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HENRY SCHEIN®

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Dentrix Mastery Tracks™ online training will help you become the Dentrix KNOW-IT-ALL your office needs!

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Make an **IMPACT** with just a smile

Recycle A Smile allows dentists to recycle their patients' metals while supporting dental outreach to underserved children. It's a great way to give back—it's meaningful, easy-to-do, and doesn't cost a thing. Why you'll love it:

IMPROVED HEALTH   **GIVING BACK**   **ENGAGEMENT**   **ECOLOGY**
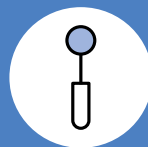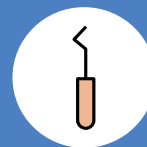
Recycle A Smile is a program of TeamSmile which provides free dental care to children in need throughout the U.S. TeamSmile is the nation's premier advocacy group partnering oral health professionals with professional sports organizations to provide life-changing dental care to underserved children in our communities. Learn more at teamsmile.org or contact John at john@teamsmile.org.

TeamSmile   RecycleASmile

Dentrix Mastery Tracks
SPOTLIGHT

Dentrix Mastery Tracks™ helps dental professionals improve, measure, and demonstrate their Dentrix skills. Read on to find out about Anais Dakin, an orthodontic assistant who has completed seven Mastery Tracks tests and earned three specialist certificates.

ANAIS DAKIN | ORTHODONTIC ASSISTANT

Where do you work?
Carrie Webb Orthodontics, Whittinsville, MA

What is your title?
Orthodontic Assistant

What are some of the duties you're responsible for within your practice?
Currently, I am learning a new skill set as an orthodontic assistant. In the past, I was a Consulting Practice Coordinator for an endodontic office and a Clinical/Business Manager for a general dentistry practice. In those positions, I used my knowledge of Dentrix to help create a more efficient administrative and clinical workflow. My main duties included practice coordination, training, and staff development.

How long have you been with this practice?
I joined Carrie Webb Orthodontics in April of 2017.

How long have you worked with Dentrix?
I have worked with Dentrix for 9 years.

Which certificates have you earned?
I have earned the Dentrix Clinical Specialist, Dentrix Financial Specialist, and Dentrix Front Office Specialist certificates.

What got you interested in Dentrix Mastery Tracks?
When I found out about Dentrix Mastery Tracks, I felt like it would be a great way to both test my knowledge and showcase all the time I spent learning Dentrix in workshops, on the job, and through self-study at home.

How has participating in Mastery Tracks helped you use Dentrix?
Participating in Mastery Tracks has helped to bring together everything I have learned over the years in Dentrix.

How has becoming a Dentrix specialist improved your career?
Becoming a Dentrix specialist has helped me to gain a wider range of opportunities to apply my skill set in the dental industry. Recently I helped to open a new endodontic practice, and I plan to use my Dentrix knowledge to continue building my career.

What is your favorite Dentrix tip or trick?
There are so many great Dentrix tips and tricks. I love using the Office Journal to keep track of patient phone calls and create to-do lists. When used to its potential, Dentrix can really help a practice to shine!

Take a course. Take a test. Earn a certificate.
Visit Dentrix.com/Mastery and start using Dentrix Mastery Tracks to help your team improve, measure, and demonstrate their Dentrix skills.

▼ Announcing New Insurance Payor Connections

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
38238	Allegiant Care (formerly known as Northern New England Benefit)
BEAM1	BEAM Insurance Administrators
35245	Continental Benefits
38225	CoreSource Detroit, MI (formerly known as NGS)
DTCA7	Dental Transformation Initiative (DTI)
95411	FL MCO PHC/PHP
21614	PACE Greater New Orleans (NORLIN)
CB695	Resolve/Solarte Health Inc.

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

DENTRIX eClaims

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
EMBDQ	DQ/Emblem (Emblem Health Medicaid)

DENTRIX eEOB

After you have sent claims and attachments to payors electronically, complete the electronic claim round trip by accepting electronic explanation of benefit statements (eEOBs) that the insurance carrier sends back to you. The following payors now send eEOBs.

Payor ID	Payor Name
18014	Aetna Medicare EPO/PPO Dental
CBIA1	Blue Cross Blue Shield of Iowa-FEP
CX049	Coventry Dental
CX049	Denex Dental
DDCA2	DentalCare USA Claims
DDCA3	DentalCare USA Encounters
EMBDQ	DQ/Emblem (Emblem Health Medicaid/Denta Quest)
58379	Echo HealthCare Inc.
CX036	Group Dental Services (GDS)
CX073	Kaiser Permanete Dental Choice
52180	UMWA Health & Retirement Funds
CBIA1	Wellmark Blue Dental–FEP

For more information about eEOBs or to register, visit www.dentrix.com/products/eservices/eclaims/eeob.

View the entire list of electronic payor connections using the Payer 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.
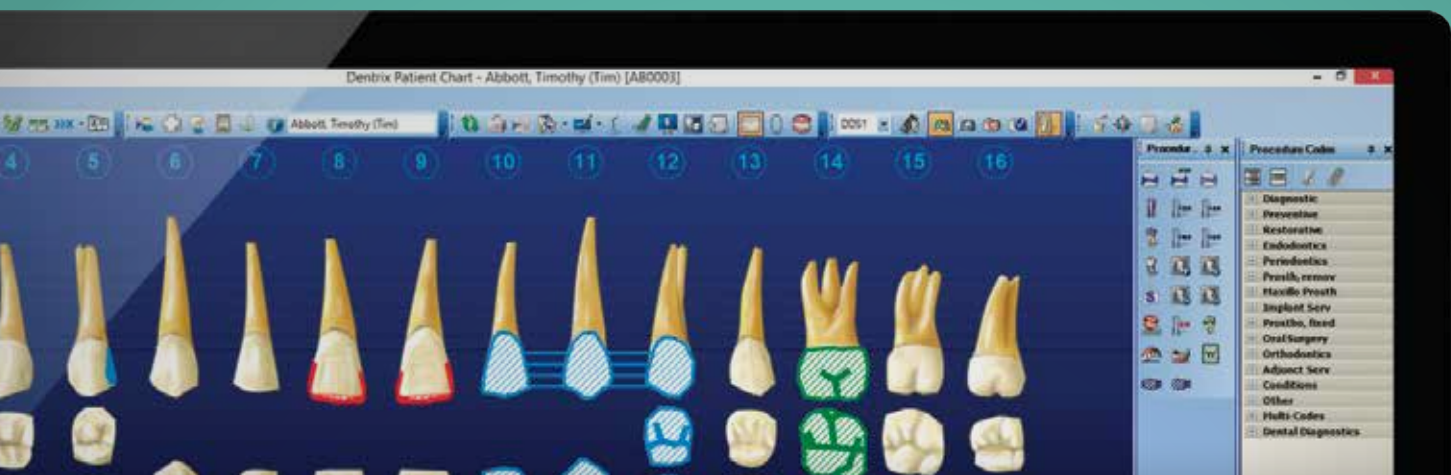
New Features in 2017 With More Changes to Come!

See what Dentrix has done in 2017 and prepare now for upcoming changes.

Over the last year, I have provided a sneak peek into some of the upcoming Dentrix releases as well as changes that you can prepare for now in anticipation of those updates. I wanted to take this opportunity to track the progress on our 2017 updates and reiterate some changes that will be coming so you are ready when they arrive.

Dentrix Enhancements and Product Releases

In the Winter 2016 issue of *Dentrix Magazine*, we discussed plans for 2017. With an active customer service plan, you are eligible for upgrades and feature enhancements as they are released. As a commitment to you, we have moved to a quarterly release schedule for Dentrix. As such, feature enhancements and improvements are coming to you more frequently. So far this year the following updates and features have been released:

Dentrix G6.3 (released March 2017):

- **Practice Advisor improvements.** Treatment Plan Case Acceptance Totals and Amount of Treatment Accepted and Diagnosed have been modified to more accurately depict the state of each of these key performance indi-

cators. Also, you can now select only Dentists or only Hygienists to limit your review to that specific group.

- **Appointment Book Production.** Added an option to calculate production amounts based off of an adjusted total so you can see how you're tracking against insurance write-offs, refunds, and so forth.

- **Medical Cross Coding**. You can now share diagnostic codes between dental and medical without double entry.

Dentrix G6.4 (released June 2017):

- **Credit Card Payment Type on Insurance Claims.** Credit cards can now be selected as a payment type when entering an insurance payment. The batch insurance feature also has this added ability. The Day Sheet, deposit slips, and Practice Analysis Payment Summary will show that a credit card was used for insurance payments.

- **New Payment Agreement Manager.** A Payment Agreement Manager was created to show all the Payment Agreements. It allows for filtering, payment entry without having to go through the Ledger, and many sort options. Within Payment Agreements, the Payment Agreement Notes have been upgraded so that they are easier to navigate and edit.

> **"** I wanted to take this opportunity to track the progress on our 2017 updates and reiterate some changes that will be coming so you are ready when they arrive. **"**

Dentrix G6.5 (releasing soon):

- **Month End and Task Scheduler.** The Month End Wizard is now the Reports and Tasks Scheduler. You are no longer required to close Dentrix on all computers to do your month-end tasks! The Task Scheduler allows you to set up reports or tasks to run on a schedule on a daily, weekly, monthly, or yearly interval. It has all the tasks and reports from the Month End Wizard, plus many more.

- **New Appointment Lists.** Appointment, ASAP, Pinboard, and Unscheduled lists have been combined into one customizable and searchable list to simplify finding and scheduling appointments. You can now move appointments to the Pinboard, change appointment status, or break appointments in bulk.

