dentrix
MAGAZINE

Supercharge Your Daily Huddle

Learn how Dentrix helps teams prepare for a productive day, page 10

Using Medical and Patient Alerts to Enhance Patient Care
page 16

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Simplify Billing with QuickBill
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Say Goodbye to the Clipboard!

Dentrix users have a powerful tool for eliminating the manual entry of patient data and improving the overall accuracy of patient files. And now that tool – eCentral's kiosk feature – is integrated with the Apple iPad. Patient forms completed on an iPad can be conveniently imported into Dentrix with a few simple clicks of a mouse!

Learn more about collecting patient data electronically with an iPad at www.dentrix.com/kiosk/iPad

800-734-5561

Teamwork in the Dental Office

FROM THE EDITOR

My brother-in-law and his family recently moved to the state where I live. I agreed to help them move in on a cold winter night. To my surprise (and relief), I was joined by over 20 friends and family members and in about 90 minutes we were done. Afterwards, I couldn't help but think, "Sometimes it takes a team."

That's true for family relocations and for dental practices. Dentists depend on the combined efforts of many team members, including office managers, hygienists, assistants, treatment plan coordinators, billing and insurance specialists, appointment coordinators, receptionists, and others. Staff members must work together to deliver top notch healthcare and customer service. Success—for the patient and the practice—requires planning, communication, and teamwork.

Dental industry experts agree that morning huddles are one of the most effective methods of improving teamwork in the dental office. Yet many dental office teams struggle to find the time and the necessary information to hold an effective huddle.

In this issue of Dentrix Magazine, we explain how to use the new Daily Huddle Report (page 10) to get the information you need for your morning huddle. The Daily Huddle Report, which was introduced in Dentrix G4 Productivity Pack 8, assembles important details about the day's appointments and progress on monthly performance goals into one easy-to-read report, giving you the information you need to help your team plan for a productive day, every day.

If you aren't holding a daily huddle, give it a try. And if you are, try using the Daily Huddle Report to improve your team's huddle experience.

Regards,

Matt Singerman
Editor-in-Chief

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COVER STORY:
SUPERCHARGE YOUR DAILY HUDDLE

Learn how Dentrix helps teams prepare for a productive day

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Q: Why do I need to close the month in Dentrix?

A: Closing the month in Dentrix is an important management routine that helps keep your patient information accurate, current, and easy to access quickly. These tasks include the following:

Updating Aging Account Balances—Closing the month ages your accounts into the next aging bracket in the Ledger and Aging Report. For example, accounts that were in the Current (0-30 days) bracket are aged into the Past Due (31-60 days) bracket.

Moving Procedures and Clinical Notes to History—Closing the month moves all procedures and clinical notes posted during that month into History, preventing changes and deletions. This step provides solid documentation in case you ever face litigation.

Creating Totals Records—To speed report generation, the software creates a monthly totals record each time a month is closed. Without this monthly record, the software must calculate analysis information each time a report is generated, which can greatly slow the report generation process.

Resetting Insurance Benefits—Closing the month searches for all patients whose benefits renew in the month following the one you are closing. For these patients, all benefits used and deductibles applied will be purged for the previous year. If you don't close the month, or if you skip this step, Dentrix may calculate inaccurate insurance estimates for some patients.

Purging Appointments—To speed up Appointment Book processes, closing the month purges old appointments. The cutoff date defaults to one year previous to the month you're closing. (You can change the date, if necessary.) Purging appointments only removes the appointment from the schedule; it does not remove the history from the patient's account or Ledger.

You can close the month in the Ledger by running either the month end update or the Month End Wizard. For more information, see these topics in the Dentrix Help: Running the month-end update, Running the Month End Wizard.

Q: The amount on the EOB and insurance check differ from the amount on the claim. What should I do?

A: With G4 Productivity Pack 8, when you post insurance payments, you can simply enter the reduced payment amount. From the Ledger transaction log, double-click a claim to display the Dental Insurance Claim window. From the **Enter Payment** menu, click **Itemize by Procedure**. In the **Amount Paid** field of the **Insurance Coverage Update** dialog box, type the amount paid by the insurance carrier and click **OK**.

In the **Total Insurance Payment** dialog box that appears after you enter the payment amount, you can use the options under **Enter Adjustment** to choose an adjustment type (**Write-Off** or **Refund**) and then specify the adjustment amount. After you post the payment amount, it will appear in the payment area of the claim.

After all claim payments and adjustments for the day have been posted, you can run a Deposit Slip and a Collections Report that includes the payment amounts.

For more information, see the following topic in the Dentrix Help: Adjusting insurance payments automatically.

HOW TO LEARN MORE

If you want to learn more about the Dentrix tips featured in Dentrix Magazine, check out these self-paced learning resources.

Dentrix Help Files

In the Dentrix Help Files, you can explore a comprehensive list of conveniently indexed topics or search the topics for key words. To search the Help files, from the **Help** menu in any Dentrix Module, click **Contents**, click the Search tab, type a search phrase or topic name, click **List Topics**, and then under **Select topic**, double-click the topic name. Tip: To turn off the search highlights, press F5.

Dentrix Resource Center

The Dentrix Resource Center offers an online library of on-demand software tutorials and product manuals, a technical support knowledgebase, and opportunities to register for webinars with Dentrix experts. Access is free for dental practices on a Dentrix Customer Service Plan. Log in today at www.dentrix.com/resource-center.

Dentrix eNewsletter

Sign up for the free Dentrix eNewsletter and receive tips for using Dentrix, practice management advice from industry consultants, and news about product releases and training events. Sign up today at www.dentrix.com/newsletter. To read previous articles, visit www.dentrix.com/newsletter-archive.

MyVoice for Dentrix

Do you have an idea for a new feature in Dentrix? Do you want to share it with the Dentrix product managers and other Dentrix users? Visit MyVoice for Dentrix where you can share your great ideas and "vote up" the best ideas shared by others. Log in today at www.dentrix.com. Click the Share Your Opinion link in the "Join Our Community" section.

Q: What support options do I have with my Dentrix Customer Service Plan?

A: With a Dentrix Customer Service Plan, you have several options available to you:

Dentrix Resource Center—The Dentrix Resource Center offers an online library of software tutorials and product manuals, as well as the technical support knowledgebase that our customer support representatives use. Visit www.dentrix.com/resource-center and log in using your Dentrix customer ID and practice ZIP Code.

Click to Chat—This option allows you to open an online chat session with a technician to answer simple Dentrix questions. You can access Click to Chat at www.dentrix.com/support/contact-us.aspx.

Click to Call—When you use this option, an e-mail message is sent to Dentrix Customer Support that indicates you'd like to have a technician call your office. A support technician will call you back as soon as possible. Response times vary, but most requests are answered within an hour. You can access Click to Call at www.dentrix.com/support/contact-us.aspx.

Email Us—When you use this option, an e-mail message is sent to Dentrix Customer Support that indicates you'd like to open an e-mail correspondence with a technician. A support technician will send you an e-mail message as soon as possible. You can access this option at www.dentrix.com/support/contact-us.aspx.

Call 1-800-336-8749—By calling our toll-free customer support number, you can speak with a support technician about any Dentrix question or problem.

Q: Can I create a custom set of procedure buttons in the Patient Chart and copy it to other computers?

A: Yes. In the Patient Chart, from the **Setup** menu, click **Procedure Buttons Setup**. In the **Procedure Buttons Setup** dialog box, the buttons are displayed on the left with the corresponding procedure codes displayed on the right. You can move existing buttons up or down on the list by clicking **Move Up** or **Move Down**. To customize a button, double-click the procedure button, or select the procedure button and click **Edit**.

Under **Select Code** in the **Edit Procedure Button Setup** dialog box, select the procedure that you want to use for a button. Under **Select Button Face**, select **Use Image**, click the current image, then click **Choose Image** and select the picture you want to use to represent this procedure. If you can't find a picture you want to use for the button, you can edit the current image by clicking **Edit Image**, or add a new image by clicking **New Image**. If you want to use text rather than an image, choose the option to **Use Code Text** and type a text description.

When you finish customizing your buttons, give the button set a name, click **OK**, and then click **Close**. You can now go to another computer and select the button set. In the Patient Chart, from the **Setup** menu, click **Procedure Button Setup**. Select your new button set from the **Button Set** list and click **Close**.

Do you want to submit a technical support question to Dentrix Magazine? Send your question to dentrixmagazine@henryschein.com. Please type "Q&A" in the subject line.

▼ Dentrix Payor Search Tool

Designed to replace the ever-growing payor list, the Payor Search Tool allows you to build your own payor list and export it to an Excel file, so you don't have to scroll through page after page of data to find what you're looking for. And, if a payor you're searching for doesn't offer any electronic connectivity, the Payor Search Tool allows you to submit a request to have that payor added.

