dentrix
MAGAZINE

Master the Metrics that Matter

Discover the five key performance indicators that reveal the health of your practice.

page 12

HENRY SCHEIN®

www.Dentrix.com/Magazine
Dentrix Magazine Volume 27 Issue 3 — Fall 2015

To contact *Dentrix Magazine*, send correspondence to Dentrix Magazine, 1220 South 630 East, Suite 100, American Fork, UT 84003; call 801-763-9300; or send email to DentrixMagazine@HenrySchein.com.

dentrix MAGAZINE

CONTENTS

Dentrix Magazine Volume 27 Issue 3—Fall 2015
www.Dentrix.com/Magazine

Get Dentrix News, Tips and Information

Sent Right to Your Inbox.

The Dentrix eNewsletter will help you stay up to date on the latest Dentrix product information, education opportunities, industry news, tips and tricks, promotional offers and more! Once a month you'll receive an eNewsletter featuring the following content:

- Product Information
- Training & Support
- The Dental Business
- Partner Products
- Tips & Tricks

Sign Up Today at www.Dentrix.com/newsletter

and don't miss out on the most up-to-date Dentrix information!

Dentrix Mastery Tracks

SPOTLIGHT

Dentrix Mastery Tracks™ allows dental professionals to test how well they understand and can use Dentrix. Read on to find out about Leslie Garabedian, an office manager who has completed all eight Mastery Tracks tests and earned all four specialist certificates.

LESLIE GARABEDIAN | OFFICE MANAGER

Where do you work?

Belmont Dental Associates in Haledon, New Jersey

What is your title?

Office Manager

What are some of the duties you're responsible for in your practice?

I'm in charge of overseeing day to day operations, monitoring policies in the office, presenting and closing treatment plans, setting up financial arrangements, practice marketing, employee hiring and training, collections and account receivables, payroll, maintaining relationships with local business and municipal government, and instituting and maintaining the therapy dog program in our office.

How long have you worked with Dentrix?

3 years

Which certificates have you earned?

Dentrix Clinical Specialist, Dentrix Front Office Specialist, Dentrix Financial Specialist, Dentrix Practice Analysis Specialist

What got you interested in Dentrix Mastery Tracks?

I liked the idea of taking the tests myself to be able to review my current skills, including my strengths and my weaknesses. From an office manager standpoint, I think the tests are great to give to the staff to see where their weaknesses are. It gives me the ability to help and train them to improve. I also think it's valuable from a hiring standpoint to see how knowledgeable potential applicants are.

How has participating in Mastery Tracks helped you use Dentrix?

It gave me the ability to pinpoint areas where I need to improve. I also learned a few things I wasn't aware of...like how to chart supernumerary teeth! If I came across something I didn't know, I was forced to research it, which in turn helped me learn additional Dentrix functions.

How has becoming a Dentrix specialist improved your career?

Being a Dentrix specialist is a way to prove my knowledge with the Dentrix software as well as my knowledge in the dental field. It shows that I have taken the time and effort to educate myself to learn and hone my skills as a dental office manager. Being more knowledgeable in Dentrix has helped increase office efficiency and allows us to run more smoothly on a daily basis.

What is your favorite Dentrix tip or trick?

There are a lot of Dentrix tips/tricks that I use and love, but two of my favorites are using the Verify Billing Statements to Send option and using procedure buttons when treatment planning.

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

eCentral Smart Messaging

Appointment attendance is critical to the health of your patients and the success of your practice. Regular hygiene and preventative care leads to better overall health, but you can't treat patients who don't attend their scheduled appointments. New eCentral Smart Messaging helps you solve this problem in three ways.

First, the new Smart Messaging feature ensures that Dentrix and eCentral sync in real time so that your reminders will always be accurate. Patients get reminders for appointments that have been updated and moved to a different day or time, giving you peace-of-mind that your reminders will always match your Dentrix Appointment Book.

Second, the new Smart Messaging feature helps you avoid the problem of over-communication: bombarding the patient with so many messages they build a negative impression. eCentral Smart Messaging allows you to set a hierarchy for email, text, and postcard. This means that eCentral will look through all of the patient contact information and deliver a single reminder to the patient based on a hierarchy you define.

The third problem that Smart Messaging solves is incomplete patient contact information. On average, nearly two-thirds of your patients will not have a complete set of contact information (mobile number, email, and mailing address). Looking through the Family File and deciding how to contact each patient individually is not the best use of your time. Smart Messaging will look through all of the patient contact information and deliver a single reminder to the patient based on the contact information you have on file.

Smart Messaging is available now. For more information or to order visit dentrix.com/promotions/smartmessages.

Announcing New Insurance Payor Connections

Dentrix Attachments

Payor ID	Payor Name
86098	AmeriHealth DC Medicaid - Avesis
86098	AmeriHealth MI MMP (Medicare/ Medicaid) Avesis
62308	Caterpillar (A Cigna Plan)
36215	Central States Fund
36215	Central States Health & Welfare Funds
36215	Central States SE & SW Areas H & W Fund
62308	Compass Group (A Cigna Plan)
62308	Cracker Barrel Old Country Store (A Cigna Plan)
62308	Delphi (A Cigna Plan)
62308	Deluxe Corp (A Cigna Plan)
46278	DHW FL Medicaid Adults
46278	DHW FL Medicaid Children
46278	DHW FL Medicaid Long Term Care (LTC)
46278	DHW Medicare Advantage
62308	Federal Reserve (A Cigna Plan)
62308	FedEx (A Cigna Plan)
62308	Govt. District of Columbia (A Cigna Plan)
62308	Kellogg (A Cigna Plan)
62308	Lacera (A Cigna Plan)
62308	Lowes (A Cigna Plan)
62308	McKinsey (A Cigna Plan)
CX014	Medicaid VA Smiles for Children Over 21
62308	Phillip Morris/ Altria (A Cigna Plan)
62308	Shelby Schools (Memphis City Schools)
62308	Shell Oil (A Cigna Plan)
62308	St Gobain (A Cigna Plan)
62308	St of CT (A Cigna Plan)
62308	Sun Trust (A Cigna Plan)
36215	Teamcare
62308	Wyndam (A Cigna Plan)

Dentrix eClaims

Payer ID	Payer Name
39640	A & D Charitable Foundation Inc. (dba GreatLake PACE)
53589	Arizona Blue Cross Blue Shield
16180	Aspen
99660	Central Valley Medical Services (dba Fresno PACE)
66698	Comprehensive Senior Care Corp (dba Centra Care)
8754	Eddy Senior Care
CBFLF	Florida Blue FEP
59143	Harrington Health Colonial Dental
71498	LifeCircles PACE
AFSOH	Ohio AFSCME Care Plan
70454	PACE CNY
96400	San Diego PACE
64009	Valir Pace
48123	Via Christi HOPE

Dentrix Insurance Manager

Payer ID	Payer Name
CKVA1	DentaQuest Government Plans (Medicaid of Virginia)
47171	Kansas City Blue Cross Blue Shield of Kansas City MO

Dentrix eEOBs

Payer ID	Payer Name
CBUTF	Blue Cross Blue Shield of Utah (FEP)
CBUT1	Blue Cross Blue Shield of Utah (UHIN)
CX010	Health Partner of Minnesota - Medicaid

View the entire list of electronic payor connections using the Payor Search Tool at www.dentrix.com/products/eservices/eclaims/payor-search.


"Productivity is up 25%, and I attribute it, in part, to the seamless integration of new technology into our practice.
And our patients and staff love it!!"
Michael Corson, DDS
Denver, CO
HENRY SCHEIN®
ConnectDental®
Henry Schein has the solutions you need to connect your practice technologies, increase work flow, and enhance efficiency.
Rely on us to help you determine the most appropriate products and technologies to advance your practice and provide quality patient care.
3D CONE BEAM IMAGING
CAD/CAM TECHNOLOGY
COMPUTER HARDWARE
DENTAL LAB INTEGRATION
DIGITAL IMPRESSIONS
DIGITAL PANORAMIC X-RAYS
DIGITAL SENSORS
INTRAORAL CAMERAS
PRACTICE MANAGEMENT SOFTWARE
1-800-890-8153
www.henryscheindental.com
Dr. Mike Corson
CORSON DENTISTRY

Three Ways You Can Help Us Improve Dentrix

Share your input and help shape the future of Dentrix.