- **Questionnaire Improvements.** Lists have been updated to quickly see what needs to be filled out or updated. You can now add existing insurance subscribers when updating insurance subscribers from a questionnaire form.

Prepare Now For Upcoming Changes

Operating System Requirements. In the Spring 2017 issue of *Dentrix Magazine*, I discussed changes to Microsoft operating system requirements with Dentrix, including the use of our eServices. I stated that we will no longer be able to process transactions that come from any unsupported Microsoft operating systems. The reason is that these operating systems cannot send data using the latest transport layer security (TLS) version of 1.2 or higher but instead submit using older, outdated methods.

Many of our eServices have officially been moved over to use the latest transport layer security (TLS) version of 1.2. What is important to note is that as of Dentrix G6.5, only the following operating systems will be supported with Dentrix:

Servers:
- Windows Server 2016
- Windows Server 2012 Standard/Datacenter (R1/R2)
- Windows Server 2008 Standard/Enterprise/Datacenter (R2 SP1)

Workstations:
- Windows 10
- Windows 8.1 Professional/Enterprise
- Windows 7 Professional/Enterprise/Ultimate (SP1)
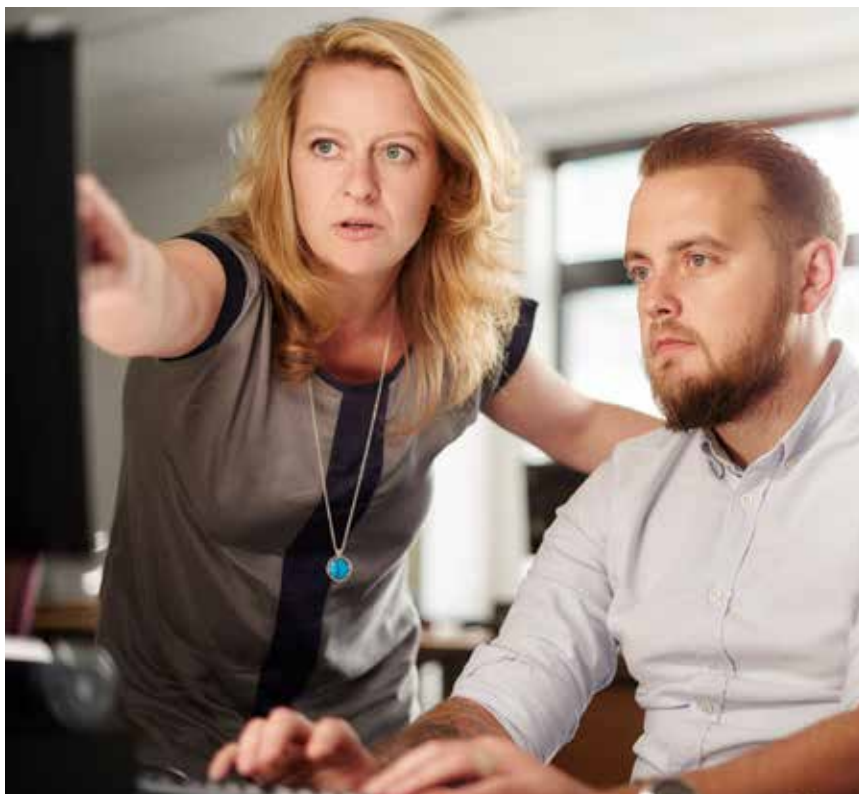
Dentrix Passwords Now Required. In the Winter 2014 issue of *Dentrix Magazine*, I discussed multi-layered security practices. As part of that article, I discussed one important first line of defense that should be coupled with all other industry standard and best-practice security requirements: passwords. As such, in a release of Dentrix coming in the first half of 2018, use of passwords will be required in Dentrix. Additionally, those passwords will employ today's standards for complexity, expiration, and timeout.

In anticipation of that release, please start today by ensuring your passwords are enabled in Dentrix and that all users have appropriate access to the various areas of Dentrix. You can also start using the appropriate password complexity requirements for that upcoming release now. Those requirements will be a minimum of eight characters with at least one uppercase and one lowercase alpha character, at least one numeric character, and at least one special character (such as #@$*). Again, this should not be the only line of defense. We highly recommend that you work with both computer and security policy experts to implement safeguards based on industry standards and best practices.

I am very excited about the future as we continue to partner together to continuously improve upon the great foundation of Dentrix. If you have any questions or would like to suggest areas of improvement in the product, please don't hesitate to reach out to me at brad.royer@henryschein.com. **DM**

BRAD ROYER
Dentrix Product Manager

Digital Dentistry
Your Way

Henry Schein ConnectDental®, Henry Schein's platform for digital dentistry, integrates a wide choice of innovative, scalable digital technologies into every step of the clinical workflow. We are committed to helping you:

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- **Deliver predictable, quality dentistry**
- **Improve efficiency and productivity**

Making the right solutions work for you.

Practice Management Software	Scanners
Clinical Treatment Software	Milling Units
Laboratory Software	3D Printers
Patient Marketing	CAD/CAM Materials
Patient Education Software	Dental Implants
2D/3D Imaging	Caries Detection Devices
Intraoral Cameras	Computer Hardware

Trusted Advice

Open Architecture Solutions

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Laboratory Connectivity

Education, Integration and Support

Rely on Us™

Tips & Tricks

DENTRIX Mastery Tracks

These tips simplify workflow and increase efficiency. Find the tips that correspond to your role in the practice. Start making your job easier and your practice more profitable today.

Making Your Lists More Manageable

When you use tools like the Collections Manager or Treatment Manager to generate lists of patients, try using the patient range option to limit the size of your list to make it more manageable. For example, run the list for patients with A - J names, and then after working through that list, run the list again, for patients with K - S names, and so on.

📁 **Front Office**

Finding Specific Groups of Patients in the Treatment Manager

You can use the Treatment Manager to find patients to fill light days in your schedule. For example, you can generate a list of active patients who have had procedures treatment-planned within the last 12 months and still have at least $250 of insurance benefits remaining for the year so you can get them scheduled.

To create this Treatment Manager view:

1. From the Appointment Book, click the **Treatment Manager** button.
2. In the **Patient Status** field, select **Patient** to only include patient with that status on the list.
3. In the **Treatment Plan** group box, enter a range of treatment plan dates you want to include on the list.
4. In the **Insurance** group box, enter $250 for the minimum amount of benefits remaining for the year.
5. Click **OK** to load the filters and display the list of matching patients.

📄 **Financial**

Which Payment Goes with This Claim?

The Dentrix Ledger contains individual line items for every completed procedure, insurance claim, payment, adjustment, finance charge and late charge made on the account. It can quickly get confusing to look at, particularly when viewing the Ledger for all family members, or looking at the Ledger plus history for the account.

To help make it easier to locate transactions that are related to each other (payments attached to procedures or claims, for example), Dentrix has a **Show Transaction Links** option, which will highlight line items in the Ledger that correspond with one another. For example, if you want to see which procedures are included on a particular claim, you can select the claim and use Show Transaction Links to view the procedures and payments attached to that claim.

To show linked transactions:

1. In the Ledger, select a patient.
2. Select a claim and click **View > Show Transaction Links**.

Dentrix highlights every transaction entry that is linked to the one you selected. This can help to make sense of a potentially confusing Ledger that is full of entries.

Identifying Which of Today's Patients have Unscheduled Treatment

Talking to patients about treatment-planned procedures is most easily done face to face. If you know ahead of time which of today's patients you need to talk to about their planned treatment that needs to be scheduled, you can prepare to have those conversations with patients while they're in your office.

You can customize the Daily Huddle Report to show which patients coming in today have unscheduled treatment. You can then use this information in your morning meetings and plan to discuss treatment with patients as they are seen for their appointments.

To generate the Daily Huddle Report:

1. From the Office Manager, click **Analysis > Practice Advisor**, and then click **Daily Huddle Report**.
2. Select the report date, providers, and other report options as desired.
3. In the **Select Report Sections & Related Options** group box, check **Scheduled Patients Summary** and then click the **Scheduled Patients Setup** button.
4. In the **Select Report Sections & Order** list, check the **Patients who have Treatment Plans** option to identify patients who have unscheduled treatment on the list. Select other report sections you want to include as desired.
5. Click **OK** to save your settings, and then click the **Preview** button to view the report.

Narrowing Your Focus when Generating the Aging Report

The Aging Report shows all the accounts with a balance in a specific aging bracket. You can customize this report to show a range of patients, providers, billing types, minimum balance, and minimum days past due. This lets you create a report that only shows you the information you want to see without having to weed through information outside your focus.

Let's say you wanted to concentrate on accounts that haven't made a payment in the last 30 days. By default the Aging Report includes all accounts, regardless of their last payment date. But, you can use the **Last Pmt Before** date to exclude accounts that have made a recent payment. For example, if the date entered in this field is for the prior month, Dentrix excludes any accounts that have made a guarantor payment within the prior month from the Aging Report.

Updating Office Fees

With the end of the year fast approaching, it may be time to think about updating the fees you are charging for procedures, in preparation for a new year.

When you use the Automatic Fee Schedule Changes utility, you can change an entire fee schedule or range of procedures at once rather than changing one fee at a time. For example, if you want to increase your continuing care production, you could increase your office fees for diagnostic and preventive procedures by 3% across the board.