The Payor Search Tool also includes some new functionality that makes it easier for you to complete and submit special enrollment forms (which many payors require in order to complete an electronic connection with your practice). The Payor Search Tool indicates whether a provider requires special enrollment forms and then provides a link to open an electronic copy (PDF) of the form, which means you can manage the special enrollment process on your own without having to request forms from payors and wait for them to be returned to you via email or fax.

The Dentrix Payor Search Tool is a valuable online resource for Dentrix users who want to submit electronic claims, send digital attachments, or verify patient eligibility electronically. The Payor Search Tool makes it easy for you to see which payors (insurance carriers) accept electronic claims and attachments or provide electronic insurance eligibility verification. It even identifies those payors that provide real-time data exchange.

You can find a link to the Payor Search Tool on the eClaims and eCentral Insurance Manager pages on the Dentrix website, or you can go directly to www.dentrix.com/products/eservices/eclaims/payer-search.aspx.

▼ Dentaltown Townie Choice Awards®

Dentrix, the leading practice management software, received two Townie Choice Awards® for best practice management system and best periodontal charting in 2010.

The Townie Choice Awards were started by Dr. Farran and Farran Media, publisher of Dentaltown Magazine, to assist dentists in making product purchasing decisions and are considered the "people's choice" among the products and services available in the dental industry today.

Dentrix is honored to be recognized for the eighth consecutive year as the best practice management system from one of the dental industry's most respected dental publications.

how it works:
The Schedule Management Section
of the Practice Advisor Report

To ensure your practice is as profitable as possible, it's important to track key performance indicators, or KPIs. The Dentrix Practice Advisor shows your practice's KPIs in several categories, including schedule management. To access the Practice Advisor, in the Office Manager, click **Analysis**, then **Practice Advisor**. Or, click the **Practice Advisor** button.

Report Date: 03/26/2011

Practice Advis

Active Patient Base by

SCHEDULE MANAGEME

Practice Totals	Feb 10	
Dentist Average Hourly Production	329.97	
Dentist Unfilled Hours	273.25	
Hygienist Average Hourly Production	135.38	
Hygienist Unfilled Hours	136.75	
Scheduled Hours	358.00	100%
# of Broken Appointments not re-appointed	10	
Scheduled Hours for Broken Appts	10.25	3%
Revenue Lost from Broken Appointments	1,256.96	
Value of Dentist Unfilled Hours	90,164.30	
Value of Hygienist Unfilled Hours	18,513.22	

1

These rows show the average hourly production dollar amount produced by the dentists and hygienists. You designate providers as doctors or hygienists in the Practice Advisor Setup. From the Practice Advisor dialog box, click Practice Advisor Setup, then click Assign Providers as Dentist/Hygienist.
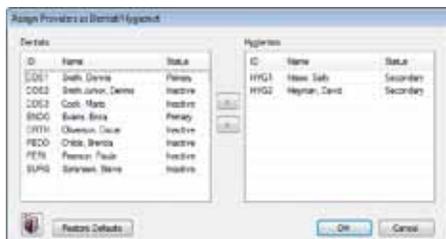
The statistics in this row are calculated by dividing the total production amount for those providers by the number of hours the providers were available in Dentrix. From the Appointment Book, click Setup > Provider Setup, then click Setup and click the search button to specify when providers are available.
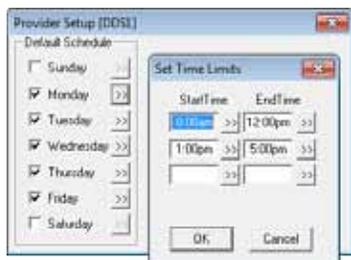
In order for statistics to be accurate, you must set up each provider's schedule and set vacation days when providers are out of the office.

2

These rows show the total number of hours providers were available in the Appointment Book but did not have appointments scheduled. You designate providers as doctors or hygienists in the Practice Advisor Setup.
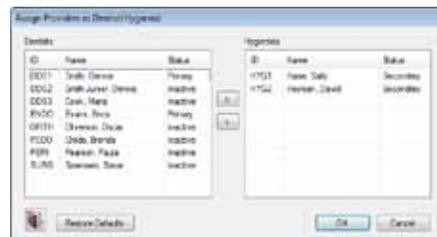
The statistics in these rows are calculated by subtracting the total number of minutes the providers were scheduled in the Appointment Book from the total amount of time they were available in the Appointment Book. From the Appointment Book, click Setup > Provider Setup, then click Setup and click the search button to specify when providers are available.

In order for statistics to be accurate, you must set up each provider's schedule and set vacation days when providers are out of the office.

Last Visit: 1,516

NT as of 03/26/2011

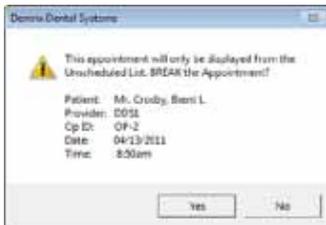| MTD Mar 10		Apr 10		YTD Mar 10	
297.56		94.00		295.23	
317.50		249.00		881.75	
116.50		61.09		103.22	
155.75		134.50		401.50	
406.75	100%	464.50	100%	1,132.75	100%
8		7		21	
8.50	2%	7.25	2%	22.00	2%
615.91		681.50		2,324.74	
94,475.30		23,406.00		260,319.05	
18,144.88		8,216.60		41,422.83	

For a full explanation of each row and column in the Schedule Management section of the Practice Advisor Report, view the Help files within the Practice Advisor or view the Practice Advisor tutorial in the Dentrix Resource Center. See "How to Learn More" on page 3 for instructions on accessing these resources.

6 This row shows the potential revenue (dollar amount) that was lost because of broken appointments that were not rescheduled.

The statistics in this row are calculated by multiplying the scheduled hours for broken appointments (#5) by the provider average hourly production (#1).

3 This row shows the total number of hours for all scheduled appointments (based on the scheduled appointment length). 100% will always appear in this row to indicate that this statistic is used calculate the other percentages in the report.

7 These rows show the revenue (dollar amount) that could have been produced by the providers during the hours they were available but did not have appointments scheduled in the Appointment Book.

The statistics in this row are calculated by multiplying the average hourly production (#1) by the provider unfilled hours in the Appointment Book (#2).

4 This row shows the total number of appointments that were broken and were not rescheduled.

The broken appointments that are counted for this statistic are the appointments you broke using the Break Appointment Feature. In the Appointment Book, select an appointment and click Options > Break Appointment.

8 This column shows the schedule management statistics for the month to date. The statistics in this column are calculated from the beginning of the month to the "Schedule Management as of" date in the section header.

9 This column shows the projected schedule management statistics for the next month based on what is currently scheduled in the Appointment Book.

5 This row shows the total time amount of the broken appointments (in hours). The statistics in this row are calculated by adding the appointment lengths of the broken appointments.

The percentage in this row shows the percentage of the scheduled hours that were lost due to broken appointments.

10 This column shows the cumulative schedule management statistics from the beginning of the year to the "Schedule Management as of" date in the section header.

Total digital case management in one intelligent package.

PRESCRIPTIONS

IMAGES

SCHEDULING

ALERTS
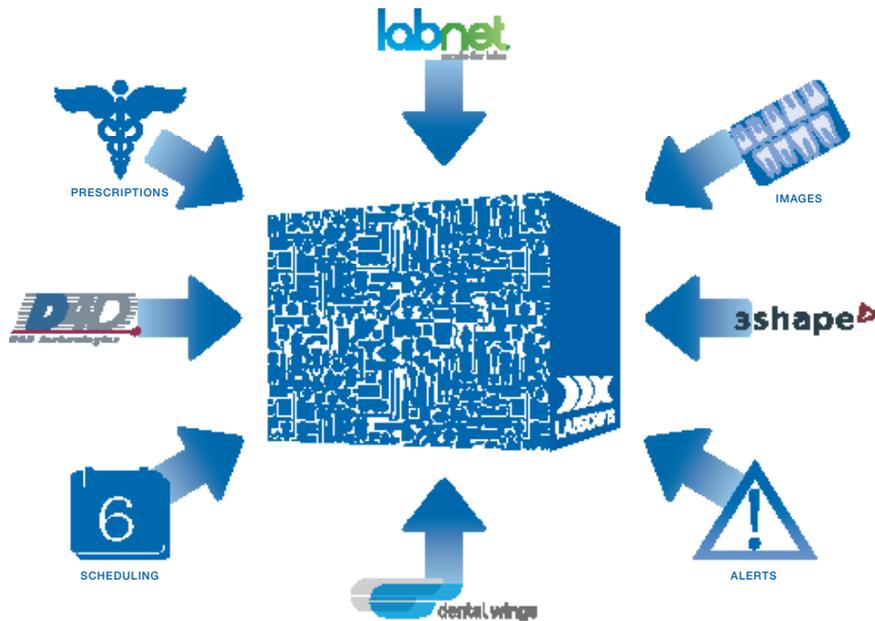
With DDX, inefficiencies like incomplete prescriptions and unnecessary status calls are now the hassles of the past.