It's been almost two years since I became the product manager for Dentrix. In my first *Dentrix Magazine* article in the spring of 2014, I discussed the changing dental landscape and the need to work more closely together to chart a course for the future. I am pleased with the number of people who have participated over the last two years in helping to shape the future of Dentrix. I want to take this opportunity to remind you of existing methods to share your ideas and enhancements with us and a new method that we are introducing this year.

In 2014, we instituted the Dentrix Advisory Committee. This group of approximately 200 people, including IT professionals, dentists, office managers, hygienists, assistants, scheduling coordinators, billing coordinators, and more, have participated in focus groups, surveys, product demonstrations, and other activities to help us understand how we can continue to increase the value of Dentrix for all of our customers. This group continues to play a valuable role as we move forward with Dentrix. If you are interested in participating on the committee, please email me at brad.royer@henryschein.com.

In addition to the committee, we constantly review the myvoice.dentrix.com site, which currently has over 2,061 suggestions and over 10,400 unique supporters. In Dentrix G6, we made this website even easier to access by adding the "Enhancement Request" option to the Help menu in all Dentrix modules. No matter where you are in Dentrix, it's easy to let us know how we can improve your Dentrix experience. In addition, we have started to update the status of items as we research, plan, and develop future releases. We hope to increase transparency so you know what we are working on and we can continue to receive feedback during the development process. If you have not yet had a chance to add, review, or vote on an idea, I would strongly encourage you to visit the site.

I am also happy to report that in addition to these methods, we are adding another way for you to share feedback with us this year. At our Business of Dentistry Conference, which is being held in Orlando, Florida from October 7-10, we are holding eight focus group sessions for users to come and meet directly with me. The topics we will cover include support, reports, front office, and chairside enhancements. I would love to see you at this event! Moreover, I look forward to the opportunity to discuss how we can continue to make Dentrix meet your changing needs.

I know that as we work together, we can improve efficiencies, lower costs, enhance clinical decision-making, and increase capacity for dental professionals using Dentrix. Thank you for all of your ideas and for your dedication to Dentrix! I can't wait to see you at our Business of Dentistry Conference focus groups. **DM**

BRAD ROYER
Dentrix Product Manager

DENTRIX
INSIGHT SEMINAR

Save time. Boost profits. In just half a day, you can begin to transform your practice by harnessing the full power of Dentrix.

Space Is Limited. Register Today!

Visit www.Dentrix.com/InsightSeminar or call 866.367.2711

ONLY $49

Go beyond the basic features of Dentrix and discover better ways to:

- Collect and manage accurate patient information
- Improve and simplify schedule management
- Streamline patient payments and track practice profitability
- Keep your database up to date and properly backed up

Say hello to Dentrix G6! Find out what's new and how it can streamline operations. Features include:

- Split payments by family member
- Assign correct providers for completed procedures in the Appointment Book
- Unify your business and patient contacts and create custom patient lists
- Add more detail to patient medical alerts

DENTRIX

HENRY SCHEIN®

Note: CE credits are not offered as part of the Insight Seminar training. For advanced, hands-on training using a computer we recommend you attend a workshop. Visit www.Dentrix.com/Workshops.

DENTRIX® Mastery Tracks

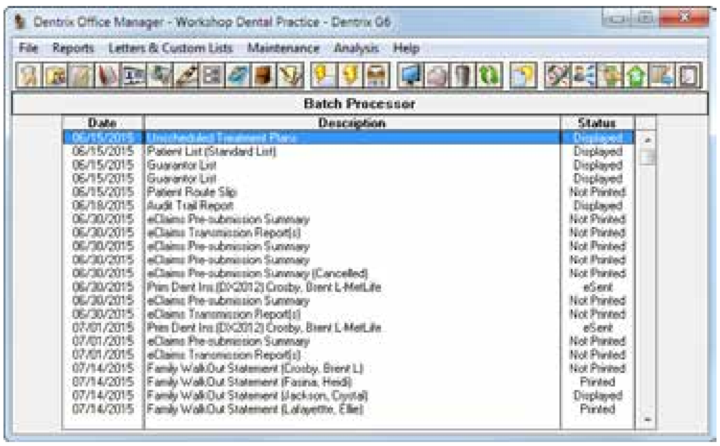
Tips & Tricks

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

Front Office | Financial | Practice Analysis | Clinical

Save Time in the Batch Processor

Did you know that you can preview any report in the Batch Processor by double-clicking it? This feature, available in Dentrix G5.2 or later, saves you from having to first select the report and then click the **Preview** button. It's a small thing that can save you many cursor movements over the course of a day!

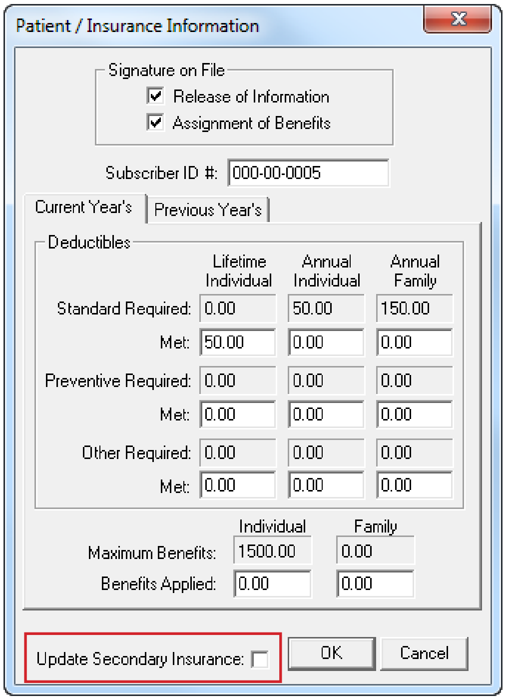


Updating Secondary Insurance

Since insurance coverage is not retroactive, Dentrix tracks what secondary insurance information was assigned to the patient when a primary insurance claim was created. Dentrix assumes that if the patient did not have secondary insurance assigned (or had a difference in coverage) when the primary insurance claim was created, any new secondary insurance information does not apply to that claim. The Update Secondary Insurance option allows you to override the default if a mistake in assignment has been made.

To update secondary insurance information:

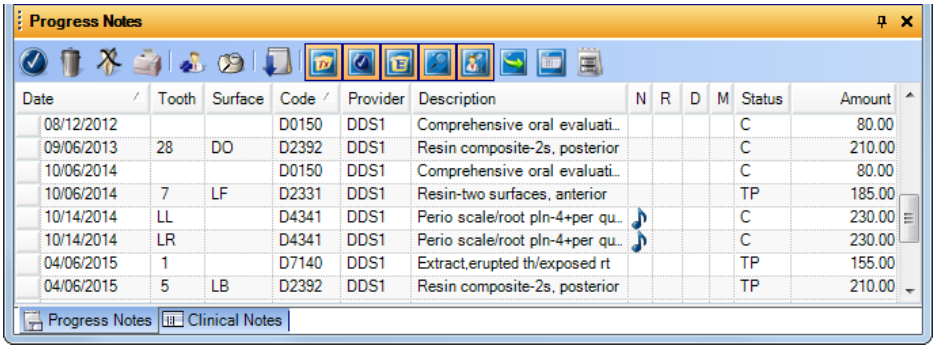
1. Verify the secondary insurance information in the Family File is correct.
2. From the Ledger, double-click the primary insurance claim. The Primary Dental Insurance Claim window opens.
3. Double-click the **Subscriber Information** block. The **Patient/Insurance Information** dialog box appears.
4. Check the **Update Secondary Insurance** box, and then click **OK**.



Sorting and Filtering Progress Notes

If you've ever had to look through a patient's progress notes in the Chart to find information about a specific procedure or find treatment during a certain time period, then you know what a daunting task this can be for a patient who has had a lot of work posted.

Here are a few different methods you can use to sort progress notes and change how the information is displayed, making it easier to find the information you need.