To update fees for a range of procedures:

1. From the Office Manager, select **Maintenance > Practice Setup > Fee Schedule Setup**.
2. Select the fee schedule you want to update, and click **Auto Changes**.

3. In the **Select Procedure** group box, set the range of procedures you want to include.
4. In the **Change Fee Schedule** group box, do the following:
   - In the **Change Amount** field, enter the amount to change the fee schedule by.
   - In the **Change Type** drop-down list, select whether you want to increase/decrease by either a percentage or dollar amount. Your choice here reflects the **Change Amount** by applying the number entered in that field as either a percentage or dollar amount.
   - In the **Round To** drop-down list, select the amount to round the fee schedule amount to.
   - In the **Minimum Amount to Increase** field, type the minimum amount you want to change the fee schedule. For example, if you enter $.50 in this field, all fees will be updated by at least $.50. **Note:** This option is only available when increasing/decreasing by a percentage.
5. Click **OK**. Review the summary of the fee schedule changes and then click **Save**.

For additional information, see the Fee Schedules topic in the Dentrix Help.

Why Don't My Insurance Estimates Match the Estimates Dentrix Calculates?

One of the questions that often comes up in customer service phone calls is, "Why don't the estimates I calculate by hand match the estimates Dentrix calculates?"

In order to calculate the correct insurance portions, Dentrix uses formulas that reflect real insurance adjudication practices. Most importantly, these formulas use specific orders of operation to arrive at the insurance portion calculation. As a result, if you try to manually calculate these portions without using the same order of operations, you may arrive at a different amount.

For example, let's say that your patient Bob will be charged $152 for a procedure that insurance usually covers at 80%. First, Dentrix will determine which formula to use.

- If Bob does not have a deductible to be applied, the formula used is: (Insurance Portion) = (Charge Amount) X (Coverage %) or (Payment Table Amount). So the Insurance portion would be ($152 X .8) or $121.60.
- If Bob has a $50 deductible to be applied, the formula used is: (Insurance Portion) = (Charge Amount - Deductible) X (Coverage %). So the insurance portion would be (($152 - $50) X .8) or $81.60.
- If Bob has a $50 deductible to be applied and there's a $96 payment table entry, the formula used is: Insurance Portion = [(Pay. Table Amount / Coverage %) - (Deductible)] X (Coverage %). So the insurance portion would be ([($96 / .8) - $50] X .8) or $56.

As you can see, even though the charge amounts are the same for each example, the insurance portion is different depending on which formula Dentrix uses to perform its calculations. If you don't use the same formulas Dentrix uses or you don't do the math in the same order as Dentrix, your results will be different.

Adding Procedures to the Procedure Codes List

Your clinical staff may find that the procedure codes they use most often are not listed in the Procedure Codes list in the Patient Chart, and that they have to click the More Codes button in order to access them. You solve this problem by adding procedure codes to the Procedure Codes list.

For example, procedure code D4355 is not listed in the Procedure Codes list by default. If the hygienists in your office treatment plan that code often, you can add it to the Procedure Codes list to help them enter this procedure quicker.

To add a procedure to the Procedure Codes list:

1. From the Office **Manager, select Maintenance > Practice Setup > Procedure Code Setup**.
2. In the **ADA-CDT Codes** tab, select the procedure code you want to add to the Procedure Codes list and click **Edit**.
3. In the **Treatment Flags** group box, check the box for **Show in Chart**. When checked, this procedure code is listed under the corresponding category in the Procedure Codes list in the Patient Chart.
4. Click Save to save your changes and then click **Close**.

Setting Up a Payment Agreement in Dentrix G6.4

At times, a patient may need to pay off a procedure or balance over time. You can accommodate these patients by setting up a payment agreement with them in which they agree to pay off their balance through regular payments instead of in one lump sum.

To set up a payment agreement in Dentrix G6.4:

1. From the Ledger, select a patient and click the **Billing/ Payment Agreement** button.
2. From the **Billing Type** drop-down list, select the billing type to be assigned to the account.
3. Enter the agreement date and select the payment interval from the drop-down list.
4. Enter the annual finance charge percentage, total amount of the agreement, first payment due date, and payment amount in the corresponding fields.
5. Click the **Agreement Templates** button and select the terms to apply to the agreement from the list of options, and click **OK**.
6. Click **OK** to save the agreement.

Follow Dentrix on Facebook to get tips like these every Tuesday!

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& STAKE YOUR CLAIM

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SCHEDULING

FOR HIGHER EFFICIENCY, PRODUCTION AND PROFIT

CATHY JAMESON
Founder and CEO of
Jameson Management, Inc.

How to reduce no-shows, cancellations, and stress in your dental practice

Poor scheduling can be a major source of stress in your dental practice. If your Appointment Book is full but office tension is high, your scheduling process may be broken. Ask yourself:

Are cancelled appointments and no-shows an epidemic in your practice?

- Does your office consistently run behind schedule?
- Are you rushing one appointment so you can get on to the next?
- Does it take weeks before you can fit a new patient into your schedule?
- Does your schedule allow you to perform the kind of dentistry you want to do?
- Are schedule holes causing excessive stress on you and your team?
- Is your schedule so overbooked that you don't even have time to eat?
- Is your schedule burning you out?

If you answered "yes" to at least three of these questions, your scheduling process needs repair. Done properly, scheduling can reduce no-shows, cancellations, and stress in your dental practice. When you have days that are better organized, your patients will receive more quality attention from you. Your improved concentration and lowered stress will benefit you and your patients. Plus, you'll get to practice the kind of dentistry you want.

Preventing Schedule Problems

Preventing broken appointments, no-shows, and other schedule problems isn't just the appointment coordinator's job—it's everyone's job. Here are six ways your team can help:

1. **Give patients a reason to come back.** At the end of every appointment, the clinical team member who is with the patient should stress the significance of the next appointment. Discuss the benefits of the next appointment and the possible risks of not showing up.

2. **Learn the verbal skills of scheduling.** The appointment coordinator should indicate the amount of time being blocked for the patient in the doctor's schedule. Help the patient accept responsibility by saying something like, "The doctor has reserved this time for you and we're relying on you to be here."

3. **Confirm appointments.** Confirm in a positive manner and always stress the importance of the appointment and the patient's responsibility for the appointment.

4. **Change your after-hours voicemail greeting.** Some patients will call at night and leave a recorded cancellation message. Discourage this by changing your greeting to reflect the preference that they call during business hours.

5. **Reschedule immediately.** If a patient calls about changing an appointment, reschedule them while they are on the phone.

6. **Bring it up in morning meetings.** During your daily team huddle, discuss how to fill any voids in the hygienist's or doctor's schedule. Enlist team members to audit charts and look for patients who could possibly fill the open time slots, such as those with past-due treatments, unappointed restorative work, or unappointed family members.
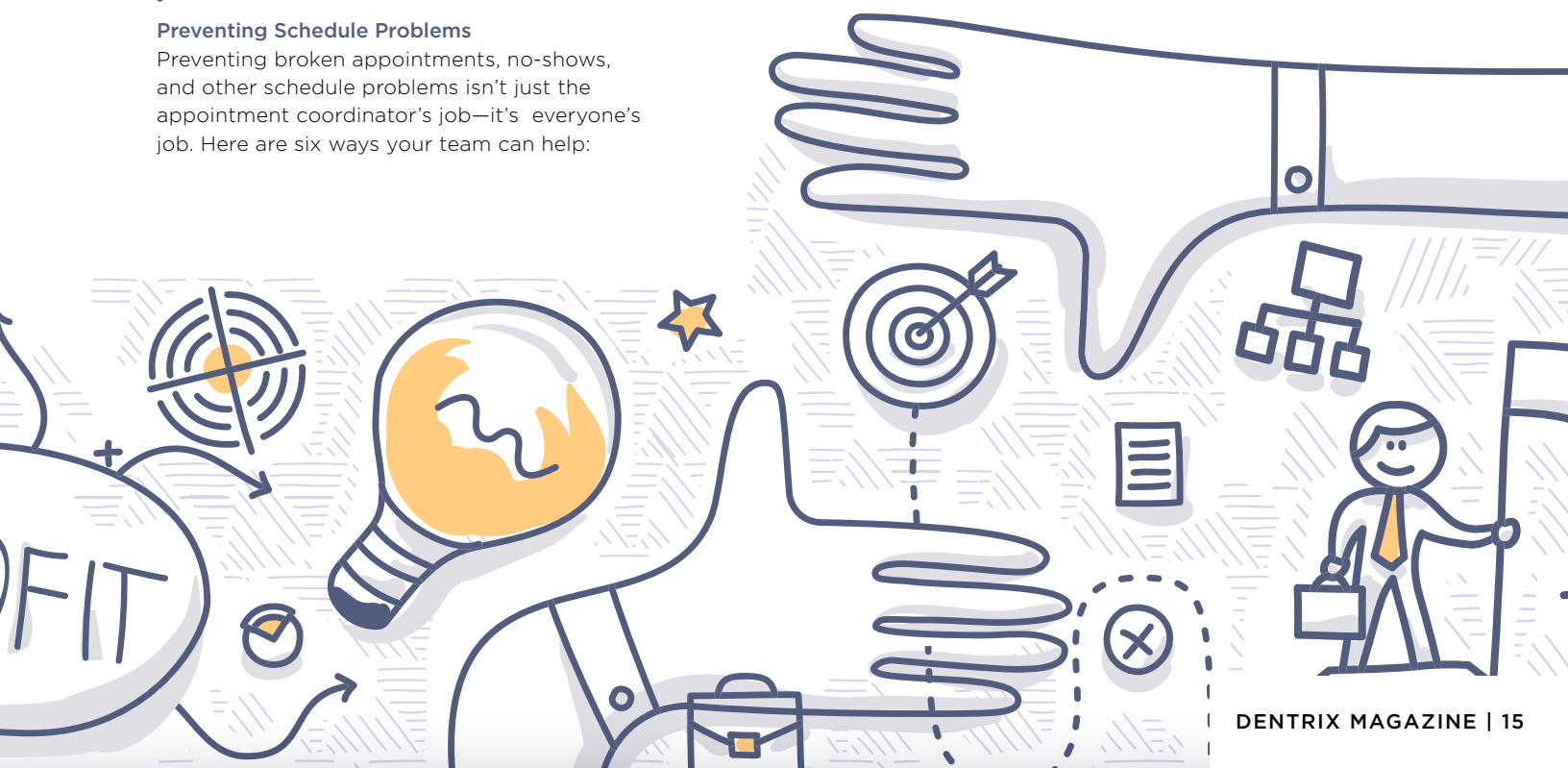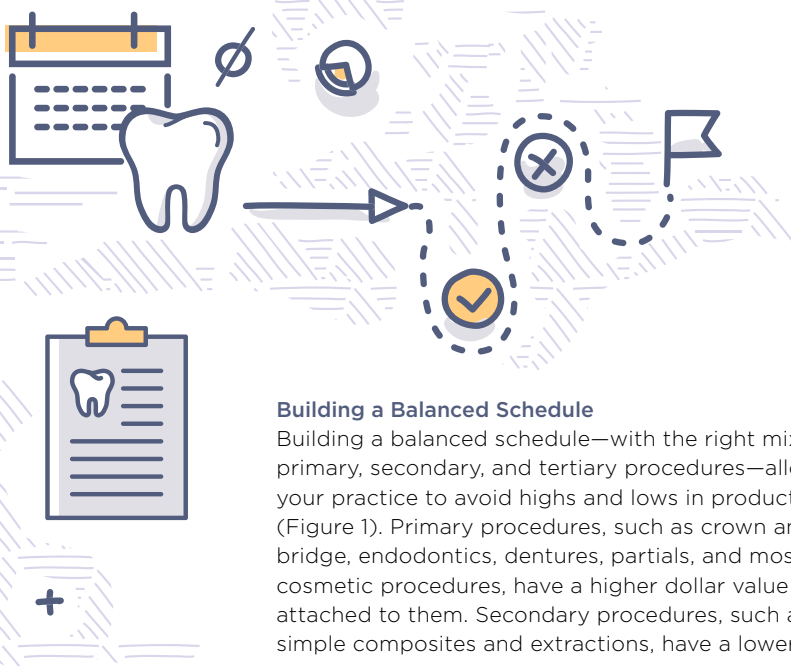
Building a Balanced Schedule

