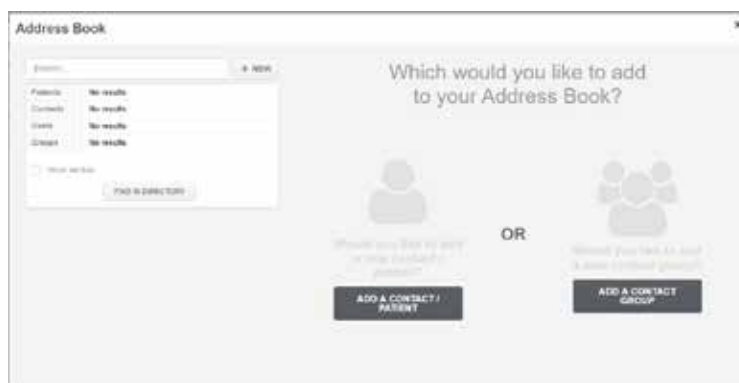
Figure 4 It's easy to add a new contact or patient contact to your Updox address book.

SOLUTION GUIDE

You already depend on Dentrix to make your practice more profitable and productive. Now, you can turn Dentrix into an even more powerful solution by adding trusted, fully integrated third-party applications and capabilities to your digital dental office. The Dentrix Connected logo means the product has been carefully developed, tested and certified to work with your Dentrix platform. To see the full list of Dentrix Connected applications visit www.Dentrix.com/Connected today.

Apteryx
www.apteryx.com

Dental Practice Solution
Apteryx exceeds the expectations of its customers by creating timely, innovative and cost effective software solutions that improve the profitability of the clients' businesses.

Broadview
www.broadviewnet.com

Network-based Business Communication
Make your practice more profitable with OfficeSuite Dental, the state-of-the-art phone system that fully integrates with Dentrix G5.

BiteBank Media
www.bitebankmedia.com

Dental Practice Solutions
Streamline your practice with custom dental websites, appointment notification and scheduling, real-time booking, patient education videos and reputation management.

DocuFi
www.docufi.com

Document Management Solutions
DocuFi™ is a certified Dentrix partner providing tools to capture and process documents into electronic digital form. ImageRamp™ for Dentrix, using Fujitsu scanners, offers the most productive document scanning solution for Dentrix.

Demandforce
www.demandforce.com

Patient Communication Solution
Demandforce works seamlessly with Dentrix G5 software to automate online and offline communications with existing patients to improve in-office efficiencies.

Dental Symphony
www.dentalsymphony.com

Dental Practice Solution
Dental Symphony's web-based clinical software revolutionizes patient management. Working alongside Dentrix, Dental Symphony provides innovative tools to practice easier, safer and more efficiently.

DentalWriter
www.dentalwriter.com

Medical Billing Software
For over 25 years, Nierman Practice Management has led medical billing in dentistry by continuously developing innovative products and providing exceptional training for dentists looking to grow their practice.

DEXIS
www.dexis.com

Digital Diagnostic Imaging
DEXIS delivers innovative, high-quality digital imaging solutions to the dental community. With its state-of-the art sensor and easy-to-use imaging software, Dexis provides numerous benefits to you, your practice, and your patients.

eDossea
www.edossea.com

Intra-Office Communication
We are solely focused on the dental profession and within the dental profession on the secure, easy and inexpensive transfer of your client's medical records from one office to another. This is all we do.

Jakari Care
www.jakaricare.com

Patient Health Information
Less work. Better care. Let our HIPAA-compliant solution automatically collect, analyze and transfer patient medical history, treatment goals and other important information into Dentrix.

Lighthouse
www.lh360.com

Patient Communication Solution
Lighthouse 360 is a comprehensive automated patient communications system designed exclusively for dentists. It uses email, two-way text messaging, automated phone calls, postcards and letters to reach your patients.

Panda Perio
www.pandaperio.com

Periodontal Practice Solution
The complete clinical digital record for Periodontal practices. Charting, comparison reporting, treatment planning, automated chart notes, and much more. Save hours of admin time and unify your front and back office.

Patient Activator
www.patientactivator.com

Patient Communication Solution
Patient Activator, part of Los Angeles-based 1-800-DENTIST®, is the leading social media optimization and patient communications service dedicated to the dental profession.

Practice Mojo
www.practicemojo.com

Patient Communication Solution
PracticeMojo creates proven campaigns that help dental practices recruit, retain and reactivate patients automatically, using email, text messages, automated phone calls and mailed postcards.

Practice Safeguard
www.practicesafeguard.com

Web-Based Fraud Monitoring
A web-based financial monitoring tool for Dentrix G5 users that deters fraud and costly errors by alerting any device you carry to unusual transactions in real time.

RecordLinc
www.recordlinc.com

Patient Communication Solution

RecordLinc is the largest professional network of dental professionals in the world. Securely and easily send electronic referrals, patient transfers, and track treatment plans between dental practices in a HIPAA-compliant portal.

Reputation
www.reputation.com

Patient Communication Solution

Reputation.com's platform enables dentists to see all their online reviews in one space and use the platform's analytical tools to understand the broad themes that emerge from patient feedback.

Sesame
www.sesamecommunications.com

Patient Communication Solution

Sesame Communications helps dental and orthodontic practices harness the power of the Internet to accelerate new patient acquisition, build patient loyalty and transform the patient experience.

Solutionreach
www.solutionreach.com

Patient Communication Solution

Smile Reminder provides patient engagement and communication solutions for healthcare practices. Utilizing the latest text, email, voice, video, web, and social media tools to communicate with customers.

TeleVox
www.televox.com

Patient Communication Solution

TeleVox Software is a high-tech engagement communications company, providing automated voice, email, text and web solutions that activate positive patient behaviors through the delivery of a human touch.

Text2Floss
www.text2floss.com

Patient Education

An interactive educational tool meant to help patients develop positive oral hygiene habits by delivering oral health information through the use of text messaging and mobile technology.

Transparent Aluminum
www.transparentaluminumllc.com

Dental Practice Solution

Transparent Aluminum is a company focused on creating custom workable solutions for practices to get the most out of their Dentrix database.

U.S. Health Record
www.teamlinks.com

Intra-Office Communication

Teamlinks EHR was created to foster interdisciplinary collaboration on patient health information with the goal of connecting the health care team and the patient.

Yapi
www.yapicentral.com

Dental Practice Solution

Started as the first fully integrated intra-office communication software, YAPI has grown into a comprehensive suite of innovative automation solutions designed around unique needs of dental practices.

TIME TO START LISTENING

DATA CAN TELL YOU WHAT'S RIGHT AND WRONG IN YOUR PRACTICE

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