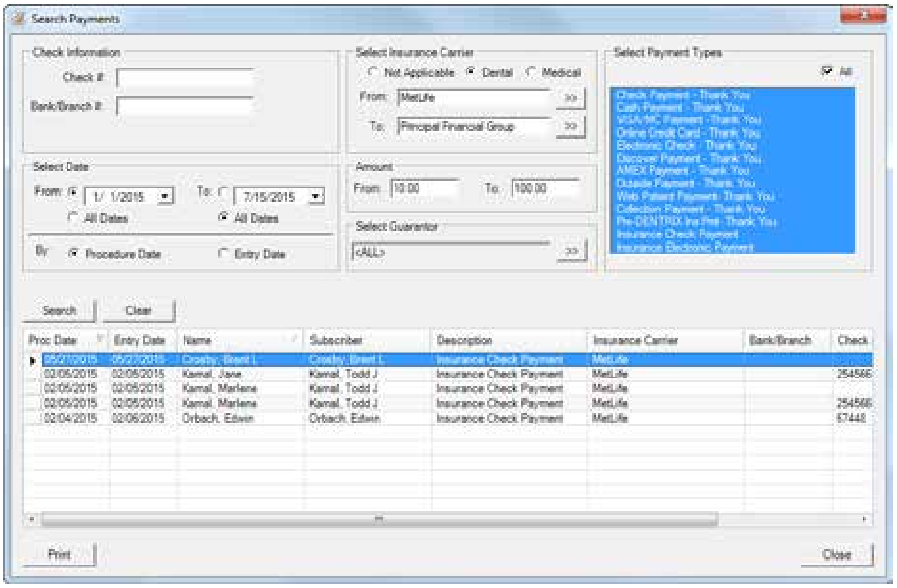


1. Sorting progress notes by column - Click the column headings to arrange the information chronologically, numerically, or alphabetically (depending on the column you select).
2. Use status buttons to narrow your search - Progress notes can be viewed by treatment status. To make it easier to look through the progress notes, turn on only the status button for the type of procedures you are looking for: treatment plan, completed, existing, conditions, exams, or referrals.
3. Viewing clinical notes - If what you are looking for would be found in the clinical notes for a procedure, you can either switch to the Clinical Notes tab or view the clinical notes within the progress notes by clicking the Clinical Notes button. When you view clinical notes within the progress notes, you can sort them by column to make finding what you want a little easier.
4. Painting progress notes - You can have the paint colors assigned in the Graphic Chart correspond to the color of your progress notes, which may help you locate them more quickly. To coordinate your progress note color with your paint colors, from the Chart menu, select Setup > Chart Display Setup. In the Chart Display Setup dialog box, check Use Paint Colors for Progress Notes. Then click OK.

Try out some of these sorting features in the Progress Notes panel. Many of them can be combined for a more in-depth sorting experience (combine the sorting of columns with the selection of certain status buttons, for example). And if you need to undo all your column sorting and start all over from scratch, click the Default Sort button, which sets procedure notes back to a chronological order with the oldest notes at the top of the list.

Searching for Payments

Have you ever had to research an insurance payment that you know you entered into Dentrix, but you don't know who the payment was posted to? Or, have you ever had a patient call you to talk about a payment they made "earlier this year" that they have questions about? You can use the Search Payments utility to find specific payments that have been posted to the Ledger without having to manually look through patient accounts or running reports. You can find payments using the information you have, such as check number, date, insurance carrier, payment type, amount, or guarantor.



To use the Search Payments utility:

1. From the Ledger, click File > Search Payments. The Search Payments dialog box appears.
2. Enter the search criteria you want to use to search for the payment(s). You can combine several search criteria for a more precise search with fewer results.
3. When you have entered your search criteria, click Search.

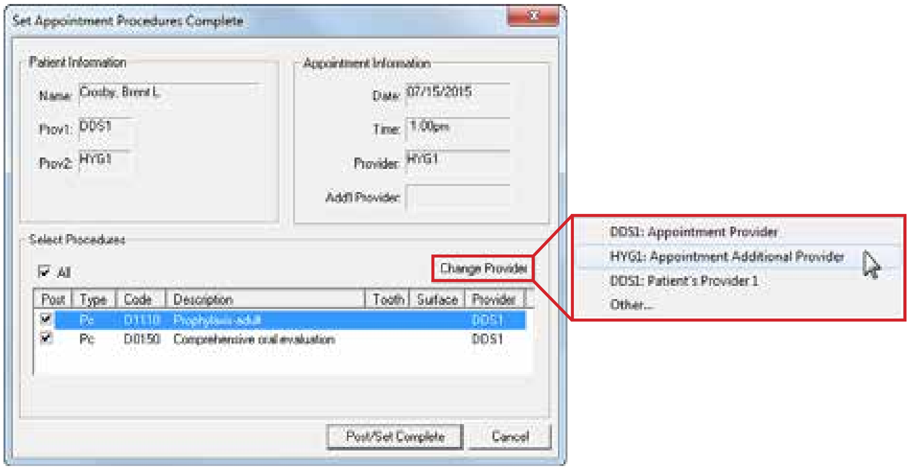
Any payments matching your criteria are listed. Double-click any payment listed to open the Ledger for that patient so you can view the payment in more detail.

Assigning Providers to Procedures before Posting Them

One of the new features in Dentrix G6 is the ability to assign providers to individual procedures in an appointment before setting it complete. For example, if you have an appointment with an exam performed by the doctor and X-rays and a prophy completed by the hygienist, then you adjust the providers before posting it complete. When you set the appointment complete in the Appointment Book, you can assign procedures to different providers, and double-check that the correct provider is assigned to each procedure.

To set procedures complete for an appointment with multiple providers:

1. In the Appointment Book, select the appointment you want to set complete.
2. From the toolbar, click the Set Complete button. The Set Appointment Procedures Complete dialog box appears.
3. By default, the procedures associated with the appointment are listed in the Select Procedures group box, with a check mark in the Post column, and assigned to the patient's appointment provider in the Provider column.
4. Uncheck any procedures that were not completed during the appointment, if needed.
5. To change the provider for a procedure, select the procedure in the list and click the Change Provider button.



6. Select the appropriate provider for the selected procedure. Click Other to open the Select Provider dialog box from which you can select any active provider in the practice, if needed. The provider name changes for the selected procedure.
7. Click Post/Set Complete.

The appointment color changes to gray in the Appointment Book and Dentrix posts the procedures to the Ledger. For more information about other new features of Dentrix G6, including information on how you can upgrade, visit www.g6.dentrix.com.

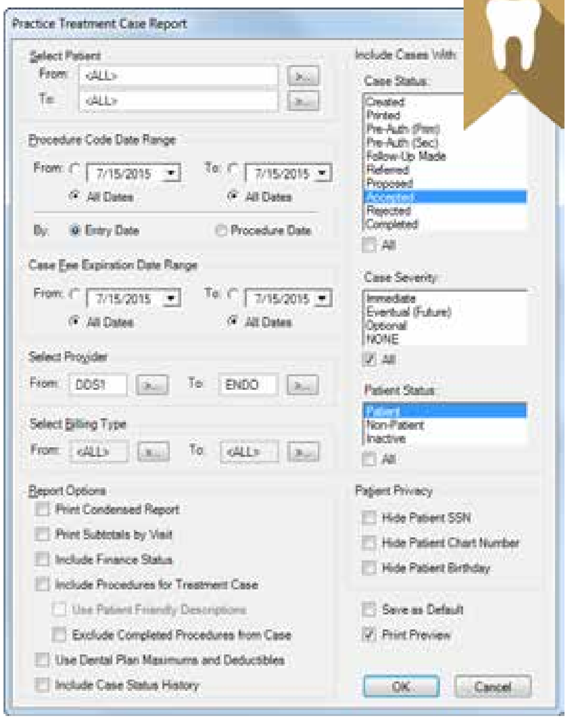
The Practice Treatment Case Report

Outstanding treatment plans can be one of the most valuable sources of revenue for your practice. It's important to track how well you are doing with case acceptance and to find outstanding treatment so you can make sure you are addressing your patients' health needs and being as profitable as possible. The Practice Treatment Case Report shows a detailed report of all patients with treatment plans. With this report, you can see the total number of accepted and rejected cases.

To print the Practice Treatment Case Report:

1. In the Treatment Planner, from the File menu, click Print > Practice Treatment Case Report. The Practice Treatment Case Report dialog box appears.
2. Use the filters within this dialog box to select the range of patients, procedure codes, case status, etc. that you want the report to include.
3. To save your custom report settings for the next time you run the report, check Save as Default.
4. To preview the report before printing, check Print Preview.
5. Click OK to print the report.