Building a balanced schedule—with the right mix of primary, secondary, and tertiary procedures—allows your practice to avoid highs and lows in production (Figure 1). Primary procedures, such as crown and bridge, endodontics, dentures, partials, and most cosmetic procedures, have a higher dollar value attached to them. Secondary procedures, such as simple composites and extractions, have a lower dollar value. Tertiary procedures such as seating of crowns and bridges, suture removals, have no dollar value attached.

The secret to getting the right mix of procedures into your schedule is pre-blocking—reserving specific time slots each day for primary procedures. Pre-block your days for approximately half of your production goal. Then add secondary and tertiary procedures around your primaries as needed.

The key to productivity is not how many patients you see in a day, but how much dentistry you do in a day.

Schedule a variety of procedures each day to meet a specific daily production goal, rather than aiming
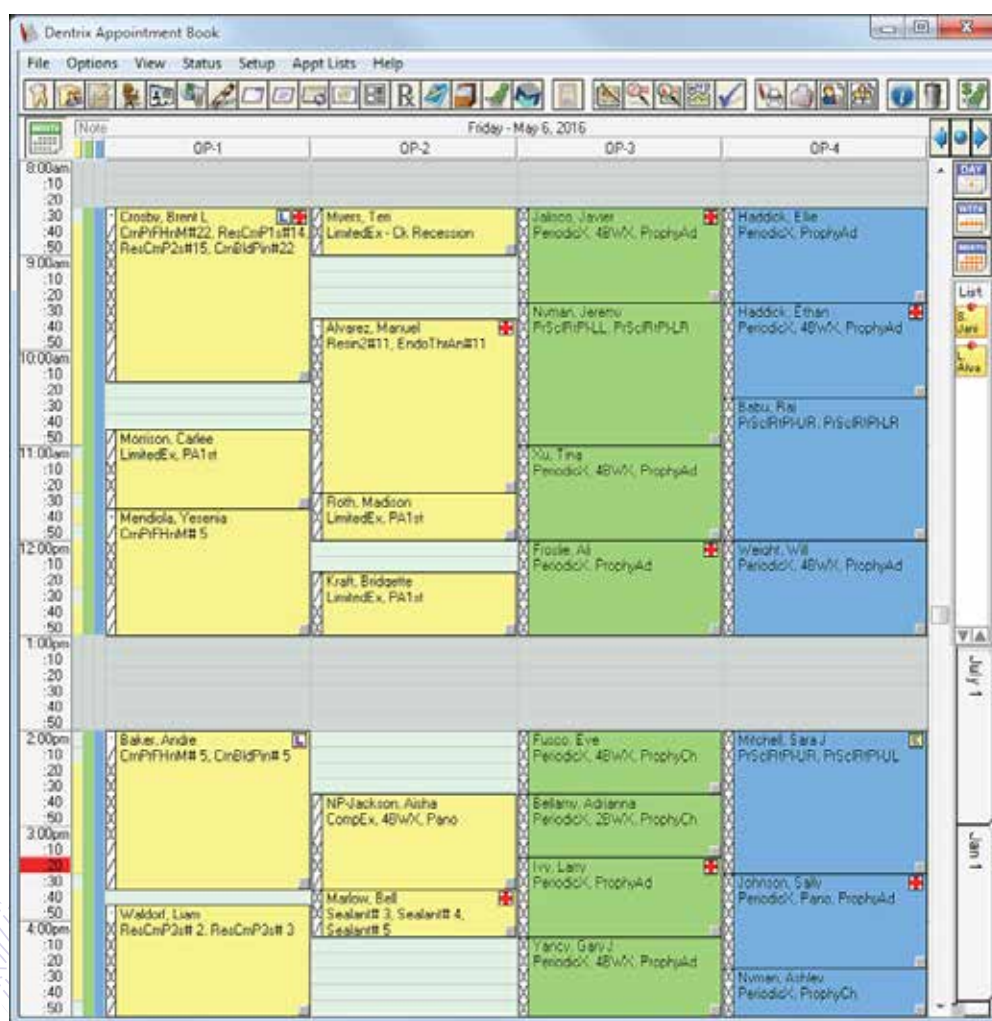
Figure 1 Example of a balanced schedule with a mix of procedures.
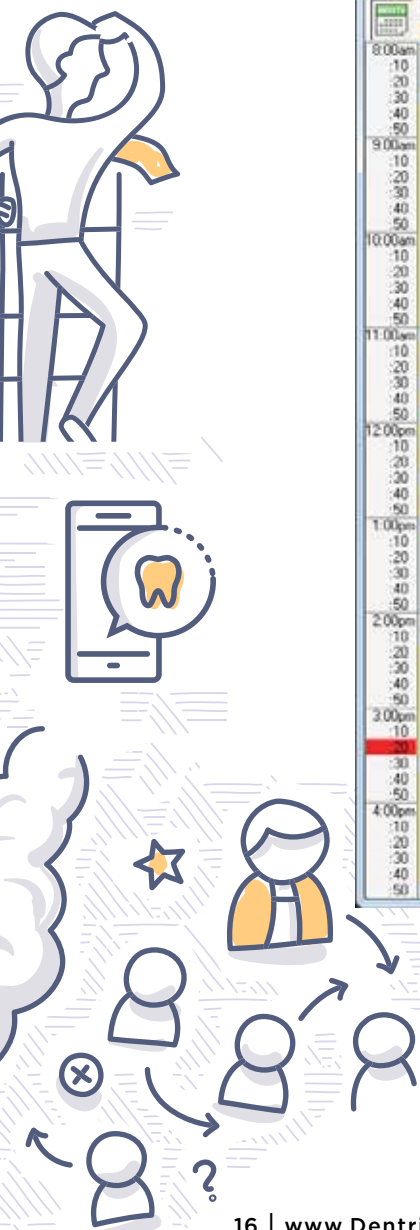
for a certain number of patients per day. For example, let's say your monthly production goal is $70,000 and you work 16 days per month. Divide $70,000 by 16 to find your daily production goal of $4,375 per day. Break this down to $3,000 for the doctor and clinical team and $1,375 for the hygiene department. This smooths out the highs and lows, increases your productivity, and reduces financial and physical stress for you and your team. As a result, your patients will appreciate you more.

Dentrix includes a Perfect Day Scheduling tool you can use for pre-blocking appointments to meet your production goals. To activate Perfect Day Scheduling, from the **Options** menu in the Appointment Book, click **Perfect Day Scheduling**. Dentrix displays each provider's time blocks. To move a time block within its respective operatory, drag the time block to the time you want. To increase or decrease the time block's size, drag the bottom border of the time block down to increase or up to decrease the block's size.