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Deliver an easy, fast and complete Rx form that ensures complete script submission

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Prevent communication inefficiencies that slow production and patient care

Call **1.800.403.9870** or Visit **www.DDXDental.com**

SUPERCHARGE YOUR
DAILY HUDDLE

by Tammy McHood, Senior Product Manager

Learn how Dentrix helps teams prepare for a productive day.

In football, teams begin each play with a quick huddle to communicate the team plan, team players' responsibilities, and any adjustments they need to make to be more successful. The Dentrix Daily Huddle Report helps your office team do that the same thing.

"The morning huddle is the best way a team can feel informed, focused, and productive. If you want to deliver the very best service and care to your patients in the most efficient manner, then you and your team have to plan for the day," says Amy Morgan, CEO of the Pride Institute. "The most effective teams not only meet at the beginning of the day, but collaborate and make a specific checklist that answers all the key questions and involves everyone. There is no better solution to organizing the chaos and confusion."

To help dental offices work together more effectively, Henry Schein Practice Solutions recently released the Daily Huddle Report in Dentrix G4 Productivity Pack 8. The Daily Huddle Report gives practices daily progress reports on monthly goals, helps team members use their time more effectively, makes it easy to access information about patients coming in for appointments today, and most importantly, helps practices improve patient care and overall business operations.

DAILY PROGRESS REPORTS

Henry Schein Practice Solutions surveyed customers across the U.S. about their daily huddle routines. The survey results showed that while 82 percent of Dentrix practices hold regular huddles, over 40 percent of practices have difficulty holding huddles every morning because they lack the time and/or need to gather too much information to make daily huddle meetings effective.

Cathy Jameson, Founder and CEO of Jameson Management Consulting, says, "Good meetings are a must for any business—including a dental business." Dentrix created the Daily Huddle Report to make it easy for practices to hold daily huddles and see how they did yesterday, how they are tracking for today, and what the remainder of the month looks like.

The Daily Huddle Report gives the dental team a daily snapshot of how they did yesterday for production, collections, case acceptance, new patients, and scheduling (Figure 1). During the daily huddle, the team can use this information to discuss what wins they had yesterday and what they may want to do today to ensure they meet their daily goals. It also shows what they have scheduled for today and for the remainder of the month so they can see how they are tracking towards their monthly goals.

By having this information readily available, practices can make adjustments when necessary to meet their monthly goals instead of just waiting until the end of the month to see their final numbers. They can see what they need to do today to ensure their present and future is as productive and profitable as possible.

Figure 1 The Daily Huddle Report gives you and your team the information you need to hold meaningful morning huddles.

Figure 2 With the Daily Huddle Report, team members can find the important information about the day's appointments in one place.

MORE EFFECTIVE USE OF TIME

Before the Dentrix Daily Huddle was released, team members had to manually research information about upcoming patient visits. For example, team members needed to find out if the patients' lab cases had been received, if they had outstanding balances, if they had any unscheduled treatment plans, if they were overdue for continuing care appointments, or if they required pre-meds. Some offices even researched other family members to find out if they were overdue for continuing care or if they had outstanding unscheduled treatment.

Sometimes practices have multiple team members—including financial coordinators, scheduling coordinators, hygienists, assistants, and office managers—who research the same patient's chart to gather pertinent information about that patient in order to offer them excellent patient care. The amount of time these practices spend gathering that information is astounding. The Dentrix Daily Huddle Report does all of this for the practice, freeing up team members' time while still allowing them to be well informed and prepared to provide excellent care (Figure 2).

IMPROVED PATIENT CARE

The Daily Huddle Report helps practices provide excellent patient care by informing each team member about relevant patient information. The report can be customized to show the specific, relevant information about each team member's interactions with a patient (Figure 3).

For example, an assistant or hygienist would want to see if the patient has medical alerts or was referred to another provider at a previous appointment, and the financial or schedule coordinator

would want to see if the patient has a balance or is eligible for insurance benefits. By using the Daily Huddle Report and customizing it to the practice's unique needs, team members can improve the overall flow of information and optimize patient care.

CONCLUSION

As the old saying goes, "If you fail to plan, you plan to fail." The power of the Dentrix Daily Huddle Report is that it enables practices to plan their days even better and maximize opportunities by placing valuable patient information at their fingertips. Dental team members are busy running a business and providing excellent patient care. The Dentrix Daily Huddle helps practices better achieve both of these tasks—and saves them time—by making all of this valuable information available with a few mouse clicks.

Gary Kadi, Founder and CEO of Next Level Practice, says, "Morning huddles are the keystone of a successful new model practice. Old model practices see morning huddles as monotonous and an *intrusion* on their day (and their sleep). New model team members understand that investing 15 minutes with the key business indicators is the difference between an unproductive, uneventful day and a fired-up, fulfilling day where everyone goes home winning—the patient, the team, and the doctor."

Use the Daily Huddle Report to save time, improve business operations, and make the most of your day, all while providing superior patient care. Let the Daily Huddle Report help you meet your daily, monthly, and yearly goals. **DM**
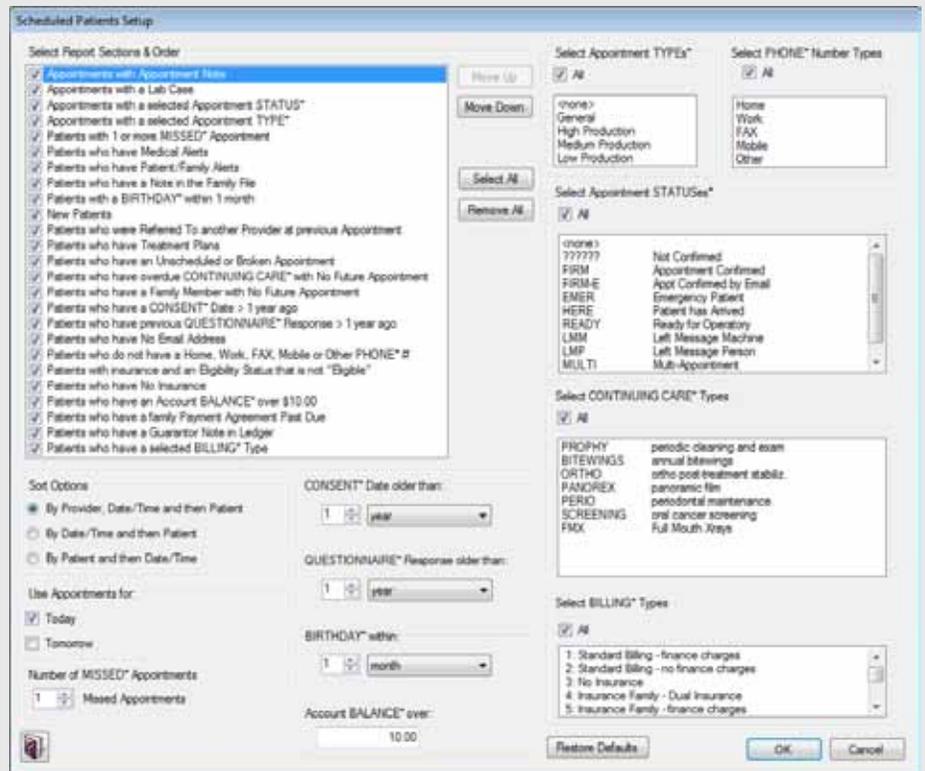
Figure 3 The report can be customized to show the specific, relevant information about each team member's interactions with a patient.

LEARN MORE

To learn more about the Daily Huddle Report, visit the Dentrix Resource Center and view the Daily Huddle Report webinar recording. You can also see the Daily Huddle Report topic in the Dentrix Help. See "How to Learn More" on page 3 for instructions on accessing these resources.

Running the Daily Huddle Report

1. Open the Office Manager and select **Analysis > Practice Advisor**.

2. Click **Practice Advisor Setup** to specify how the active patient base will be calculated and which providers will be counted as dentists and hygienists, since those settings affect both the Practice Advisor Report and the Daily Huddle Report.

3. Close the **Practice Advisor Setup** dialog box and click **Daily Huddle Report** to set up the report options and run the report.