Similarly, you can print a Patient Treatment Case Report to see a detailed report of treatment plan cases for a specific patient. First select a patient in the Treatment Planner, and from the File menu, click Print > Patient Treatment Case Report. Apply filters as needed, and preview or print the report.



DENTRIX WORKSHOPS 2015

Put more of Dentrix to work for you.

Ever wonder if you're doing things the hard way?
Find out what tools you're not using at a Dentrix workshop.

Coming to cities nationwide this fall!

Insurance: Billing and Collections

Do it right to get paid faster — 6 CE CREDITS

Gain an in-depth understanding of how to correctly bill insurance in order to increase claim acceptance and collect more quickly and easily. Includes new G6 Ledger!

$299 per person — 1-day class for experienced Dentrix users, 9 am – 5 pm

Accounts Receivable Management

Take control of your patient A/R — 6 CE CREDITS

Learn to simplify the billing statement process, enhance the effectiveness of collections efforts, and properly track and manage important A/R routines. Includes new G6 Ledger!

$299 per person — 1-day class for experienced Dentrix users, 9 am – 5 pm

Treatment Planning and Case Presentation

Create and present treatment options effectively — 6 CE CREDITS

Learn in-depth how to create, customize, present and manage patient treatment plans for improved patient education, case acceptance and documentation.

$299 per person — 1-day class for experienced Dentrix users, 9 am – 5 pm

Clinical Charting

Move beyond just posting procedures — 6 CE CREDITS

Discover features that make charting easier and more efficient. Learn to create thorough, accurate clinical records in the Dentrix Patient Chart and Perio module.

$299 per person — 1-day class for experienced Dentrix users, 9 am – 5 pm

Essentials Workshop

Master the basics — 12 CE CREDITS

Become familiar with the essential Dentrix features that will help you work more effectively in your practice, and make your daily routines easier and more efficient.

$449 per person — 2-day class for newer Dentrix users, 9 am – 5 pm

EARLY REGISTRATION SAVINGS!

$40 OFF per seat when you register at least 3 weeks early!

Academy of General Dentistry PACE Program Approval for Continuing Education

Earn 6 CE Credits per day

ADA C·E·R·P® Continuing Education Recognition Program

View course descriptions and register online at www.Dentrix.com/Workshops or call 866.367.2711

HENRY SCHEIN®

Mastery Tracks professional skills assessment included with these workshops.

MASTER THE METRICS THAT MATTER

TAMMY BARKER
Senior Product Manager

Discover the five key performance indicators that reveal the health of your practice.

The best way to be successful is to maximize the productivity and efficiency in your practice. How? By understanding and managing the key performance indicators (KPIs) in your practice on a regular basis.

Just like your blood pressure, body weight, and cholesterol numbers indicate your physical health, your KPI numbers indicate the financial health of your practice.

Monitoring your KPIs and taking action to improve them can help you eliminate waste, optimize production, improve efficiency, and drive higher profitability. Mastering the metrics that matter gives your practice a competitive edge.

Which KPIs matter most to practice profitability? Henry Schein has researched this question extensively. After measuring dental practice success for more than 20 years, we recommend dentists focus on these five KPIs: active patients, active patients in hygiene, production, accounts receivable, and schedule optimization.

KPI #1: Active Patients

The Pulse of Your Practice

Your active patients—the number of patients who visited your office in the past 18 months—is the #1 KPI because it affects the current and future cash flow of your practice.

Think of your active patients as the pulse of your practice. A steady increase in active patients from month to month is a sign of a healthy, growing practice. If your active patient base shrinks, overall cash flow will soon shrink as well.

Your practice management software can help you track your active patients. Once you identify your active patient base number, start working to stabilize and increase it.

Set monthly, quarterly and yearly goals to grow your active patient base. Involve your team in growing this number by encouraging follow-up visits and new patient referrals.

How you enter a patient into your database for the first time can help you track the source of your new patients. Take the time to enter new patient information accurately, including specifying the referral source (Figure 1). Over time you can see where your best referrals are coming from and nurture those sources.

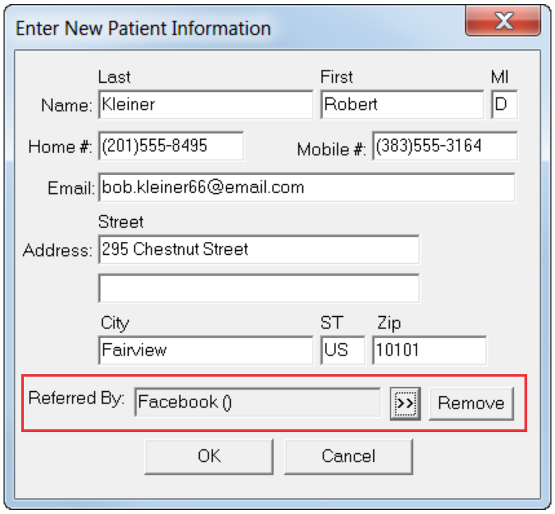


Figure 1 Entering referral sources in new patient appointments helps you identify your best referral sources.

What to Do

If your number of active patients is declining from month to month, it's time to take action.

To maintain a healthy pavient base, the average practice should see between 20 and 25 new patients per month. If your active patient base isn't growing, try this:

- Follow up on patients who are overdue in hygiene.
- Ensure the patients coming in today are set up correctly in the scheduling system so their continuing-care future due dates are accurate.
- Track where new patients are coming from and focus on the marketing activities that yield the greatest results.

KPI #2: Active Patients in Hygiene

Your Primary Growth Source

Your active patients in hygiene—the number of patients with a hygiene appointment in the past 12 months—is a crucial metric for two reasons:

1. It forecasts the number of active patients you will have over the next 12 months.
2. It is the primary source of growth and production for your practice.

Forecasting your active patients in hygiene lets you know if your practice is on track to achieve your financial goals. If your active patients in hygiene start to decline, you can take corrective measures to bring the numbers up before another six months go by.

Ensuring that patients are scheduled to return for their hygiene visits every six months also helps maintain and increase your active patient base (KPI #1).

What to Do

Look at the number of patients seen in hygiene and the number of patients who have scheduled return appointments in the next six months. If the number of hygiene reappointments falls below 85 percent of the active patients in hygiene number, it's time to take action. If your hygiene patients aren't reappointing, try this:

- Use the Continuing Care module to track the due dates and last visit dates of your hygiene patients.
- Set up standard routines to encourage and remind patients to schedule hygiene appointments before their due date.
- Attach continuing care to each patient coming through your practice.

KPI #3 Production

A Healthy Hygienist/Doctor Mix

Tracking the production numbers for hygienists and for doctors separately lets you know who is doing the work, what the work is, and how much revenue your practice can expect from each provider.

A healthy mix of hygiene and doctor production is vital for practice profitability. An average production mix of 65–75 percent for doctors and 25–35 percent for hygiene is ideal.

The Dentrix Practice Advisor Report can help you track production by provider, overall production, case acceptance, outstanding treatment plans, reappointment rates and other areas that affect practice profitability.

What to Do

If hygiene production falls to 15–20 percent of your total practice production, it's time to take action. If your production numbers are down, try this:

- Discuss production numbers in your daily huddle meetings.
- Ask the team for ideas on how each team member can improve case acceptance, patient care and overall production.
- Help patients overcome financial worries, fear of invasive procedures, and other barriers to treatment by openly discussing their concerns.

KPI #4
Accounts Receivable

Easy to Measure, Hard to Do

The accounts receivable management KPI shows whether your practice is actually making money. Profitable practices set a goal to collect at least 98 percent of their total adjusted production (gross production minus adjustments).

For example, if your monthly gross production (the sum of the fees you normally charge patients) is $80,000, and your monthly adjustments (discounts and insurance write-offs) are $16,000, your total adjusted production is $64,000. Your collection goal for that month would be $62,720 (98 percent).

The way you manage your accounts receivable determines your profitability. While this may seem obvious, many practices fail to compare their outstanding A/R to their production each month.