Sell the Value of Every Appointment

Dental appointments deal with people's money and time, two of the most important things in their lives. People break appointments if they don't understand their importance—or value—compared to everything else going on in their busy lives.

Part of fixing scheduling problems includes improving treatment recommendations. If your patient is only interested in how much their insurance will cover a given treatment, you've failed to sell the value of your services.

The following strategies help you communicate value when presenting recommended treatment:

- **Empower your hygienists.** Hygiene appointments are the most frequently broken type of appointments. Patients may not feel the need to come in if they're not experiencing any problems. Because 40 to 60 percent of the dentist's production comes directly from hygiene, it's critical to empower hygienists as patient educators. Give them the time, equipment, and technology to help patients see the value and benefits of treatment.

- **Use visual aids.** Videos, photos, and X-rays help show patients "this is what's going on in your mouth." Show before and after pictures to illustrate treatment benefits (or risks of skipping treatment).

- **Discuss total wellness.** Explain how your treatment will help patients with their health, appearance, breath, snoring, or other wellness issues.

- **Listen.** Answer patients' questions and hear out their concerns. Slow down and pay a little bit more attention to people and what brought them to you in the first place. This builds a relationship of trust that will solidify their commitment to attending appointments.

- **Find financial solutions.** Work with your patients to find payment options so they can overcome any financial barriers to treatment. If patients aren't clear and comfortable with the financial arrangements, they'll cancel or no-show.

Coping With a Broken Schedule

Even if you follow the best scheduling practices, someday your schedule will fall apart. No-shows are the worst. Call any patient that is five minutes late. If they answer, express concern: "We have this time reserved for you, are you OK?" See if they can come in for a partial appointment and at least get them rescheduled. Put the patient data in the tickler file if you are unable to reach them. Remember, today's lost production is lost forever. It's more important
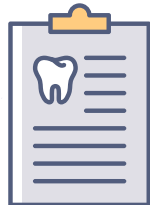
to focus on filling today's schedule than four weeks out. To fill last-minute openings, look at your Appointment Book.

- Is there someone from restorative you can move to hygiene, or vice versa?
- Is there someone in the afternoon you can move to morning?
- Is there someone scheduled tomorrow or later this week you can move to today?

Dentrix can help you generate current lists of patients you can call to fill unexpected schedule voids.

- Use the ASAP List for patients who want to get in sooner than originally scheduled.
- Use the Continuing Care List for unscheduled patients who are overdue for hygiene.
- Use the Treatment Manager Report for finding patients who need a certain procedure so you can fill a specific time slot.
- Generate a custom list for patients who have treatment plans posted to the Ledger and un-used insurance benefits available.
- Use the Unscheduled List for patients who have either broken an appointment or asked to be on will-call.

Use these Dentrix tools and scheduling tips prevent scheduling problems and build a more productive and profitable schedule. **DM**

Note: This article is a summary of Cathy Jameson's eBook, "Scheduling for Higher Efficiency, Production and Profit." Visit www.Dentrix.com/Efficient or scan the QR code to download the full eBook.

Cathy Jameson is the founder of Jameson Management, an international dental management, marketing and hygiene coaching firm. The Jameson Method of Management, developed by Cathy, offers proven management and marketing systems for helping organizations improve their workflow and efficiency in a positive, forward-thinking culture. Cathy earned a bachelor's degree in education from the University of Nebraska at Omaha and then a master's degree in psychology from Goddard College. She received her doctorate from Walden University. She considers herself a lifelong learner and encourages those around her to be in a constant state of study, growth and action. She is the author of several books, including her latest title "Creating a Healthy Work Environment." For more information on Jameson Management's services, visit their website at jamesonmanagement.com.

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This excerpt from the Accounts Receivable Management workshop will teach you how to split payments by family members in Dentrix. You'll save time by not having to enter multiple payments and ensure that your payments are correctly posted in Dentrix.

FAST FAMILY PAYMENTS: LET DENTRIX DO THE MATH

RODNEY MERRILL
Curriculum Development Specialist

In order to keep accurate records, it's important to enter payments for the correct provider on the correct patient account. Dentrix G6 includes a new feature that helps you do that even when you are splitting a single payment among several family members. Dentrix does the calculations for you and posts the payment to the patients and providers you choose, so your entries are accurate and precise.

ⓘ THE PROBLEM

When a patient makes a single payment that needs to be applied to multiple family members, you have to manually calculate how to split that payment. You have to choose a family member, accurately calculate the portion of the payment to be applied to that patient, enter all the payment information, ensure that the payment is allocated to the correct provider(s), and then post the payment. Then, you have to repeat the entire process for every family member for whom the payment applies. And since it's a manual process, it's time-consuming and easy to have miscalculations and errors.

💡 THE SOLUTION

Use the new Split Payment by Family Members feature to split a single payment among several family members, all from one dialog box. Dentrix automatically calculates the split and posts payments for selected family members who have outstanding balances. You enter payment information only once and let Dentrix take care of the rest.

Open your Dentrix system and use the following steps to split a single payment among several family members.

STEP / 1

SELECT A PATIENT AND ENTER GENERAL PAYMENT INFORMATION

Open the **Ledger** and select one of the patients to whom the payment applies. Click **Transaction > Enter Payment**. In the **Enter Payment** dialog box, enter the following general payment information: payment date, payment amount, check number, bank/branch number, and payment type. This information will appear on each payment that is posted for each family member.

The current date will appear in the **Date** field. Change the date as necessary. For example, you may want to back-date a payment to the day it was received and not the day it was entered, which may be a day or two later than when you received it.

Enter the total payment amount and select the payment type, which indicates how the payment was made. If you have many payment types, you can use the search field to quickly find the payment type you want.

Enter a check/payment number and a bank/branch number as needed. These options can help you track payments if there are questions or disputes about particular payments and make it easier to see which payments are related on the Day Sheet.

Figure 1 Enter the basic payment information that applies to all family members.

STEP /2

ENTER THE SPLIT PAYMENT DETAILS

In the **Patient** drop-down menu, select **Split By Family Members**. This option allows you to split a payment among any family members, including the guarantor, who have outstanding balances. If patients have been archived but still have individual balances in the Ledger, the Split By Family Members feature can still allocate money to these archived patients' balances. When you select Split By Family Members, the **Provider** option box is grayed out, and Dentrix automatically splits the payment among the providers who have balances on each family member's account.

Next, from the **Split Method** drop-down menu, choose a split payment method to determine how Dentrix will calculate the amount that will be applied to each family member's balance.

- The **Percentage Payments** method divides the payment among the providers according to provider's percentage of the total amount owed. The provider who is owed the most receives the largest portion of the payment.

- The **Guarantor Estimate** method applies the payment to providers who have balances as guarantor estimates, and it ignores provider balances that Dentrix estimates insurance will pay the remainder of.

- The **FIFO (First In First Out)** method applies the payment toward the oldest completed procedures first.

- The **Equal Payments** method splits payment amount equally among all providers with debit balances.
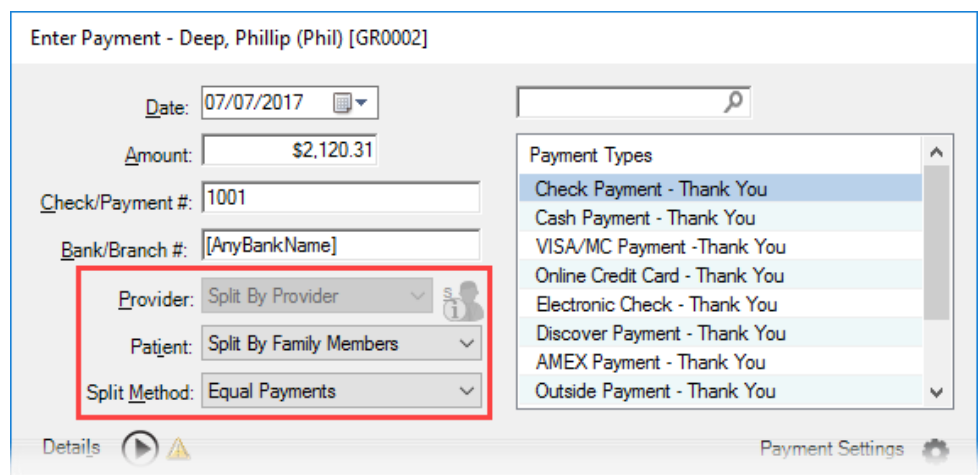

Figure 2 Choose Split by Family Members and a split method.

You should decide on split payment methods that work best for your practice, and use them in a consistent manner. You can set the default payment assignment options by clicking **Payment Settings**, selecting the defaults you want to use, and then clicking **OK**.

Once you have entered all pertinent information for a payment, click the **Details** button to display a list of how much money each family member owes to which provider. The list includes patients, providers, patient balances, guarantor estimate amounts, and the amount to be paid (according to your selected split method). You can sort the list by clicking the **Patient** or **Provider** columns, and you can also hide (and unhide) a patient's information by clicking the arrows in the **Pay** column.

From this list, you can manually adjust the amounts being paid. Double-click on any family member's balance in the **Pay** column and change it to the desired amount. The **Remaining Amount** field will show you how much money you have yet to allocate to each family member. You cannot post a payment until the amount in that field is zero ($0.00).

You can also prioritize payments by choosing a provider balance that you want to have the payment applied to first. To give priority to a specific balance, select the line item of the provider you want and click the **Give Payment Priority to selected items** button. That balance will be paid off first, and the remaining balance(s) will be paid according to the split method that you selected.