4. In the **Daily Huddle Report** dialog box, set up the options to filter this report. You can include production, collections, case acceptance, new patients, and scheduling statistics. You can also choose to include a summary of scheduled patients in a grid format, a list of scheduled patients, a phone list for scheduled patients, and route slips.

5. After you have set up the report options, click **Preview** to generate the report.

Customizable Patient Visit Forms

The new Patient Visit Form allows you to create custom route slips for patient appointments that contain only the information you decide is relevant.

■ **Sean Eyring** | Contributing Editor

I t's 8:00 AM, and your work day is about to begin. You pick up your charts from the front desk for the patients you will be seeing today and begin scanning the route slips in an attempt to mentally plan the events of the day. It takes a few seconds to locate the patient's appointment information on the route slip, and you have a dozen or so route slips to look through in the few minutes before patients start to arrive.

Wouldn't it be nice if you didn't have to sift through information on the form that wasn't necessary? Now, with Dentrix G4 Productivity Pack 8, your office can create route slips that contain only the information you choose, with the new Patient Visit Form.

The Patient Visit Form is a customizable route slip that you can view or print for a selected appointment, a specific patient, or multiple patients at a time. You can generate Patient Visit Forms for specific providers, operatories, or appointment dates. You can even customize the information that's included on the form, including patient, family, account, continuing care, and insurance information; patient and family alerts; patient and account notes; treatment-planned procedures; and/or future appointments.

There are over 30 different options you can customize to create a patient visit form that works best for your office.
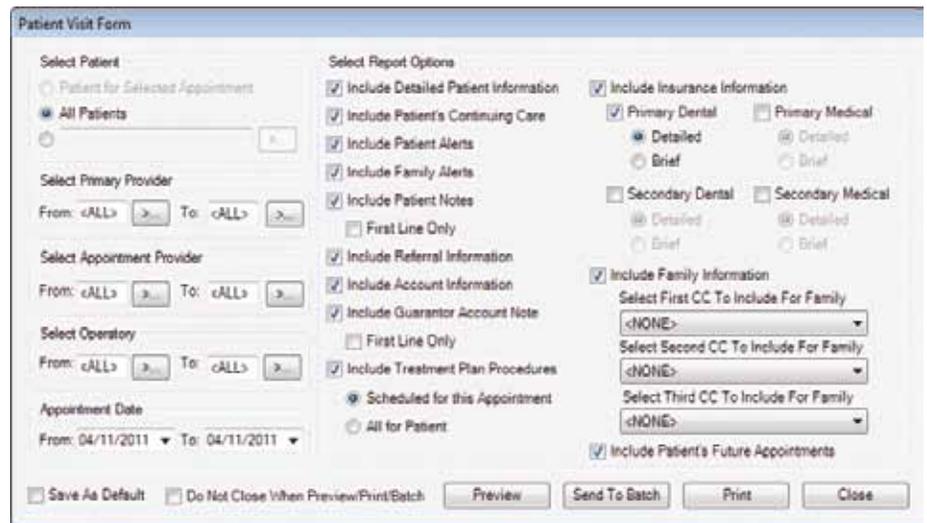
Figure 1 Select which information to include on your office's Patient Visit Form.

Generating the Patient Visit Form

You can generate the Patient Visit Form using one of two methods: from the Appointment Book or from the Office Manager.

Use the Appointment Book to generate a form for an individual patient with an appointment. To do so, first select the appropriate patient appointment. Then, from the **File** menu, click **Patient Visit Form**. Alternately, you can click the **Patient Visit Form** button on the Appointment Book toolbar.

To generate a form for multiple patients at a time, use the Office Manager. From the **Reports** menu, select **Lists**, and then click **Patient Visit Form**. You can choose to generate forms for patients who have certain primary providers, appointment

providers, or operatories. Once you have clicked Patient Visit Form in either the Appointment Book or the Office Manager, the **Patient Visit Form** dialog box appears (Figure 1).

Customizing the Patient Visit Form

There are over 30 different options you can customize to create a patient visit form that works best for your office. For example, you may prefer not to include the primary and secondary dental insurance information as well as the primary and secondary medical insurance information on the form. With a couple of quick mouse clicks, you can remove the medical insurance information from the form.

You can also choose between displaying a brief summary of insurance information, which includes basic carrier and subscriber details, and a more detailed view, which includes everything that shows in the brief summary plus the patient and family benefit maximums

PATIENT VISIT FORM   Page: 1

Patient Mr. Abbott, Ken S			Chart# AB0001 SS# 000-00-0001 Birth: 03/02/1975 Age: 35 Married		

Medical Alerts:

Appointment Tue 09/30/2010 at 10:10am   OP-1   DDS1   30 min   Status: <none>   Reason:PROPHY   Amount: 0.00

Note:

Patient Detail   Home (801)797-1586   Mobile   Work (801)797-1751   Other   Fax (801)797-170

608 S 500 W   Last Referred To: Prov1: DDS1   Prov2:

Apt. 101   Employer: AT&T   Consent Date: 01/03/10

Eastside, NV 11111   Prophy Due: 01/04/11   Prior Tx: 01/03/10   First Visit Date: 01/03/10

E-mail: 1KenAbb@dentrix.com   Missed Appt #: 0   Last Missed: Last Visit Date: 01/03/10

Cont. Care   (Type-Due-PriorTx-Appt)   PROPHY   01/04/11-01/03/10-09/30/10   BITEWINGS   01/04/11-01/03/10-01/11/1

Patient Alerts

Family Alerts

Patient Notes

Account Guar Mr. Abbott, Ken S   Chart#: AB0001 SS#: 000-00-0001 Birth: 03/02/1975 Age: 35 Marri

          Home (801)797-1586   Mobile   Work (801)797-1751   Other   Fax (801)797-170

E-mail: 1KenAbb@dentrix.com

608 S 500 W   Employer: AT&T   Prov1: DDS1   BT: 4

Apt. 101   Last Insurance Payment: 0.00   Last Statement:

Eastside, NV 11111   Last Guarantor Payment: 0.00   Next Payment Due:

Billed to Ins	0 - 30	31 - 60	61 - 90	Over 90	Ins Estimate	Guar Estimate	Balance
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Guarantor Account Note

Primary Dental Insurance   Blue Cross Blue Shield   Subscriber: Mr. Abbott, Ken S

Group #: 21440   Phone: (800)231-2583   Subscriber ID: 000-00-0001   Birth: 03/02/1975

Secondary Dental Insurance   Aetna   Subscriber: Ms. Abbott, Patricia

Group #: 01278   Phone: (203)298-4000   Subscriber ID: 000-00-0002   Birth: 09/28/1977

Treatment Plan (Scheduled for this appointment)   (estimates do not include dental plan maximums and deductibles)

Patient Appointments	Date	Time	Prov	Reason
	01/10/2011	8:00am	DDS1	Fillings
	01/11/2011	8:00am	HYG1	Ex, Bwx4, Prophy

Figure 2 Create forms that best fit your office's needs.

and deductibles, insurance plan name, and coverage table. It's your office, why not include the information you want to see?

After you select which information will appear on the Patient Visit Form, a Preview feature allows you to see how the form will appear on the page before you print. **Note:** Before you preview your form, be sure to check the **Do Not Close When Preview/Print/Batch** box, or when you close the Preview screen you will lose any changes you made within the **Patient Visit Form** dialog box and have to start over before previewing or printing again.

Once you decide which patient information you want to include on the form, save those settings as the default by checking the **Save As Default** box on the lower left of the form dialog box. Dentrix will save the custom settings only on the computer used to set up the form.

The new Patient Visit Form makes it easy to create customized patient route slips that display only the information you need (Figure 2). **DM**

LEARN MORE

To learn more about the Patient Visit Form, visit the Dentrix Resource Center and download the Dentrix G4 Reports Reference. You can also see the Patient Visit Form topic in the Dentrix Help. See "How to Learn More" on page 3 for instructions on accessing these resources.

Using Medical and Patient Alerts

Setting up Dentrix medical and patient alerts helps you ensure that you are providing your patients the best possible care.

■ **Gary Frazier** | Contributing Editor

For many years my father wore a medical alert bracelet because of an adverse drug reaction to penicillin. We discovered this adverse reaction after he underwent oral surgery to remove an infected wisdom tooth. His dental provider gave him penicillin to treat the infection, but unfortunately the penicillin only made matters worse. My father was laid up in bed with flu-like symptoms for several days.

Today, you and your patients don't have to rely on medical alert bracelets or even their more modern equivalent, the USB medical alert tag. You can simply glance at the medical alert button or icon when you open the Patient Chart, Perio Chart, Treatment Planner, Questionnaires, Document Center, or Family File modules. If the Medical Alert button or icon has a red cross, your patient has a medical condition.