Dentrix can provide valuable insight into accounts receivable so you can take the appropriate measures to get paid. Monitor the following A/R figures at least once a month:

- Account balance aging (30, 60 and 90 days)
- Pending insurance claims aging
- Daily over-the-counter collections
- Total collections
- Totals by provider

The sooner you can address a collections issue, the more likely you'll get paid. Outstanding balances beyond 30 days should be targeted first. Once a balance ages beyond 90 days, you lose 7 percent of the value of that balance every month. By the time the balance ages 12 months, your practice has lost more than the balance is worth.

What to Do

If your monthly collections rate is lower than 98% of your adjusted production totals or if you have outstanding balances that are over 30 days past due, try this:

- Provide third-party financing options to help your patients afford necessary treatment.
- Put a written financial policy in place and make sure your patients understand it and your team reinforces it.
- Help your patients pay on time by setting up electronic payment plans.
- Flag balances that are more than 60 days overdue and call these patients ASAP.
- File insurance claims electronically.

KPI #5
Schedule Optimization

The Fuller the Better

Schedule optimization is the cornerstone of an efficient and profitable practice. Managing your schedule effectively can minimize team stress, increase patient satisfaction, and maximize production.

Properly setting up your Appointment Book affects several key metrics of practice success, including:

- Average hourly production
- Production by procedure
- Unfilled hours
- Scheduled hours
- Number of broken appointments not reappointed
- Revenue lost from broken appointments

Unfilled hours in your schedule directly affect your bottom line. Losing one hour of hygiene time per day over a 210-day year can cost your practice more than $30,000 in a year. Losing one hour of dentist time per month can cost your practice more than $144,000 in a year.

IMPROVE COLLECTIONS

TOTAL PRODUCTION
- ADJUSTMENTS

ADJUSTED PRODUCTION

ADJUSTED PRODUCTION
X .98 (98%)

COLLECTIONS GOAL

What to Do

Unfilled provider time means lost production. Monitor your schedule regularly, and when you see that providers have open time in the schedule, use the tools in Dentrix find patients to schedule. To help fill unscheduled hours, try this:

- Use the ASAP List to find patients who want to come in sooner than scheduled.
- Use the Open List to find patients with flexible schedules.
- Use the Unscheduled List to track patients who cancel or miss appointments and contact them to reschedule when you have openings.
- Reach out to patients with postcards, emails, and text messages to remind them that they have unscheduled treatment plans and encourage them to schedule.

Next Steps

Implement and Manage KPIs

Analyzing your practice performance based on specific numbers gives you a better understanding of your practice's strengths, weaknesses, and opportunities.

In Dentrix, for example, you can run the Practice Advisor Report to see your KPIs at a glance. This report shows your active patient base, active patients in hygiene, practice production, accounts receivable, schedule optimization, and many more indicators of your financial health. You can also compare your current performance to past months or year-to-date numbers.

The Practice Advisor Report compares your practice's KPI statistics to industry-standard benchmarks. When your KPIs fall below the benchmarks, the report offers recommendations to help you improve your profitability.

If you want more personalized recommendations specific to the problems in your practice, you can also sign up for the Dentrix Profitability Coaching program. Whether you're new to Dentrix or you've been using the software for years, Dentrix Profitability Coaching can help you implement and manage KPIs for greater practice efficiency and profits. To learn more about Dentrix Profitability coaching, visit www.Dentrix.com/Coach.

You've worked hard to establish your practice. By mastering the metrics that matter you can ensure it remains a healthy, growing practice. Make a regular checkup of your KPI "vital signs" a method for your success.

LEARN MORE

To learn more about the Dentrix Practice Advisor Report, see the "Practice Advisor Report" topic in the Dentrix Help or view article #47688 in the Dentrix Resource Center.

MANAGING YOUR CONTACTS IN DENTRIX G6

GARY FRAZIER
Contributing Editor

Explore the new Dentrix G6 eDex module and find out how to create a digital contact directory in Dentrix.

Managing and organizing contacts can be a daunting task for any business. Over time you become acquainted with many salespeople, computer technicians, tradespeople, employees, specialists, and other professional contacts. In the past, you may have relied on a Rolodex, an address book, business cards, or even sticky notes to keep track of all these contacts. Today, you may keep your contacts on your cell phone—at least the ones you communicate with most frequently. With Dentrix G6, you now have an alternative to these other organizers, and it can be easily accessed by your entire office staff.

eDex is an electronic contact manager and directory to which you can attach patient, account, and other contact notes. You can use eDex to manage and quickly search lists of patients (active, inactive, or archived), employers, insurance carriers, labs, non-patients, providers, staff, referrals, and any other contacts you may want to remember. Using eDex, you can create custom contacts and contact categories to filter the Contacts List or even locate a patient's next appointment. The eDex window consists of the eDex and Dentrix modules toolbars, the Search text box, the contacts list, and a contact details and notes area (Figure 1).

Adding Contacts and Categories

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.

To add a contact, click the **New Contact** button on the eDex toolbar. From the **Add New Contact** dialog box, select the category that you want to add the contact to, type the contact's information in the appropriate text boxes, and then click **Save** (Figure 2).

Figure 1 The eDex window.

Figure 2 The Add New Contact dialog box.

Figure 4 Changing an appointment's status from the eDex window.

Figure 3 The Edit Contact Categories dialog box.

To edit a patient's contact information, click the Family File button in the Dentrix modules toolbar to open the Family File.

By default, eDex comes with 13 categories that you can use to organize your contacts. You can add to these categories, and you can delete any categories that you create, but you cannot delete any of the default categories.

For example, to add a category for computer technicians, click the Edit Contact Categories button on the eDex toolbar. From the Edit Contact Categories dialog box, click Add New (Figure 3). Type the description of the category, and then click the Select Color square and select a color for the category in the Category Setup dialog box. Click OK.

Searching For Contacts and Appointments

Before conducting a search of your contacts list, you'll want to set the parameters of your search by setting filters. Click the Set Filters button on the eDex toolbar. From the Set Filters dialog box, click Clear/Select All, and then from the list, select the filters that you want to search by. Click Close. You can then search for a contact by simply typing the contact's name, phone number(s), email or home addresses in the Search text box of the eDex window.

From eDex, you can open the Appointment Book and locate a patient's next appointment. Or, you can change a future appointment's status directly from eDex by clicking the down arrow and selecting the appropriate status from the list (Figure 4).

Notes

eDex provides areas for three types of notes. The first is the patient note. This is the same patient note found in the Family File, and if a patient has a patient note in the Family File, it appears in eDex. But, you can also add or append a patient note from eDex to the Family File by clicking the Append Patient Note button (Figure 5).

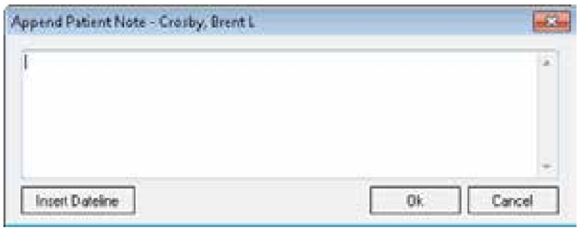


Figure 5 The Append Patient Note dialog box.

The second type of note is an account note. A note only appears in the Account Notes text box in eDex when the patient has an account note in the Ledger.

The last note type is a custom note which is specific to eDex. You can add a custom note to any type of contact in your contact list simply by typing in the Custom Notes text box. The Custom Notes text box includes a toolbar that you can use to format the text. You can also use a note template to ensure that your notes are consistent from contact to contact. You can even create and edit templates to fit the needs of your office.

eDex is a powerful tool from which you can save and organize your contacts or open Dentrix modules such as the Family File, the Ledger, the Appointment Book, the Patient Chart, and the Document Center. **DM**

A Patient Charting Primer

Create more accurate clinical records with the visual tools in the Dentrix Patient Chart.

When you are traveling down the path to a paperless office, the computer is your patient chart, and your clinical documentation is all stored electronically. You no longer have your blue and red indelible pencils to draw in the existing fillings, put Xs on the missing teeth, and mark up the tooth chart the way you want it. The goal with an electronic chart, as with a traditional paper chart, is to make it as accurate as possible so that as the doctor walks in for the exam or discusses the treatment plan, mistakes aren't made based on inaccurate information.

This article teaches some of the tips and tricks you can do with Dentrix to make the patient chart look as accurate as possible.