The **Provider Balances** section of the dialog box lists the total amount owed to each provider and what the provider's new balance will be once the payment is made. These amounts will be updated as you adjust the payment amounts for each patient and provider.

Figure 3 Adjust and confirm the split payment details.

STEP/4   FINALIZE AND POST THE PAYMENT

To finalize a payment there are two more items you should consider: the **Note** field and applying the payment to a patient's payment agreement.

In the **Note** field, enter a note to document circumstances related to the payment. Click the **Insert Date Line** button to insert a date line into the note.

Figure 4 Enter a note and a date line.

If you want to apply this payment to a payment agreement, check the **Apply To Payment Agreement** check-box. If the guarantor's account has a current payment agreement, this option will be checked by default. However, if you do not want to apply the payment to the payment agreement, uncheck the box before you finalize the payment.

To post the payments, click the **OK** button. Dentrix will post individual payments for each provider on each patient account that was included in the split.

NEXT
STEPS

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

✓ Decide with your team what information you want to
include in the Check/Payment # or the Bank/Branch #
fields if the payment is not a check payment. Create a
policy for staff members to follow when posting payments.

✓ Examine the payment types listed in your practice.
Determine if there are other types that you would like to
add or existing types you want to delete, and then make
those changes.

✓ Train the appropriate office staff to split payments by
family members. Decide with your team whether you want
to make that the default setting.

✓ Determine which split method, such as FICO, you want to
set as the default split method, and adjust the settings to
reflect it.

✓ Create a policy about the notes you add to patient
payments. Decide what notes you want to enter when
you split a payment by family members, and train the
appropriate staff members to enter those notes each
time they use this feature.

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Dentrix to suit your preferences.

LEARN MORE

✓

For more tips like the ones in this
article and to get in-depth training on
splitting payments by family members,
attend the Accounts Receivable
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HENRY SCHEIN®

Manage Your Patient Referral Information in Dentrix

Store referral slips and track gratuities in your dental software.

I was recently working with an oral surgery practice and a periodontal office. At both of these offices I observed that the referral coordinators had an accordion file filled with referral slips of patients who had been referred to their office but were not yet scheduled. Both offices were in the process of going paperless, so we explored a system for managing these patient referrals inside of Dentrix. In this article, I'll share my suggestions on how Dentrix can help you manage your patient referrals.

When you go paperless, you will use the Document Center to store a lot of documents that you used to store on paper. If you've used the Dentrix Document Center, you already know that you can use it to store and view documents for individual patients. But did you know that you can also use it to store and view documents for selected providers, including referral providers? I'll show you how to do this.

In the Office Manager, from the **Maintenance** menu, point to **Reference**, and then click **Referral Maintenance**. In the **Referral Maintenance** dialog box, make sure you have all the referral providers you want to use in both the **Referred BY** and **Referred TO** lists. Click **Close** when finished.
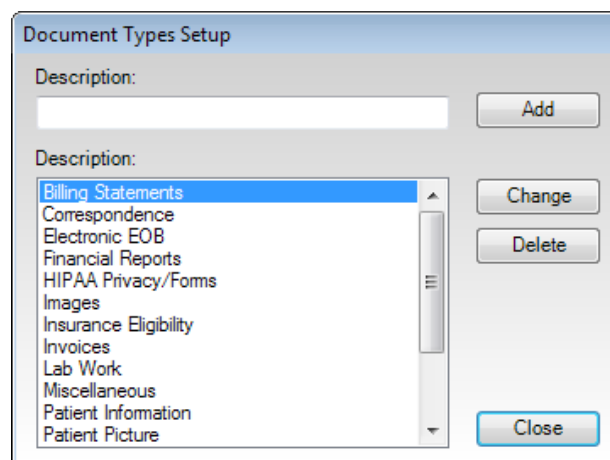
Figure 1 The **Document Types Setup** dialog box.

In the Dentrix Document Center, from the **Setup** menu, click **Document Types**. In the **Description** field of the **Document Types Setup** dialog box, type *Referral*, and then click **Add** and **Close** (Figure 1). This adds a new Referral document type that you can use for tracking referrals in the Document Center. From the **View** menu, click **By Provider/Staff**, and then double-click the provider you want to associate with

the first referral document. Using the Acquire menu, scan or import the referral slip. In the Document Information dialog box, set the Document Type to Referral. In the Description field, I recommend typing the patient name. Click Modify Attachments to display the Modify Document Attachments dialog box. Click Referred BY, and double-click the name of the referring provider. If you have already added the patient in the Family File, click Patient, select the patient in the list, and click OK (Figure 2). If you haven't, you can add the patient to Document Attachments later when you create the patient record in the Family File. Click Close.

After using these steps to add all your patient referrals, you can shred these referral slips and clean up your desk.

Tracking Gratuities

How are you tracking your gratuities to your referring doctors? Do you have a manual spreadsheet that you use to track the amazing gift baskets and coffee mugs you give away? Did you

Dayna Johnson, founder and principal consultant of Rae Dental Management, helps dental offices improve patient care, increase collections, and reduce staff headaches by imple-menting efficient management systems. With 23 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
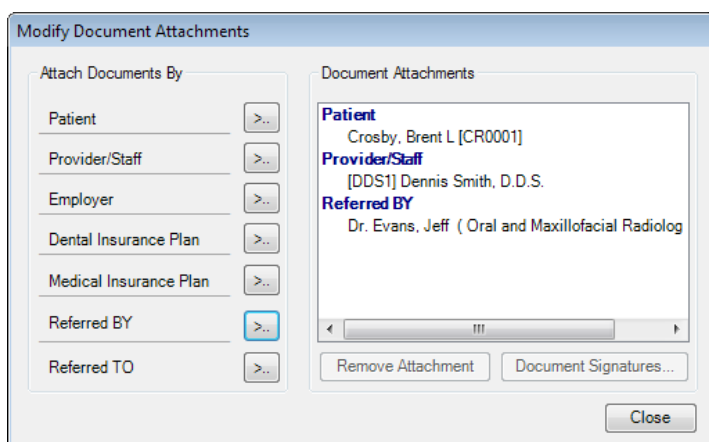
Figure 2 The Modify Document Attachments dialog box.

know you can track gratuities in your Dentrix software using the Referred By Doctor/Other Report?

When you enter the referral source in the patient's Family File, you also have the opportunity to add the gratuity. In the Family File, double-click the Referred By block, and then next to Referred By click Analysis. In the Referral Analysis dialog box (Figure 3) you will see a list of all the gratuities this referring source has received over his or her history of working with you. To add a new gratuity, click New Gratuity, specify a Value and Type, and then click OK.

To run a Referred By Doctor/Other Report, in the Office Manager, from the Reports menu, point to Management, and then click Referred By Doctor/Other Report. Any gratuities paid appear on this report.

Having all the information about your referring doctors, gratuities, and knowing where to find the referral slip is so important to your practice. **DM**

Figure 3 The Referral Analysis dialog box.

How to Have a Rock Star Marketing Strategy

Learn proven marketing tips that help promote rock stars as well as dental practices.

My work life has consisted of two seemingly unrelated professions: dentistry and music. Through over 15 years of marketing coaching to dentists and teams, it's interesting how often I find myself reflecting on my work as a musician and how much dentists and practice owners could learn from rock bands about marketing.

Want to be a rock star in your community? Here are a few tips from the starving artists that have made their way to greatness through grassroots marketing. What's even better, most of this costs little to nothing to incorporate into your strategy! It takes a lot of sweat equity, but it pays off in multifold.

Build Your Street Team

Most bands, when starting out, slowly but surely start to build a fan base and then maximize their most passionate followers by activating them in the communities they tour as a street team. Street teams hit the pavement running, passing out flyers about shows, stirring up opportunities at venues, wearing and selling merchandise, sharing show information on social media and more. They do it with passion and enthusiasm because they love the band and they want more people to come and experience the shows!

Did you know you have a street team in your patient family just waiting to be activated? Here's how
to start. Run a referral report for the past 12 months.
How many patients have referred patients to your practice this past year? That list is where you begin.

Dentrix includes several reports that provide useful statistics and other information to help you analyze patient referrals. For example, the Practice Advisor Report – New Patient Analysis shows practice details for new patients for specific time periods, including the number and percentage of new patients that resulted from referrals. This report also compares your referral statistics against industry-standard benchmarks from top dental consultants. You should run the Practice Advisor Report – New Patient Analysis on a monthly basis to see how your patient referrals compare to these industry-standard benchmarks.

To run the Practice Advisor Report – New Patient Analysis, in the Office Manager, from the **Analysis** menu, click **Practice Advisor**, and then click **Practice Advisor Report**. In the **Practice Advisor Report** dialog box (Figure 1), specify

the options and information you want to be included in the report. For information on using these options, click the Help icon in the bottom left corner of the dialog box. After selecting the desired options, click **Preview** to display the report in the Print Preview window. To print the report, click the Print icon on the toolbar.