> **Regardless of how you use medical and patient alerts, they can help you manage your patients' care more effectively.**

Setting medical alerts helps ensure that you are giving your patients the best possible care. For example, you could use a medical alert to remind you that a patient has acid reflux disease or a hiatal hernia and will be more comfortable if you elevate his or her head. You might also want to use a medical alert to remind you that a patient has a latex allergy so that you don't inadvertently use latex gloves when you treat that patient.

By default Dentrix contains 49 medical alerts, but you can add up to 15 more for a total of 64. Medical alerts are also
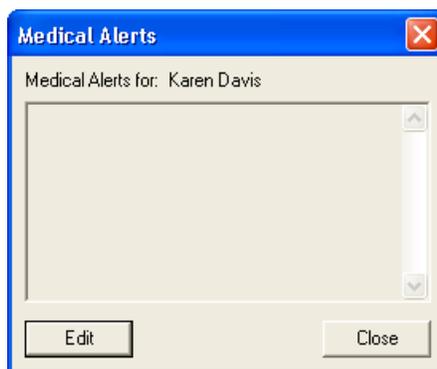
Figure 1 Create a medical alert.

customizable so that you can better meet your patients' needs.

ASSIGNING MEDICAL ALERTS

From the Family File, select the patient you want to assign a medical alert to, and double-click the **Medical Alerts** block. From the **Medical Alerts** dialog box (Figure 1), click **Edit**. Select the patient's medical condition, such as **Asthma**, from the **Select Medical Alerts** dialog box (Figure 2), click **OK**, and then click **Close**. The cross in the **Medical Alerts** block (Figure 3) in the Family File and in the appropriate toolbars turns red, indicating that you assigned a medical alert to the patient.

CREATING PATIENT ALERTS

Besides medical alerts, you can also set up patient alerts to notify or remind you of certain details about your patients. For example, you may want to set up a patient alert to remind you that a patient has an overdue balance. Dentrix lets you create patient alerts for a single patient, an entire family, or selected members of a family. You can set time limits on patient alerts too so that you only see them when the information is pertinent. You can also set a patient alert to appear whenever you log in to Dentrix.

From the toolbar of any Dentrix module (other than the Office Manager), click the **Patient Alerts** button.

From the **Create Patient Alert** dialog box (Figure 4), select a date range to set a time limit for the alert, or click **Always**. (Setting a date range is helpful if your patient's condition is temporary.) If you want the alert symbol to appear on the patient's appointments, select **Show Symbol on Appointment**. Type a description of no more than 15 characters to identify the type of patient alert you
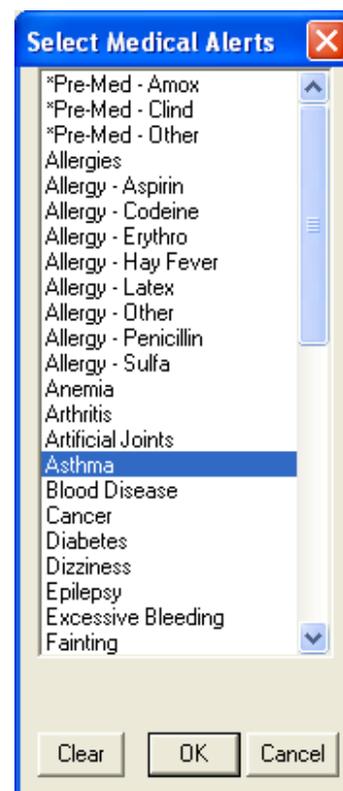
Figure 2 Select a medical alert.
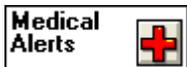
Figure 3 Medical Alerts block

are creating. Type a note of up to 4,000 characters in the text box, or click **Alert Notes** to select a brief, pre-defined note from the Office Manager. You can also define your own custom notes in the Office Manager. Select **All**, or select one or more items from the list of places where the alert will appear and then click **OK**. The next time you select the patient you created the alert for, the **Patient Alert** dialog box appears containing the description and note you created.

Regardless of how you use medical and patient alerts, they can help you manage your patients' care more effectively. Often, you see some of your patients more frequently than they see their primary medical providers, so you are their first link to preventive health care. Rather than relying on your memory or paper notes to remember a patient's medical condition or other details, let Dentrix record, track, and remind you of those conditions so you can provide your patients with the best possible care. **DM**

LEARN MORE

To learn more about alerts, visit the Dentrix Resource Center and view the Patient Alerts webinar recording. You can also see the Customizing Medical Alerts topic in the Dentrix Help. See "How to Learn More" on page 3 for instructions on accessing these resources.

Figure 4 Create a patient alert.

Improve Payment Estimates with Coverage Tables

With a little up-front work, you can set up accurate insurance coverage tables that help you save time and money.

■ **Jason McKnight** | Profitability Coaching Manager

A family tradition I've always enjoyed is working together to solve a jigsaw puzzle. As a child, I was taught the steps of putting together a puzzle. First, you go through and pull out the border and corner pieces. Second, you put similarly colored border pieces together until each side of the puzzle is linked together and joined to the corner pieces. Third, you look for similar colors and patterns on the middle pieces and begin to attach them to the borders. These initial steps make it easier to work on the remaining puzzle pieces.

As I have learned the business of dentistry and trained others on the importance of providing accurate insurance estimates, I often refer to this puzzle tradition. By completing a few important steps at the beginning, you can simplify your work and save yourself a lot of time, especially when you're putting together the initial pieces of the insurance coverage puzzle.

Most insurance plans vary from other plans in their coverage of dental procedures, so billing at the time of service can sometimes be a challenge. If you want to get past "I'll bill you later," then your staff must complete some important steps up front, before the patient ever comes into the office.

Using Coverage Tables

The Dentrix coverage table is a powerful tool that helps you provide accurate cost estimates when you present a treatment plan to a patient. However, the coverage table is only as accurate as the information you put into it. For example, let's say you're presenting a treatment plan for a three-surface composite restoration to a patient whose insurance plan covers 80% of surface restorations after the deductible. If you leave the coverage percentage for all surface restorations at 80% in the coverage table, then the patient portion

estimate for a three-surface composite will be exactly 20%. If the system isn't set up to apply a deductible to this procedure, it won't apply a deductible and your estimate will be much lower than what the patient will actually pay.

In many offices, the coverage table is not updated to include the deductible or the procedures that the deductible applies to. By correcting this one issue alone, payment estimates can be much more accurate.

You should adapt the default coverage table that is installed with Dentrix to each insurance carrier and group plan. For example, some insurance companies differ in the percentage at which they cover X-rays or composite material on posterior teeth. A few insurance companies allow as many prophys per year as the patient wants, while others restrict the number of prophys per year. You should ask insurance companies

these types of coverage questions for each group plan and update the coverage table to reflect the answers you receive. That way, when you're providing an estimated patient portion amount on a treatment plan, you can give an accurate estimate based on carefully defined coverage tables.

Setting Up Insurance Coverage Tables

You can access the Dentrix coverage tables from the Family File or the Office Manager. In the Office Manager, from the **Maintenance** menu, point to **Reference**, and then click **Insurance Maintenance** to display the **Insurance Maintenance** dialog box (Figure 1). Notice in the example in Figure 1 that three Delta Dental Plans are listed, and each one has its own group number. Each group plan and group number listed for a carrier uses a separate coverage table to describe the insurance benefits of that plan.
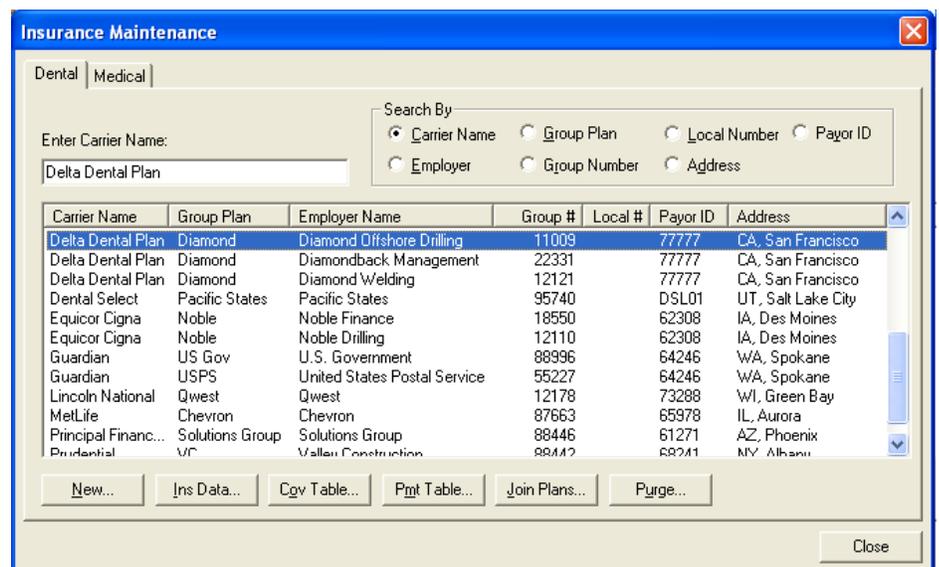