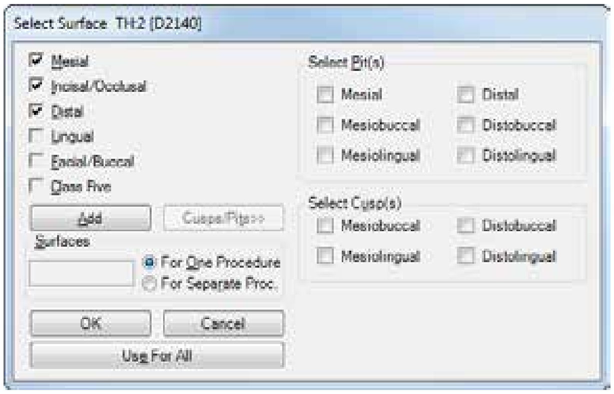


Figure 1 The Select Surface dialog box.

A Few Charting Tips

Remember when you were treatment planning that occlusal pit composite filling or the MOD that covered the entire mesial cusp, and you could get out your colored pencils and color away? You can do the same thing in the Dentrix Patient Chart. As you treatment plan the procedure, from the **Select Surface** dialog box, just click the **Cusps/Pits** button to expand the dialog box (Figure 1), select the paint surfaces you want, and click **OK**. If the filling has already been treatment planned and you want to change the look of the filling, right-click the tooth in the Patient Chart, and then click **Edit Surface Painting** in the shortcut menu. In the **Edit Surface Painting** dialog box (Figure 2), make the needed changes, and click **OK**.

Remember in the paper chart you could pick up your pencil and draw in a lingual bar retainer or circle something you wanted to remember? With the Chart Notations, you can do exactly that. On the Chart module tool bar, click the Chart Notations icon (Figure 3) and then click **Edit Notations**. The **Dentrix Notations** palette appears (Figure 4). Select the color and size of pen you want, such as a Fine Point Pen. Use your mouse to freehand draw on the tooth in the Patient Chart. If you want to erase your drawings, select the eraser tool.

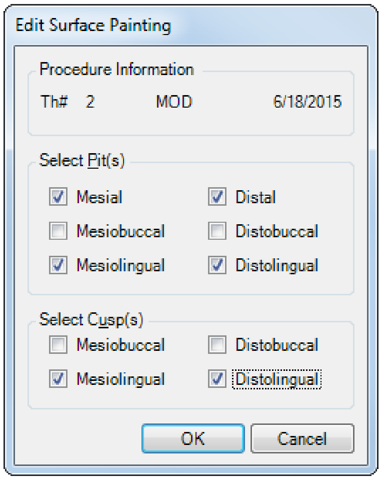


Figure 2 The Edit Surface Painting dialog box.

Figure 3 The Chart Notations icon on the Chart module toolbar.

What about the patient who had 4-bi extractions during ortho when they were a teenager? You don't want it to look like they have missing teeth. What about the patient who has a large diastema between 8 and 9? Using Conditions in the Procedure Codes palette (Figure 5), you can create a visual picture of the patient's mouth. Here are some common conditions to use:

- **15000 Mesial Drifting:** Use this for missing teeth when the space has been closed. This paint type will put arrows to show the space has been closed.

Figure 4 The Dentrix Notations palette.

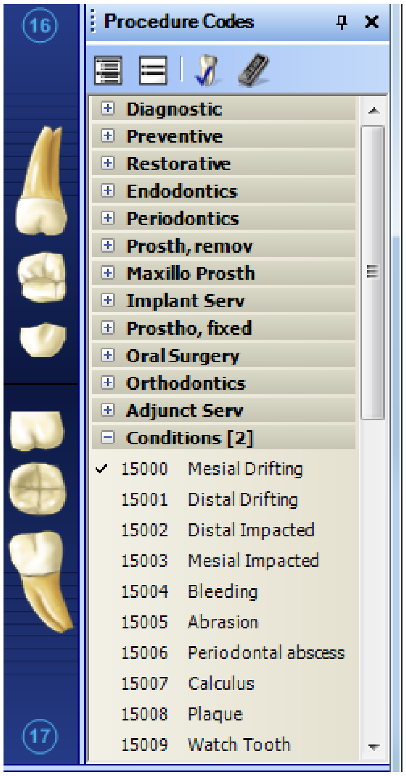


Figure 5 Conditions in the Procedure Codes palette.

- 15112/15113 Mesial/Distal Open Contact: Use this for diastemas and open space between teeth.
- 15114 Unerupted: Use this condition when the tooth is below the gum line. (Using this condition will also cause the Perio Chart to skip the tooth.)

As you explore the features and capabilities of the Dentrix Patient Chart, you'll discover how easy it is to create and maintain accurate charts as you continue down the path towards a paperless office. **DM**

LEARN MORE

To learn more about the Dentrix Patient Chart, see the "Patient Chart overview" topic in the Dentrix Help.

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

DAYNA JOHNSON
Certified Dentrix Trainer

Efficiency Equals Profitability

Increase efficiency and become more profitable with these 14 tips.

Do you ever feel like there aren't enough hours in the day? Are your expenses increasing, but your profit isn't? Are you disappointed in your expected return on investment of equipment purchases?

A common thread among practices with these challenges is lack of efficiency. Efficient doctors and teams complete tasks in the least amount of time possible with the least amount of resources possible by utilizing time-saving strategies. Inefficient doctors and teams take the long road.

Skip the long road! In fact, if you are not looking at ways to become more efficient in your practice, you may well be losing ground on staying profitable and successful.

Successful companies look at ways to enhance efficiencies. There's the "olive" of change that American Airlines made in the 1980s. They calculated that if you remove just one olive from every salad served to passengers, nobody would notice and the airline would save $40,000 a year.

At the American Standard plant in Tyler, Texas, it's the doormats in the entryways. Now, they just get vacuumed instead of sent out for cleaning and that saves the company $70,000 a year.

Xerox saved $200,000 a year by having the employees do the watering instead of a watering service.

As a small business, efficiency is even more important because your resources are limited compared to large global companies. To keep pace in an increasingly competitive world, your practice needs to run as efficiently as possible.

Efficiency isn't just about reducing costs; you still have to achieve other business objectives, including service quality, in order to attract new patients, keep existing patients, and provide profitability. The blending of efficiency and service quality is the combination you need to maintain a healthy practice in a competitive economy.

> "To keep pace in an increasingly competitive world, your practice needs to run as efficiently as possible."

> “Efficient doctors and teams complete tasks in the least amount of time possible with the least amount of resources possible.”

Take action! Schedule a meeting with the doctor(s) and the entire team to look at ways you can enhance efficiencies while also providing great service.

Here’s a jump start checklist you can use to increase the efficiency in your practice today!

1. Set the operatory up right the first time. Barring a change in the procedure, the dental assistant should not need to get up and down and break the flow of treatment.
2. Inventory is money on the shelf. Establish a monthly budget for dental supplies and stick to it! Keep it to within 5-7% of total office production (this does not include equipment purchases or single items over $500). Avoid over-stocking.
3. Evaluate overtime expense. If this occurs on a regular basis, why is that? The goal is everyone is clocked out no later than 30 minutes after the last patient leaves.
4. Are you paying for services you no longer use? Investigate all auto charges/deducts and invoices to assure that you still are using the service.
5. Meet with your insurance advisor to make sure your current policies are adequate for today’s needs. If you are leasing or paying on a loan on equipment, check that you are sending your Lender’s Loss Payable Endorsements to avoid unnecessary charges.
6. Assess the need for every hygiene patient to receive a toothbrush, floss, etc. Those patients with electronic toothbrushes may not want a brush. Customize to the patient’s need. They may not even miss a full goody bag and you’ll be able to save an “olive.”
7. Check the settings for your HVAC system. Does the heat/air need to be on during non-business hours? Schedule regular maintenance to keep your system running at its most efficient and effective level.
8. Invest in marketing that gives a Return On Investment (ROI). Track each marketing investment to make sure it is providing the desired results.
9. Make sure patients are always scheduled for their next appointment BEFORE they leave today’s appointment. The goal is that 95% of your patients leave with a next appointment scheduled. At a minimum, everyone needs a next hygiene appointment. Even your fully edentulous patients need to be seen annually!
10. Minimize your cancellation risk through effective communication skills that help keep the patient scheduled.
11. Do not be the bank! Partner with a third-party finance company to be able to answer patients with, “Yes, you can make payments!” This provides a huge savings in employee time following up with patients on their payment plans.
12. Avoid over-staffing. Engage with an electronic patient confirmation service like the eCentral Communication Manager that can work behind the scenes confirming appointments, sending marketing messages, offering a portal for patient payments, etc.
13. Save your stomach lining and money. Have a current personnel manual that spells out all HR requirements. When a question comes up, refer to it and use it to answer employee questions.
14. Significantly increase your ROI on a piece of equipment you may already have: your intra-oral camera. Use it for every new patient exam and in hygiene. Remember, a picture is worth a thousand words and will build enormous trust with your patients.