Other reports that contain helpful referral information include the Daily Huddle Report for New Patients, the
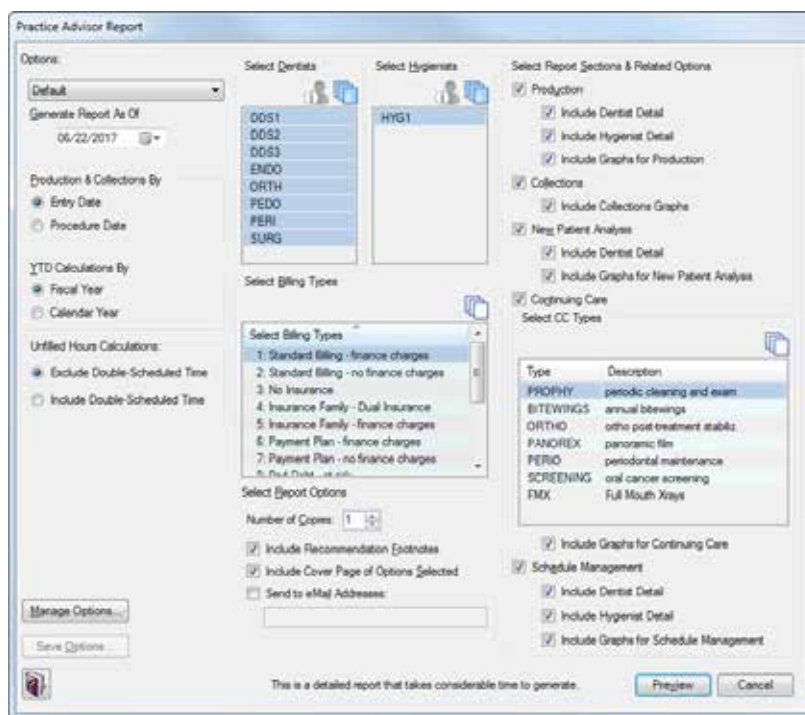
Figure 1 The **Practice Advisor Report** dialog box.

Referred by Patient Report, and the New Patient Summary Report.

Start tracking where your new patients are coming from. And if you haven't been asking patients for referrals, start now!

Now, back to the street team. You have your list of top referrers. Create an internal marketing campaign just to them:

- An email asking them to post reviews for you on Google or Yelp.
- An email or letter with business cards (both is better) asking for referrals.
- Ask them to "check in" on your facebook page at their next appointment.
- Send them a hand written note telling them how much you love having them as a patient and ask for referrals.
- Give them 2 business cards every time they are in the practice and ask them for referrals!

- Find every opportunity you can to pleasantly surprise these people, to show your gratitude to them and to make your relationship stronger – both when they are in the practice for an appointment and when they are away.

Those are just a few of the limitless options on how to keep those top referrers, engaged, excited, and spreading the good word about you and your practice! Run that referral report on a regular basis and add folks to the street team list, and keep this as an ongoing campaign. It never stops. And a new list gets added every time you run the report. These are your raving fans. This is your street team.
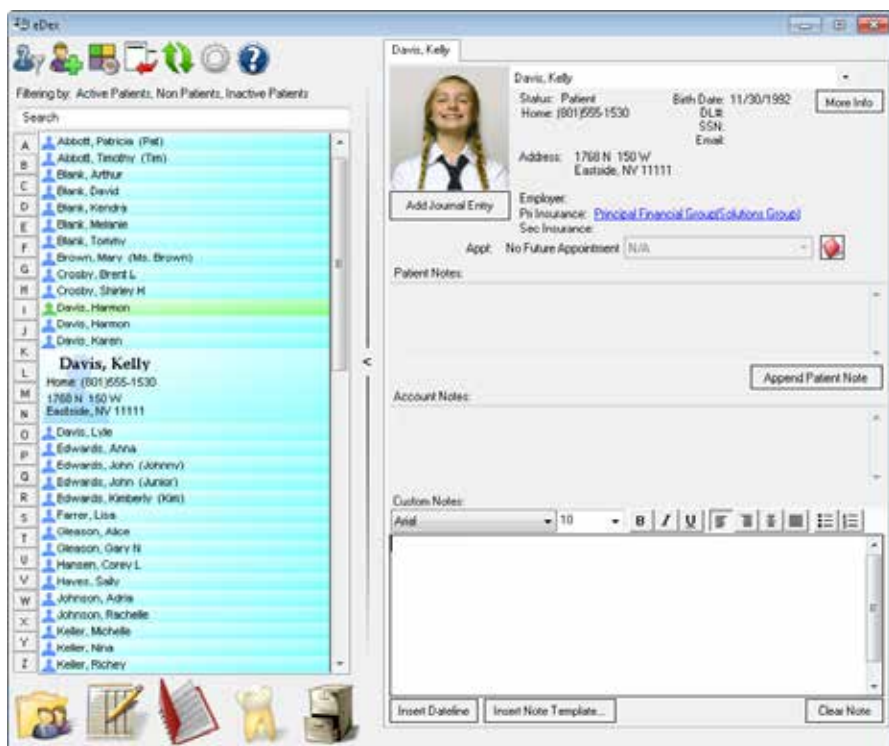

Figure 2 The eDex window.

Teams Grow Faster and Better Together

Many bands, especially those showcasing original music or touring untapped territory, will share a night at a venue with another, more established band. This is even the case for the large touring acts—hence the opening acts! What better way to spread your music to more people more quickly! Who are your referring doctors? Depending on your focus as a practitioner, you either have a list of general dentists or of specialists that you refer out to, and hopefully they are doing the same to you. Do you have a regular plan in place and scheduled on how you are going to stay in touch, reach out to these practices, show appreciation, and so on to help build that relationship and make it stronger?

Let's take it another step further: what businesses, healthcare providers, and so forth outside of the dental realm would be a good fit for you to network and collaborate with? Dermatologists, plastic surgeons, salons, make-up artists, just to name a few, would all seem a very natural fit for cross promotion and support in building up each other's small businesses. Think through your community and think about your practice vision and brand. Who might compliment that with their services, and who might be taking care of the same target audience as you? It might be worth making time to connect.

Once again, you can use the referral tools available in Dentrix to help manage your network. You may also want to use the eDex contact manager available in Dentrix G6 and later (Figure 2). To open eDex, from the **File** menu in most Dentrix modules click **eDex**. You can add contacts to eDex and organize them by category. By default, eDex adds all new contacts to the My Contacts category, but you can add categories as necessary to organize your contacts according to the criteria you define. You can also set filters so you can search by the categories that you have defined.

You Only Have One Shot to Make the Best Impression

Starving artists rarely get a second chance at a venue if their first performance was a bust. If the music is terrible, if the performance is unbearable, if the musicians are jerks—no promoter will do much more for such a group, and rarely will a new listener make the plan to come back for a repeat experience. You've got to knock it out of the park every time at every tour stop! That's how you grow a following.

Are you knocking it out of the park every time with your patient experiences? The way you answer the telephone, the cleanliness and comfort of your facility, the way you communicate with your patients and show them that you care all makes the difference between a one-time visitor to a lifetime patient. Every team member needs to bring his or her best to every patient, every time.

And most importantly, just like in music, practice makes perfect! If you have steps in the experience that are less than effective, invest the time and energy to practice together, to be better, to make the experience your patients, referring businesses, and community have with you unforgettable. To be the best, you have to keep striving and reaching for the best. In time, you will find yourself the headliner and you will be the rock star you always envisioned.

LEARN MORE

To learn more about the Practice Advisor Report and eDex, refer to ther "Practice Advisor Report" and "eDex overview" topics in the Dentrix Help. **DM**

Carrie Webber is Chief Communications Officer and co-owner of Jameson, a dental management, marketing, and hygiene coaching firm that helps dentists and teams become more pro-ductive, more profitable, and ultimately more fulfilled in their practicing lives. Carrie creates customer service and business development opportunities as well as internal and external marketing initiatives and social media strategies to effectively communicate the Jameson message to dental professionals. For more information, visit www.jamesonmanagement.com or call 877.369.5558.

CARRIE WEBBER
Chief Communications Officer and Owner,
Jameson Management

The Importance of a Layered Defense In Your Dental Practice

Discover four layers of protection that can help better protect your practice.

The chief asset you have as a dentist isn't your office or even equipment — it's your patient data. Imagine how devastating it would be if you lost all your data: patient records, financial and accounting information, payroll, inventory and more. Unfortunately, it's possible to lose it all in an instant.

Think about all the ways your practice data could be at risk: equipment failure, fire and water, theft and more. One especially deadly hazard, a data breach from just one wrong mouse click, could be devastating to your patients' security as well as your financial stability. Along with losing income from patient attrition due to a damaged reputation, you could also face additional financial damage from large fines.

The key to protecting yourself from the nightmare of data loss is a layered defense. While no single defense can protect your patient data completely from computer attacks, the more layers of security you have, the higher the chance of catching an advanced threat that other layers may have missed. The following four layers, when used as part of your comprehensive data security program, can help to better protect your practice.

- **Layer 1: Network Security**
  You probably already have antivirus or anti-spam software. That's a great first line of defense — when it's kept current. However, you need a firewall for additional network security to provide another layer of defense to help protect valuable patient health information (PHI), confidential information and transaction data from hackers. For a more comprehensive solution, start with your antivirus software, and then add a robust firewall appliance like the WatchGuard all-in-one network security solution.

- **Layer 2: Encryption Services**
  To further protect against data theft, you need to encrypt your practice data so that if your server is ever lost or stolen, thieves can't access your sensitive information even if the drive is moved to another machine. Encrypting the hard drive of your server with the latest Advanced Encryption Standard (AES) (as of this writing, AES 256-bit encryption) helps provide another layer to protect your data at rest from anyone who does not have your unique key.

- **Layer 3: Redundant Backup Services**
  Are you prepared for disaster or data loss due to theft, fire, or water damage? To help protect yourself with an additional layer, you should keep redundant copies of your valuable data in two protected locations. A redundant, remotely managed backup and recovery solution should keep your data encrypted with AES-256 encryption, both on the local backup device and on the cloud server. This helps to minimize human error. And should disaster strike your practice, recovery of your data is quicker and more certain.