Figure 1 You can access coverage tables from the **Insurance Maintenance** dialog box in the Office Manager.
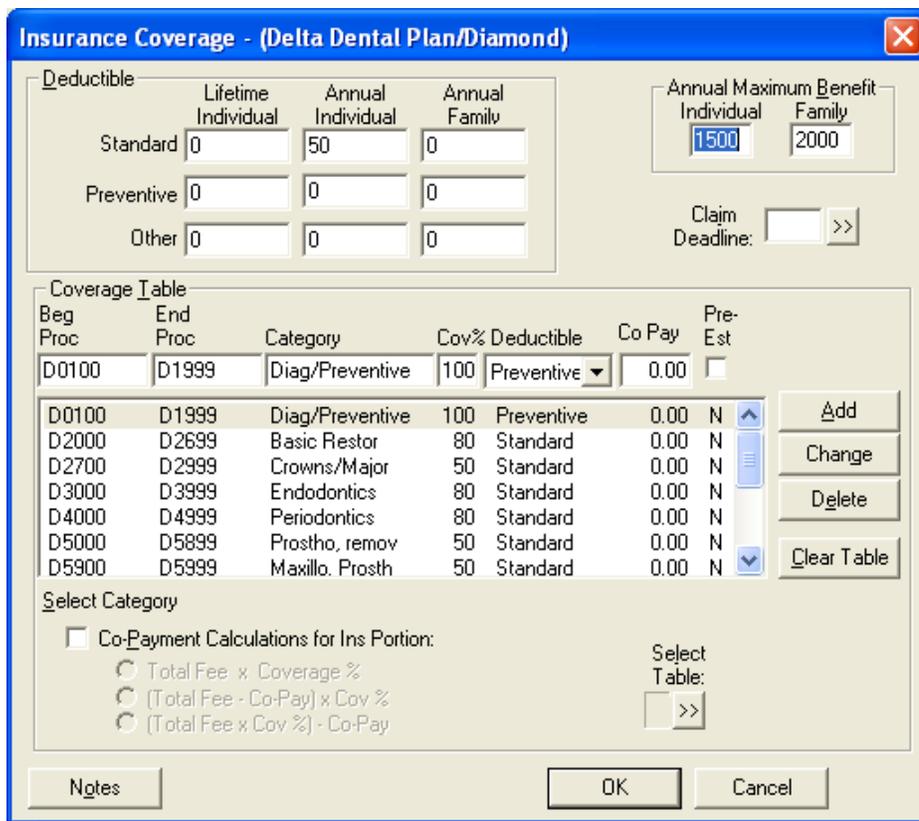
Figure 2 Using coverage tables, you specify annual/lifetime deductibles and coverage percentages for procedure categories.

Click **Cov Table** to display the coverage table for the selected plan in the **Insurance Coverage** dialog box (Figure 2). In the Insurance Coverage dialog box, you can set up three types of deductibles: Standard, Preventive, and Other. For each of these deductible types, you can enter a lifetime deductible as well as annual individual and family deductibles. You can also specify an annual maximum benefit for the individual and the family. When Dentrix calculates the patient portion, the deductible amounts defined in the coverage table will be included in the calculation.

Each line in the **Coverage Table** section of the dialog box represents a range of procedures. In the example in Figure 2, all the diagnostic/preventive procedures (D0100-D1999) are covered at 100%, all the basic restoration procedures (D2000-D2699) are covered at 80%, all the crown procedures (D2700-D2999) are covered at 50%, and so forth. To change a coverage amount, select the range (such as D0100-D1999), change the amount in the **Cov%** field, and click **Change**.

If an insurance plan covers a particular procedure at a specific amount, you can override the coverage table percentage for that procedure and specify the amount using the payment tables (see the sidebar, "Coverage Tables vs. Payment Tables").

When you finish making changes to a plan's coverage table, click **OK**. Dentrix notifies you that these changes will affect all patients to whom this specific insurance plan is attached.

You can also access the coverage tables from the Family File. With a patient selected in the Family File, double-click the **Primary Dental Insurance** block to display the **Insurance Information** dialog box. From here you can click **Coverage Table** to display the coverage table for the patient's insurance plan and make changes as needed.

Be specific when asking insurance companies about coverage. For example, an insurance company might say they cover all surface restorations at 80% of what is "usual, customary, and reasonable" (UCR). Find out what UCR means for that insurance company and if they downgrade the charge based on location of tooth and materials used.

You can use the eCentral Insurance Manager to verify patient eligibility is still the same if you previously obtained coverage information.

Coverage Tables vs. Payment Tables

The coverage tables in Dentrix list coverage percentages for procedures. But some insurance plans pay a specific fee for specific procedures. In these cases, instead of relying on the percentages in the coverage tables, you can estimate patient portions with the Dentrix payment tables.

To use payment tables, in the **Insurance Information** dialog box, click **Payment Table**. In the **Edit Updated Insurance Payment Table** dialog box, you can specify the procedure code and the exact amount the insurance carrier will pay for that procedure.

Note: Payment tables override coverage tables, and using payment tables changes the way deductibles are calculated. For more information, see knowledgebase article 15295 in the Dentrix Resource Center.

Setting up your coverage tables is an important step in maintaining an insurance system, and you need to diligently keep insurance information accurate and up to date. By making the proper time investment up front, you can save time later and provide patients with more accurate patient portion estimates so they can make informed decisions about their treatment plans. **DM**

LEARN MORE
To learn more about using coverage tables, visit the Dentrix Resource Center and view the Insurance Plan Management webinar recording. You can also see the Working with Coverage Tables topic in the Dentrix Help. See "How to Learn More" on page 3 for instructions on accessing these resources.

Simplify Billing with QuickBill

Send your billing statements electronically and let someone else do the printing, sorting, folding, stuffing, sealing, stamping, and mailing for you.

■ **Roger Gagon** | Senior Editor

Sending billing statements can be time consuming. Even after preparing the statements in Dentrix, you still have to spend several hours or even a whole day printing, sorting, folding, stuffing, sealing, stamping, and mailing them. That's time you could spend with your patients or working on other important tasks.

There's an easier way to do billing statements. After you prepare them in Dentrix, QuickBill can electronically send your billing statements to a clearinghouse where they are professionally printed,

Figure 1 QuickBill billing statements are professionally printed in full color.

folded, and mailed for you (Figure 1). In this article, you'll learn the benefits of sending statements through QuickBill. You'll also learn how to set up QuickBill, send billing statements, and run QuickBill reports.

Why QuickBill?

When you use QuickBill, you no longer need to purchase blank billing statement forms, envelopes, and stamps. That's all covered as part of the QuickBill service. For 26 cents more than the cost of the stamp, QuickBill covers all of your other billing statement expenses.

When billing statements are processed, QuickBill verifies all statements against the National Change of Address Verification (NCOA) service to ensure accurate delivery. Any address corrections are reported back to you so you can update your patient files, making it easier to stay in touch with patients who have a new mailing address and ensuring that they receive their statements.

Because QuickBill includes address barcodes on the envelope, the post office can deliver your billing statements to your patients faster. The top portion of the statement is perforated for easy removal and remittance. A business reply envelope is also provided with the statement, making it easier for patients to return payment to you.

What's more, QuickBill lets you put your logo on statements and include an

additional information sheet describing specials or other information you want to share with patients. You also have the option to include pre-written newsletters with your statements (Figure 2). QuickBill's newsletters cover topics such as gingivitis, plaque, and healthy diets and lifestyle. The newsletters are a great educational resource for your patients that can help promote healthy teeth and gums. To view sample newsletters from the past three years, visit www.dentrix. com/products/eservices/quickbill/ newsletter-samples.aspx.

Setting Up QuickBill

Before you can set up QuickBill, you need to register to use the QuickBill service by calling 1-800-734-5561. When you register, you will be assigned a QuickBill customer ID that you'll need during QuickBill setup.