Remember, this is not an exercise in cost-cutting. Instead, efficiency is a measure of whether the correct amount of resources have been used to deliver a process, service, or activity. An efficient process achieves its objectives with the minimum amount of time, money, people, or other resources.

Start today by enhancing the efficiencies in your office and be prepared to see greater profitability that provides for continued growth and stability in your practice. **DM**

Bringing greater productivity and profitability to general dental and periodontal practices has been the result of Virginia Moore’s consulting practice over the past 25 years.

As a speaker, Virginia has presented at the top dental meetings in the U.S. and has spoken at meetings in Canada, the Middle East and Asia.

Virginia is a contributor to ADA’s newest publication Expert Business Strategies*, is a regular contributor to ADA’s* Dental Practice Success*, as well as authoring two books and co-authoring eight books on practice management. Her passion is getting results that further the success of dental practices.*

Virginia is a graduate of the ADA KEMP for dentists. She is a member and past president of the Academy of Dental Management Consultants and also holds membership in the National Speaker’s Association and the Speaking and Consulting Network.

She can be reached at vmoore@virginiamoore.com or 530-527-9457.

VIRGINIA MOORE
Moore Practice Success

Protect Data with a Security Risk Assessment

Are you at risk for a data breach? Conducting a security risk assessment is the first step to finding out.

The terms *data loss* and *data breach* are enough to send chills down the collective spine of any dental practice. And with good reason. The legal fees, remediation costs, restitution, fines, and negative media exposure can be hard to recover from and can have a lasting impact on your practice. In short, not only do you need to protect your bottom line, but also the privacy of your patients and your reputation.

The serious risk associated with a data loss or breach is exactly why conducting an annual Security Risk Assessment (SRA) is now a core HIPAA requirement. A properly conducted SRA is the first step in identifying potential information security risks which you can then address by implementing solutions to improve your practice and keep it HIPAA compliant.

Generally speaking, an effective SRA provides a large scope analysis that evaluates data collection and storage, potential threats and vulnerabilities, and current security measures. It considers the "criticality," or impact, of potential risks to the confidentiality, integrity, and availability of PHI. Through the SRA you must assess the magnitude of the potential impact resulting from a threat triggering or exploiting a specific vulnerability. You may be required to perform additional assessments, depending on the structure of your practice. You'll also be required to provide an organized report that reviews the findings of the assessment.

For example, you would need to examine and document the following areas of your practice as part of an SRA:

- Review of protected health information (PHI) inventory to determine where electronic and other data are located
- Examination of the three security safeguards: administrative, physical and technical
- Examination of the practice according to the latest Omnibus rules
- Assessment of current operations for HIPAA compliance, including safeguards in place, as well as vulnerabilities and specific threats to safeguards
- Evaluation of existing security policies and procedures

You can perform your own SRA using a tool provided by the Department of Health and Human Services[1]. However, many practices are choosing to hire a third party to conduct their SRA because they find the process complicated and time-consuming. Others are worried about making mistakes or not knowing the best path to remediation. Since your time is better spent doing what you do best—focusing on your patients—let TechCentral's partner ClearDATA help you avoid the stress by conducting your SRA for you.

ClearDATA has conducted thousands of successful assessments. Known for being affordable, quick, effective and comprehensive, ClearDATA prides itself on going above and beyond the basic SRA requirements. For example, many assessment providers overlook examining the three safeguards required by 45 CFR 164.308 (a)(1)—administrative, physical and technical, including the latest Omnibus rules—which ClearDATA considers essential to the evaluation. ClearDATA's post-assessment report is also incredibly comprehensive; it includes detailed vulnerabilities and remediation recommendations and is audit-ready. By using the Common Security Framework and complying with Health Information Trust Alliance (HITRUST) standards, you can be certain that your SRA assessment through ClearDATA will be comprehensive and top of the line.

Learn more about how an SRA through ClearDATA can protect, and even improve, your practice. For more information about security risk assessments, contact TechCentral at 877-483-0382 or visit us on the web at www.HSTechCentral.com. **DM**

LEARN MORE

Learn more about the types of security policies and procedures you can implement by reading the Dentrix eNewsletter article "4 Tips for Addressing Security Threats in Your Practice" (http://dentrix.com/articles/content/id/1603).

[1] You can download an SRA tool to help guide you through the risk assessment process at http://www.healthit.gov/providers-professionals/security-risk-assessment-tool. Note that the tool is provided for informational purposes only and is neither required by nor guarantees compliance with federal, state or local laws.

THOMAS GROVER
TechCentral Marketing Manager

HAVE ALL THE ANSWERS BEFORE YOU ANSWER

Create a More Profitable, Productive Practice with OfficeSuite Dental™

- Detailed patient and family profiles appear as the phone rings, so you can book more appointments at once
- Improve your patient's experience by providing more personalized and efficient service
- Settle accounts on the spot with pop-up notifications of overdue balances
- Promote treatment specials and promotions with customized on-hold greetings
- Utilize the click-to-call feature right from the patient's profile to save time and boost productivity
- Reduce the duration of routine calls with automatic note saving integration

DENTRIX Connected

Broadview Networks' OfficeSuite Dental™ is the only personalized patient dashboard and phone system that fully integrates with Dentrix G5®

Please visit us at **www.HSTechCentral.com/HaveAlltheAnswers** or call us at **877.483.0382** to learn more about OfficeSuite Dental™.

Broadview NETWORKS®

HENRY SCHEIN® TechCentral

Protected Trust and Dentrix:
One-step, Stress-free, HIPAA-compliant Email

David Bailey | VP Protected Trust

Share X-rays and protected health information with associates and patients using HIPAA-compliant email software from Protected Trust.

Email security has been a major topic of discussion in the medical community for many years. Health care providers have seen a host of protected health information (PHI) exposed due to employee errors, unencrypted email messages, and other issues. Although news regarding major breaches has been mostly related to hospitals and insurance providers, this does not mean that dental practices are immune from similar breaches.

Today more than ever, dental practices are sharing PHI and X-rays with referring practices, labs, and patients through digital environments. In response to the growing need for secure transfer of PHI, Protected Trust developed an effective file sharing solution. In developing our solution, we made simplicity a high priority because we know how important ease of use is when considering both productivity and security.

Protected Trust is simple for the sender to use, and recipients can access the encrypted email at no additional cost and without the hassle of registration. There is no need to completely overhaul the email accounts used in the past. Our HIPAA-compliant email solutions integrate with Dentrix, meaning your private data remains secure within the Dentrix practice management software without you having to worry about the overhead of managing duplicate data in a third-party product.

Let's explore some of the ways Protected Trust can help dental practices.

Intuitive, Compliant, Secure

Our secure email services allow you to collaborate with confidence, quickly authenticating a recipient's ID through phone or secret message. You also receive a guaranteed read receipt upon its opening (Figure 1). Protected Trust also supports attachments up to 5 GB, which are also sent via the secure connection. In short, security is certainly the main objective of Protected Trust's products and services, but it is not the only one.

Figure 1 The Proof of Delivery Log.

We also made sure to incorporate customizable options that allow dental practices to control policies and passwords, and update email notifications to your liking.

Here are some of the other benefits you can expect:

- Intuitive - Users enjoy a very simple experience with our tools, which offer a combination of efficiency and productivity.
- Single sign-on - Dental practices can use existing network access controls, such as logins and passwords, for secure email access.

- HIPAA compliance - Our privacy and security specialists take care of the technology so your dental practice can focus on what matters most: caring for patients. We comply with government regulations ranging from HIPAA and HITECH to SOC 2 and beyond, while signing business associates agreements to really offer peace of mind.
- Mobile - You can send your Protected Trust secured emails using popular smartphones and tablets, as well as access your inbox and send folders directly through the native mail app.