- **Layer 4: HIPAA**
  Policy documents that are old may be missing recent changes to your office or security measures that can help protect against more current threats like ransomware. Consider an affordable cloud-based tool like LayerCompliance™ by CAEK that helps guide dental practices through the requirements of HIPAA. When used as part of your comprehensive data security program, LayerCompliance™ can help you in your efforts to achieve HIPAA compliance.

With a multilayered defense, you can help guard your practice against different types of data loss. TechCentral can help you safeguard your practice data by performing an assessment specific to the dental industry. Request your network assessment and take the first step toward a better defense for your most precious asset. Call 844.588.6578 or visit www.HSTechCentral.com/DentrixMag. **DM**

HOWARD GRAINGER
Product Manager,
Henry Schein TechCentral

Practice In Your Pocket and Dentrix:
Maintain a Profitable Private Practice

DR. MICHAEL DOLBY DDS, FAGD
Director of Practice Management, Practice In Your Pocket

Discover Practice In Your Pocket—an easy-to-use app that syncs with Dentrix to provide practice management information on your desktop, smart phone, or tablet.

When I ask dental students what they envision after graduation, the majority of them express a common goal of someday having their own practice. What these soon-to-be dentists don't realize is that having a practice of your own is actually owning and operating a small business. Unfortunately, many dentists today enter private practice armed with little to no business training and are at a loss as to how to make their business profitable.

The dental market is extremely different today than it was when I started practicing 22 years ago. Back then, I never heard of a practice going out of business. In fact, even the poorly run practices made enough profit to meet lifestyle goals. Dentists today face many aggressive challenges, with dental school debt reaching all-time highs, declining dental insurance reimbursement rates, increased operating costs, and increased competition coming from corporate dentistry. This leaves many dentists searching for answers as to how they remain profitable in their small business.

To address this changing landscape, we designed and developed Practice in Your Pocket (PIYP), the complete practice management resource app, created by dentists for dentists, that is changing the way dental professionals manage and operate their dental business (Figure 1). Relying on years of owning and operating successful practices and years of interfacing with various practices through running a dental consulting practice, the team at PIYP has created an easy-to-use resource to help every dentist operate the business aspect of their practice with more precision, increased visibility, and accountability, allowing practitioners to operate within the most optimal operating environment so they can begin to reap the rewards that this great profession has to offer.

Practice Performance at a Glance
PIYP is a must for any doctor ready to take control of the success of their practice. This innovative and comprehensive

Figure 1 Practice in Your Pocket (PIYP): the complete practice management resource app.

app integrates seamlessly with Dentrix and QuickBooks, bringing accurate and easy-to-understand reporting, impactful practice management tools, and team member visibility and accountability to your desktop, smart phone, or tablet (Figure 2).

Dentrix was selected as the operating platform to launch the PIYP Dashboard, as we believe this is the premier dental

Figure 2 Practice in Your Pocket provides reporting and practice management tools to your desktop, smart phone, or tablet.

Figure 3 Practice in Your Pocket provides a personalized practice dashboard.

practice management system on the market. Our goal was to enhance the user experience that Dentrix provides by making it easier to access and by presenting the critical practice data to team members and decision makers so they can better understand the financial health of their practice.

When PIYP is installed on an office computer that is connected to Dentrix, it will automatically re-populate your Dentrix data, production, collections, and new patients to a personalized practice dashboard that everyone on your team can understand (Figure 3). Because of PIYP's integration with Dentrix, your office staff can eliminate the task of manually running multiple reports that can be hard to understand and require additional steps to generate. Your dashboard will automatically display the most important areas of your practice, updating the key practice performing indicators every five minutes throughout the day, so you will have everything you need to manage your practice all in one place.

Figure 4 TLC Calls™ helps you generate new patient referrals.

You will have the knowledge and understanding at your fingertips with respect to how your practice is performing on a yearly, monthly, daily, and even hourly basis. With the power of PIYP, you will quickly understand how to maximize and manage production, collections, new patients, and overhead. More importantly, you can quickly address any underperforming areas.

Practice Enhancement Resources
It's one thing to recognize challenges that your practice is

experiencing; it's another thing to know what to do to correct underperformance. Practice In Your Pocket stands out from other dashboards by providing useful practice enhancement resources that are designed to provide you the knowledge to maximize every opportunity in your practice:

- **TLC Calls™** - This one-of-a-kind resource provides you with the quickest way to accelerate your practice growth by generating new patient referrals from your phone on the drive home (Figure 4).

- **Practice Management Video Tutorials** - Your entire team can learn proven systems and tools for every area of your practice that can be implemented instantly.

- **Fee Schedule Analysis** - Know exactly how your practice fees stack up against comparable practices in your region, and see how a slight fee increase could dramatically bene-fit your top line performance.

- **Procedure Code Analysis** - See your top five revenue pro-ducing procedures, so you know exactly where to invest in new technologies for your practice.

- **Team Member Profiles** - Store all vital team member infor-mation, including performance reviews, job descriptions, CPR status, and CE courses, all in one convenient place.

- **Overhead Management** - Achieving your practice produc-tion and collections goals is awesome, but if your expenses are not managed closely, this will definitely put a strain on your net profit and will result in increases stress within your office. PIYP syncs automatically with QuickBooks, provid-ing a clear picture of your financial health and your bottom line results. No more complicated spreadsheets to read, just easy-to-understand graphs where you can compare your practice to industry averages.

Take Control of Your Practice
Dentists sacrifice much along the path to owning and operating their own practice. With PIYP, our goal was to create a simple-to-use, simple-to-understand tool for practitioners, giving them more time to focus on their patients and reap the rewards this great profession has to offer. You can rest easy knowing that the PIYP app provides important tools to build your practice and manage your goals.

We created this affordable resource so that every dentist could benefit from this technology. Go to www.PIYP.com to sign up—your first 30 days is on us. Then go to the Apple or Google Play Store to download the PIYP mobile app, so you can take the power of PIYP with you everywhere. You pay nothing up front, no download fee, no installation fee, and you can cancel anytime, no questions asked. After your 30-day trial period, it's just $299 per month. PIYP is the Affordable Practice Management Solution! **DM**

DENTRIX Connected 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.

3M
www.3m.com

True Definition Scanner

The 3M™ True Definition Scanner—available in mobile or cart editions—offers unparalleled accuracy, ease of use, and affordability for making fast, precise digital dental impressions.

3Shape
www.3shape.com

TRIOS Scanner

Take advantage of the award-winning TRIOS intraoral scanner to enhance patient experience, reduce chair-time and unlock the widest range of treatment opportunities. Backed by continuous software updates, upgradable hardware and add-on treatment modules, TRIOS ensures your practice stays ahead and your business grows stronger.

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.

Brightsquid
www.brightsquid.com

Secure-Mail

SecureMail is the patient-centric platform for secure healthcare collaboration. Thousands of physicians, specialists, allied health professionals, and patients are improving quality of life and overall care by sharing Protected Healthcare Information securely and efficiently with Brightsquid Secure-Mail.

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.

DDX
www.ddxdental.com

Digital Dental Exchange

We provide next generation lab case management. Save time and boost efficiency, store patient data more securely, and improve communications with your lab. Call 877.244.9345 to schedule a demo or speak to a live sales representative.

Demandforce
www.demandforce.com

Patient Communication Solution
Demandforce works seamlessly with Dentrix 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.

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.

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.

imagn
www.imagnsolutions.com

imagn sleep software
We've spent years researching the best method of implementing sleep in dental practices. Now you can take advantage of our complete sleep solution to enrich the lives of your patients and add new revenue streams to your practice.

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.

LocalMed
www.localmed.com

LocalMed
LocalMed is a live online scheduling platform that fully integrates with Dentrix to provide new and existing patients online and mobile scheduling access 24/7.

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.

Personable
solutions.personable.com

ScanWriter
Want to know how profitable your practice can be? Use ScanWriter® Dentrix Edition to seamlessly integrate your Dentrix® data into QuickBooks (and other accounting software) and to improve your practice. You can automate your accounting process easily now for real time monitoring of financial health and key performance indicators.

Planmeca
www.planmeca.com

Planscan
Planmeca Romexis® is an advanced, easy-to-use software suite providing a rich set of tools to meet the imaging requirements set by any dental facility – from a small clinic to a large hospital. It supports the most versatile range of 2D and 3D imaging modalities.

Podium
www.podium.com

Podium
Stop the guesswork and know what your patients are saying. With Podium, you can impact what's said, where things are said, and how things are said. Podium helps over 3000+ organizations take full control of their online reputation. Podium can help you, too.

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 users that deters fraud and costly errors by alerting any device you carry to unusual transactions in real time.

Protected Trust
www.protectedtrust.com

Protected Trust
Protected Trust offers simple and secure email encryption and identity verification that protects your patient health information (PHI) by ensuring privacy and HIPAA compliance.

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.

Simplifeye
www.simplifeye.co

Simplifeye
The #1 mobile experience for dental providers, Simplifeye connects you, your patients, and your business in amazing ways via state-of-the-art consumer tech. Say goodbye to inefficiency and hello to a whole new way of running your practice.

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.

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.

Updox
www.updox.com

Updox Central for Dentrix
Updox is the industry-leading healthcare connectivity solution, offering dentists and practices a cohesive suite of services so practices can focus more on patient care and less on managing multiple platforms. With Updox, practices can lower costs, increase revenue, improve workflow, maximize staff time and increase efficiencies.

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.

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