You set up QuickBill in the Office Manager. From the **Maintenance** menu, point to **Practice Setup**, and then click **Electronic Billing Setup**. Click **OK** at the **QuickBill Fast Forward** dialog box. In the **QuickBill Setup** dialog box (Figure 3), you will first click **Register** and use the eServices Registration Wizard to enter your username and QuickBill customer ID that you received from eServices Customer Support.

After completing the eServices Registration Wizard, in the **QuickBill Setup** dialog box, you will then set the **Connection Method** (Internet or Dial-up) and **Transfer Method** (such as FTP, HTTP, HTTPS) to use when transmitting billing statements electronically. QuickBill defaults to HTTPS for secure transmission. It's best to always select the **Try other…** option; that way, QuickBill will try all the options and set the one that works as the default.

If you are using the latest version of eSync, you can click **eSync Setup** to configure eSync to verify billing statement addresses using the NCOA service.

Figure 2 Your patients can receive the latest QuickBill newsletter with their billing statement.

Figure 3 You configure QuickBill from the **QuickBill Setup** dialog box in the Office Manager.

You will also need to set up at least one user account to use when processing billing statements. (The user account lets you control who has access to QuickBill.) If you are sending billing statements on behalf of multiple providers, you can set up different user accounts. To set up the user accounts, click **Setup Users**, use the **QuickBill User Setup** dialog box to add the user accounts you will need, and then click **Close**.

If you want to be able to review your billing statements before printing them and select which statements you want to print, in the Office Manager, from the **Maintenance** tab, point to **Practice Setup**, and then click **Preferences**. Click the **Print Options** tab, select **Verify Billing Statements to Send**, and click **OK**.

Sending Statements

To send billing statements using QuickBill, begin by sending statements to the Batch Processor as you normally would in Dentrix. In the Batch Processor, select the statements you want to send to QuickBill, then click the Electronic Billing Submission button on the Office Manager toolbar.

When the **Electronic Billing Submission** dialog box appears, make sure **Selected Billing Statements** is selected, and click **OK**.

QuickBill sends the billing statements that you selected to the clearinghouse, and the **Sending Statements** dialog box shows you the progress of the transfer. When the statements have been sent, a message states, "Your statements have been successfully sent and all statement reports are received."

Running QuickBill Reports

Every time you send billing statements, QuickBill returns two electronic billing transmission reports and saves them in your Batch Processor. The QuickBill Submission Report includes the number of billing statement pages transmitted and the associated charges. The QuickBill Detail Report lists the patients billed and the total amount billed to each patient. You can print these reports from the Batch Processor to your office
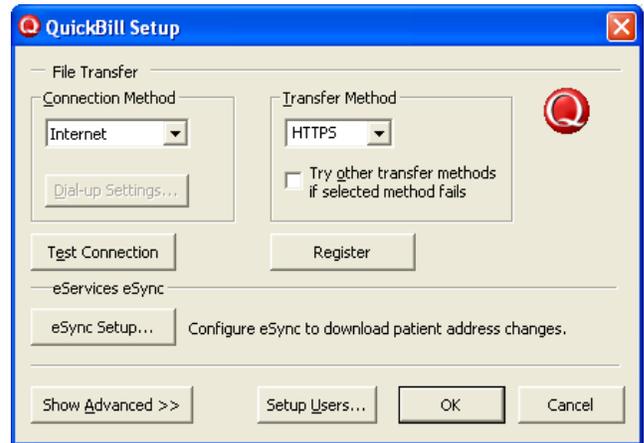
printer or to the Document Center for electronic archiving.

Let QuickBill simplify your billing statements and save you time by doing the printing, sorting, folding, stuffing, sealing, stamping, and mailing for you. Your patients will receive professional-looking statements along with a pre-printed return envelope to complete the billing cycle quickly. **DM**

> "QuickBill sends your billing statements electronically to a clearinghouse where they are professionally printed, folded, and mailed for you."

LEARN MORE

To learn more about QuickBill, visit the Dentrix Resource Center and view the QuickBill tutorial. You can also see the Generating Billing Statements topic in the Dentrix Help. See "How to Learn More" on page 3 for instructions on accessing these resources.

Evaluating Your Management Systems

Find joy in your practice and the journey of improvement by evaluating these 25 management systems.

■ **Cathy Jameson** | Founder and CEO of Jameson Management, Inc.

If you want to see steady improvement in your practice, you must evaluate your management systems constantly. When done correctly, this process can reduce your stress level, reassure your team, and be a true joy in your practicing life. Can you imagine that? Really loving your work to the level of joy? It is possible, but not without evaluating your management systems and refining them appropriately as you progress.

> Look at your practice with wide-open eyes. Commit to making every aspect of it better. Not only will you be more productive, you will also be more profitable.

A Hard, Honest Look

Take a look—a hard, honest look—at each and every one of your systems and ask yourself, "What are we doing well? How can we do this better?" One of the most dangerous things you can do is become complacent. Take into consideration both the pros and the cons of issues that are affecting the industry today. Analyze your practice and go back to the basics—the things that put you where you are now—and be diligent about making each aspect of your practice even better.

An Example

Let's consider one of the many management systems in your practice: marketing. To effectively evaluate your marketing, you'll need statistics for every patient who contacts you. For example, did the caller schedule an appointment? Did she show up to the appointment? How much dentistry did we diagnose? Did the patient accept, and if so, how much of the diagnosed treatment did she accept?

The Dentrix Practice Advisor Report can help you answer these questions. To run the report, open the Office Manager, and from the **Analysis** menu, click **Practice Advisor**. Then click **Practice**

Advisor Report to select the settings and run the report. You'll find helpful data in the New Patient Analysis and Schedule Management sections of the report.

With actual statistics, you can begin to analyze where improvement may be needed. For example, if patients are calling but aren't scheduling, why is that? Seven out of ten patients decide to see you based on that first phone call. Maybe your staff members' verbal skills are good, but the team needs to learn to use particular words when speaking with certain kinds of prospects. Misty Absher Clark, VP of Creative Services with Jameson Management, says "At Jameson, we teach that we can make changes to our internal systems quicker than in our external efforts. So we like to start in and work our way out. If, after correcting the verbal skills, we don't experience a change, then we look next at the marketing message and then finally at the placement of that message."

If the patient scheduled but didn't show up, why is that? Do you need to start sending appointment reminders? You can send an automated email, text message, or post card reminder—or any combination of these—with the eCentral Communication Manager.

If patients show up for one appointment but never return for continuing care, why is that? Maybe the welcome packet needs to be reconsidered. Do you have one? Maybe you need to ask patients about their experience in your practice. eCentral's Communication Manager includes a patient satisfaction survey that is automatically emailed to your patients after an appointment. The survey also gives

satisfied patients the opportunity to refer friends or family members to your practice.

Are you asking for referrals, and are you seeing a result from your referral program? You can track this when new patients contact you for a first appointment by asking, "Whom may we thank for your referral?" If a caller says he came from your website or from finding your listing in the yellow pages, be sure to clarify, "What led you to the site or yellow pages?" Many people use the Web and/or phone directory to find a dentist that they have heard about. Stay committed to finding the source of that referral and then maybe one source deeper.

Room for Growth

Do you see the inspiration that can emerge from evaluating your management systems and reaching new goals one by one? All practices have room for improvement. Step back. Look at your practice with wide-open eyes. Commit to making every aspect of it better. Not only will you be more productive, you will also be more profitable. You'll find joy in your practice and the journey of improvement. **DM**

Learn More

To learn more about the Dentrix Practice Advisor, visit the Dentrix Resource Center and view the Practice Advisor tutorial. Information about the eCentral Communication Manager is available at www.dentrix.com/products/eservices/ecentral. *See "How to Learn More" on page 3 for instructions on accessing these resources.*

Cathy Jameson, PhD, is founder and CEO of Jameson Management, Inc. Cathy and her team of coaches provide comprehensive, in-office coaching on clinical, management and marketing systems. Cathy can be reached online at www.JamesonManagement.com, *on Facebook, Twitter, and NewDocs, or at 877-369-5558.*

Jameson Management Recommends You Analyze These 25 Management Systems

1. Attitude and Expectations / Mission Statement / Goal Setting
2. Communication Skills
3. Scheduling / Broken Appointments / Filling Voids
4. Morning Huddles / Team Meetings
5. Patient Financing
6. Insurance System
7. Full Use of Computers
8. Overhead Control / Fee Analysis
9. Payables
10. Monitors
11. Accounts Receivable Control / Statements / Collection
12. New Patient Experience
13. Treatment Planning
14. Consultations / Case Presentations
15. Patient Education
16. Clinical Efficiency
17. Charting System
18. Hygiene Retention
19. Periodontal Program
20. Marketing / Practice Building
21. Telephone Skills
22. Sterilization / Infection Control
23. Inventory Control
24. Follow-Up on Treatment Diagnosed and Left Untreated
25. Intra Oral Camera System

Killen Dental Clinic Improves Patient Care and Profitability

See how Dentrix practice management solutions transformed this hometown clinic.