These features and capabilities address several important obstacles in modern dental practice management such as usability and protection. Perhaps most importantly, since dental practices can be fined hundreds of thousands of dollars for not complying with HIPAA, and the cost of breach can be even higher, we make sure your records are safe throughout their life cycles.

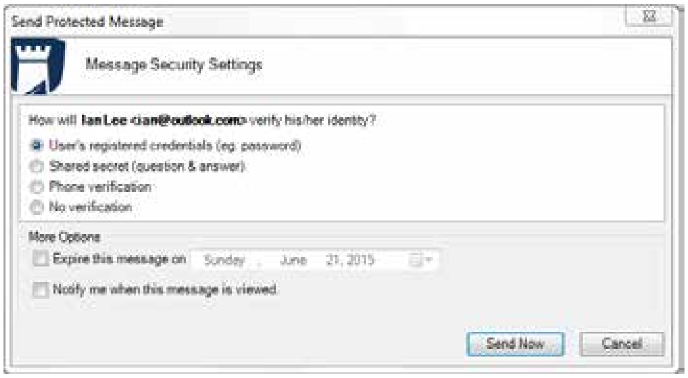


Figure 2 The Send Protected Message dialog box.

One successful partnership with Agnini Family Dental showed just how much of an improvement can be enjoyed by deploying Protected Trust solutions in their practice environment. Following the implementation, Agnini enjoyed the ease of use associated with our software that provides instant compliance and the ability for employees to send secure email directly from Dentrix. Melissa Sheffield, Clinical Manager at Agnini Family Dentistry stated, "The best thing about Protected Trust is that we feel secure in all of our electronic communications and confident that we don't have to worry about compliances."

Protected Trust Integrates with Dentrix

Our product is a certified Dentrix G5 Connected solution, ready to integrate directly into your Dentrix system after purchase. Once you choose to email patient data and X-rays to a colleague from within Dentrix, Protected Trust takes it from there. Patient data is completely and automatically encrypted through a secure data tunnel during delivery, and requires the receiving party to verify their identity prior to opening, releasing, and sharing using security settings that you configure (Figure 2).

The sender and recipient don't need to do anything extra other than click the Send Message email button on the Dentrix toolbar to begin an email message to the selected patient (Figure 3). The integration with Dentrix assures that the entire procedure is secure and can be executed easily without any additional steps or requirements. Simply put, dental practices that use Dentrix will enjoy an extremely quick and easy deployment, as well as continued efficiency and security gains throughout their experiences with Protected Trust.

At the end of the day, centralization is an important matter for dental practices in this new era of technology-based management. Our Protected Trust solution, which you can access and use easily within Dentrix, can boost your efficiency, productivity, and security all in one fell swoop. What's more, we're available through Henry Schein's Dentrix marketplace, which makes it easy for you to find and purchase. You can also sign up for a free, no-nonsense trial of our encryption and HIPAA-compliant email services for 15 days! Just give us a call at 863-594-1141 or visit our website www.protectedtrust.com. **DM**

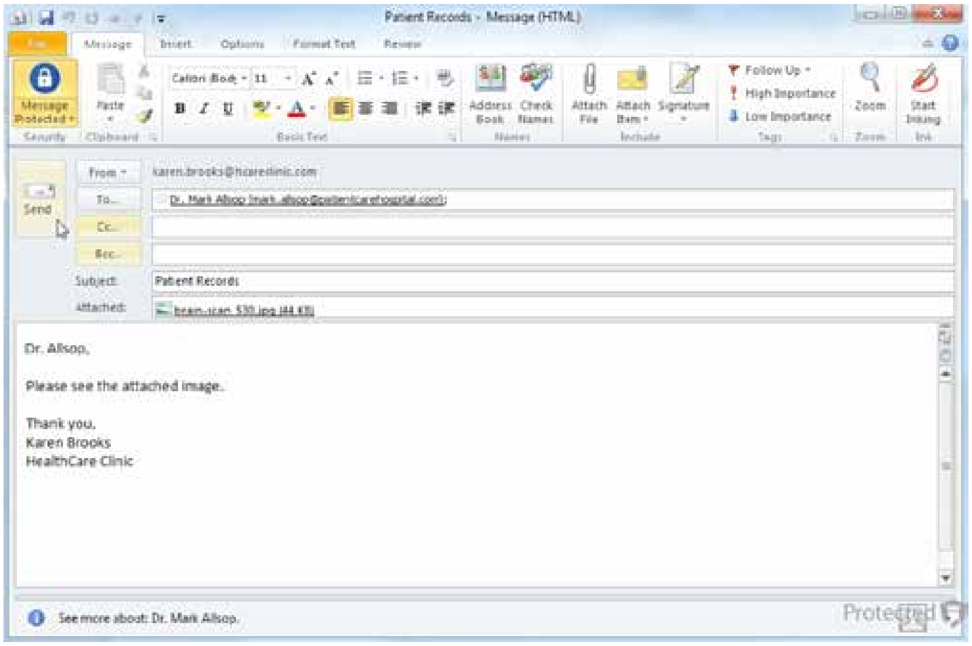


Figure 3 Sending secure email from within Dentrix using Protected Trust is easy.

SOLUTION GUIDE

You already depend on Dentrix to make your practice more profitable and productive. Now, you can turn Dentrix G5 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 G5 platform. To see the full list of Dentrix G5 Connected applications visit www.Dentrix.com/Integrated-products today.

Apteryx
www.apteryx.com

Dental Practice Solution

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

Broadview
www.broadviewnet.com

Network-based Business Communication

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

BiteBank Media
www.bitebankmedia.com

Dental Practice Solutions

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

Citi
www.healthcard.citicards.com

Citi Health Card

One click. One Solution. Patient financing just got a lot easier. The Citi Health Card program is now integrated within Dentrix G5. Spend more time on patient care and less money on your patient financing program costs.

Demandforce
www.demandforce.com

Patient Communication Solution

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

Dental Symphony
www.dentalsymphony.com

Dental Practice Solution

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

DentalWriter
www.dentalwriter.com

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

DEXIS
www.dexis.com

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

eDossea
www.edossea.com

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

Great Minds
www.greatminds.com

Dental Practice Solution
Great Minds, Inc. provides easy-to-use applications that provide valued features and allow efficient and high-margin management of the office and practice.

Lighthouse
www.lh360.com

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

Panda Perio
www.pandaperio.com

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

Patient Activator
www.patientactivator.com

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

Practice Mojo
www.practicemojo.com

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

Practice Safeguard
www.practicesafeguard.com

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

RecordLinc
www.recordlinc.com

Patient Communication Solution

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

Reputation
www.reputation.com

Patient Communication Solution

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

Sesame
www.sesamecommunications.com

Patient Communication Solution

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

Solutionreach
www.solutionreach.com

Patient Communication Solution

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

TeleVox
www.televox.com

Patient Communication Solution

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

Text2Floss
www.text2floss.com

Patient Education

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

Transparent Aluminum
www.transparentaluminumllc.com

Dental Practice Solution

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

U.S. Health Record
www.teamlinks.com

Intra-Office Communication

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

Yapi
www.yapicentral.com

Dental Practice Solution

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

The businesses listed here are not owned or controlled by Dentrix or Henry Schein and have created these descriptions of their company, products and services themselves. Dentrix and Henry Schein make no independent assessment of the above descriptions and consumers should contact these providers directly if seeking additional information about their products or services.

DENTRIX
Henry Schein Practice Solutions
1220 South 630 East, Suite 100
American Fork, Utah 84003

HENRY SCHEIN®

TAKE YOUR PRACTICE TO A NEW LEVEL.

HENRY SCHEIN®

Dentrix Suites are support and eServices bundled together for a suite deal. As a Dentrix user with a customer service plan, you're already on your way with the Dentrix Essentials Suite. Now it's time to take your practice to the next level by upgrading to Momentum or Optimum. Dentrix Suites lower your costs and give you the practice management system you need to streamline workflow, build patient loyalty and boost your bottom line.

Dentrix.com/Suites

YOU ARE HERE.

DENTRIX Suites

Dentrix Optimum *Suite*

Dentrix Momentum *Suite*

Dentrix Essentials *Suite*