When Dr. Todd Chastain bought Killen Dental Clinic from a retiring dentist in 1993, he didn't mind that it took six weeks or more to receive insurance payments. That was just the way it worked, and he didn't see any reason to upgrade the office's single-computer practice management system.

But after more than a decade using only one computer, and with the growth of the practice, Dr. Chastain realized he needed to make some changes to handle the increased volume of patients that were coming through the door each day.

Up until then, Killen Dental Clinic had been relying on a DOS-based computer program, primarily used for insurance claim submissions. The system made insurance management easier, but not by much. Once claim information was entered, it had to be exported to a Windows-based program that then relayed it to a third-party company, which would finally submit each claim to the appropriate provider. Dr. Chastain saw that he needed a more compre-hensive digital practice management system that would help collect payments faster and overcome the challenges of his existing system. When he learned that using Dentrix could help him receive payments in just a few days and streamline other daily tasks, he knew he'd found the system that would take his practice to the next level.

Get Faster, More Accurate Payments

Dentrix practice management solutions enabled Killen Dental Clinic to drop the outdated systems that had taken so much time to manage in the past. But more than that, Dentrix made it possible for Dr. Chastain and his staff to streamline and simplify collection processes in a dramatic way.

Getting accurate payments in a timely manner from both patients and insurance companies has become a reality for Killen Dental Clinic, thanks to Dentrix eClaims.

Electronic insurance claims are sent auto-matically in batch files at the end of each day right from the Dentrix system, leaving staff free to focus on other matters.

"The turnaround time for insurance claims is incredible," says Dr. Chastain. "With Dentrix I receive insurance payments within a week to 10 days, whereas before it would take two to six weeks after we filed the claim … And now when a patient leaves, they leave with a zero balance, because the patient knows [and pays] their portion before we complete a restoration."

Since implementing Dentrix software, Dr. Chastain reports a significant increase in payment: "Collecting prior to Dentrix was 80% to 85%. Now it is close to 95%, with very few write-offs. Billing is efficient, collecting is efficient, and everything is streamlined."
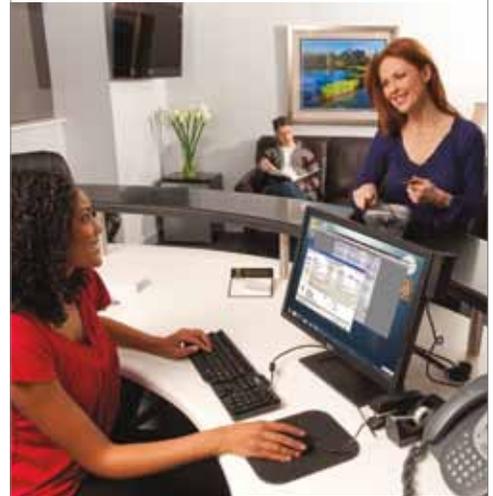
Streamline and Simplify Office Operations

Before implementing Dentrix, the clinic's office tasks like charting and making appointments were mostly paper-based and relied on manual entries. The practice was often extremely busy, and information would fall through the cracks or get logged inaccurately. This made it extremely difficult for front-office staff to keep patients coming and going in an efficient manner.

Now, scheduling patients or changing appointments is as simple as clicking a button, and the day's schedule is always updated to the minute and accessible from any room in the clinic. The system also makes follow-up a snap. "When a patient cancels and you go into the system to cancel the appointment, it automatically puts that patient in a file," says Dr. Chastain. "So at the end of the month, when we print recall, those patients that should have come in and didn't come in also print off. So you never lose the patient. They don't fall through the cracks."

Plus, with such a clear view of upcoming appointments, Dr. Chastain can stay on schedule throughout the day and staff can prepare operatories for specific treatments before patients arrive.

Increase Case Acceptance

Another benefit to the Dentrix practice management system is how it promotes case acceptance. The treatment planning module allows staff to create visible, easy-to-understand plans for individual patients, complete with images and diagrams, which goes a long way toward convincing patients to agree to the treatment.

"For most patients, I think disclosure is a big thing," says Dr. Chastain. "If you can hand them treatment plans, or when you show them on the screen the X-ray with the big black hole in it where the decay is, I think that's very reassuring to the patient and they have a better understanding of their treatment and what you're trying to do."

Giving patients a clear view into their treatment plans helps build rapport as well as trust in the dentist's recommendations, and this can result in dedicated longtime patients and years of referrals.

Boost Profits the Easy Way

Using Dentrix practice management software resulted in at least one unexpected benefit for Killen Dental Clinic: an 8% to 10% increase in profitability with the same customer base. But when a practice works more efficiently, bills and collects more quickly and accurately, and completes more treatment plans, an increase in profits may not be so surprising.

Dentrix automates and manages those day-to-day processes and tasks that used to burden Dr. Chastain and his staff. Now they're free to focus on giving the best patient care possible, building important relationships and becoming more profitable each year.

Make Life—and Work—Easier with Dentrix

Dr. Chastain chose Dentrix after speaking with other practices who had been using the system for several years. "Everybody I talked to, without exception, said, 'I wish I'd done this 10 years ago because it's made my life so much easier.'" he says. And today, he would say the same thing.

Though the thought of switching over to a comprehensive digital system like Dentrix was daunting early on for Dr. Chastain, he was happy with how quickly the staff became accustomed to it. "Once you get over that initial hurdle and start to feel comfortable with it, you realize the great time savings and the efficiency with the way everything is done …

The staff would all quit if I tried to make them go back to the old system, now that we have a streamlined process." **DM**

Do you want us to feature your practice in a Dentrix Magazine case study? Send an email message to dentrixmagazine@henryschein.com *and tell us how using Dentrix has improved your practice. Please type "Case Study" in the subject line.*

Dentrix Mobile

Released in May 2010, Dentrix Mobile has quickly become a popular app among Dentrix users.

Over 5000 Dentrix practices use Dentrix Mobile.

6000
5000
4000
3000
2000
1000
0

MAY 2010   APR 2011
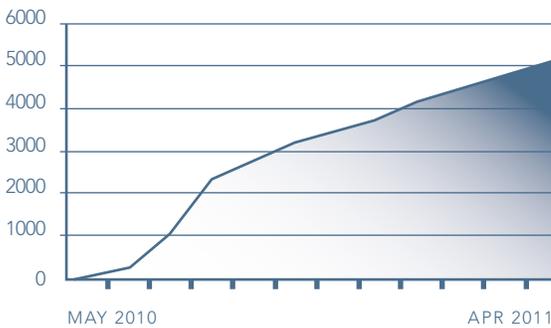
Su	M	Tu	W	Th	Fr	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

on AVERAGE
450
PRACTICES
SIGN UP
PER MONTH

Dentrix Mobile users prefer these mobile devices.

53%
iPAD, iPHONE, iPOD

29%
ANDROID HANDSETS

9%
BLACKBERRY

Dentrix Mobile is accessed over 500 times per day—on weekdays, weekends and at all times of the day and night.

8% Midnight – 6:00 am

32% 6:00 am – Noon

35% Noon – 6:00 pm

17% 6:00 pm – 9:00 pm

8% 9:00 pm – Midnight

82% WEEKDAYS

18% WEEKENDS

37% SAT   **63%** SUN
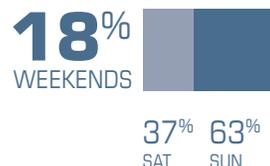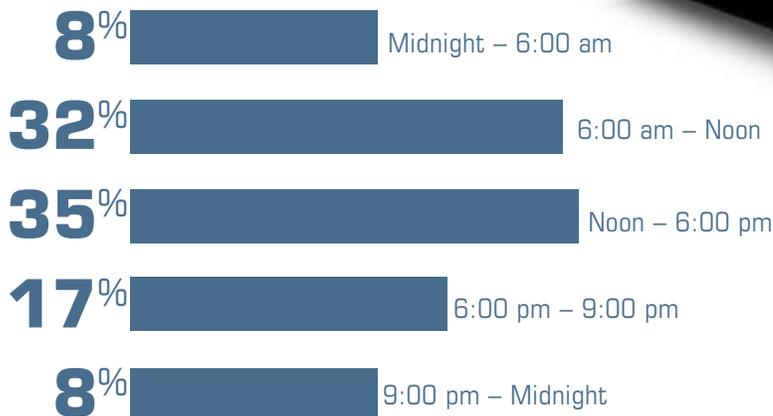
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