dentrix MAGAZINE

Advice from Industry Experts at the Dentrix Business of Dentistry Conference

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Dentrix Magazine Volume 29 Issue 4 — Winter 2017

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SPOTLIGHT

Dentrix Mastery Tracks™ helps dental professionals improve, measure, and demonstrate their Dentrix skills. Read on to find out about Chuc Nguyen, a hygienist who has completed two Mastery Tracks tests and earned one specialist certificate.

CHUC NGUYEN | REGISTERED DENTAL HYGIENIST

Where do you work?

Cambridge Dental, Inc. in Houston, Texas

What is your title?

Registered Dental Hygienist

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

At our practice, I perform dental prophylaxis and periodontal maintenance, scale and root plane, apply sealants, take impressions for occlusal guards/bleaching trays, take radiographs, enter and present treatment plans, work on recall, order supplies, and train new staff members on clinical tasks like treatment planning and clinical notes.

How long have you worked with Dentrix?

I have worked with Dentrix for over nine years.

Which certificates have you earned?

I have earned the Dentrix Clinical Specialist certificate.

What got you interested in Dentrix Mastery Tracks?

When our office transitioned from Easy Dental to Dentrix, I wanted to familiarize myself with the clinical aspects of Dentrix so I could customize the procedure code setup and clinical note templates to make it easier for the clinical staff and the doctors.

How has participating in Mastery Tracks helped you use Dentrix?

Completing the Clinical courses and tests allowed me to be more confident in navigating Dentrix. Now if I have any questions, I know exactly where to find my answers.

How has becoming a Dentrix specialist improved your career?

By becoming a Dentrix specialist I was able to use my knowledge to help the team be more effective and efficient, creating a better experience for the patients. I have helped to shorten the time for the clinical staff to create treatment plans and complete clinical notes, and now they can to do it more thoroughly with fewer clinical errors.

What is your favorite Dentrix tip or trick?

My favorite Dentrix trick is to create and customize clinical note templates for each provider. This has allowed the clinicians to be very detailed with their clinical notes and save time with documentation.

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

Important Payor Notifications

The following payors have released important notifications about their plans.

Medicaid of Arkansas (Payor ID: CKAR1) Trading Partner Update
As of October 20, 2017, Medicaid of Arkansas now requires providers to associate themselves to HSPS's Vendor Partner "Change HealthCare" Trading Partner ID of TP010036 for EDI claim delivery. You may complete this step by calling Medicaid of Arkansas Systems at 800-457-4454, Opt. 0, Opt. 1 for the EDI Helpdesk.

Principal Financial Group (Payor ID: 61271) Member IDs
To ensure the protection of member's personal information, do not submit claims using their Social Security numbers. Use the member ID located on the member's dental insurance card which typically begins with a "9" and is nine digits long located on the dental insurance card. Claims submitted with a Social Security number or incorrect member ID will be rejected by the payor.

Announcing New Insurance Payor Connections

DENTRIX eClaims

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

Payor ID	Payor Name
37322	Companion Life/KHP
37321	Fidelity/ Key Select
61453	Kemper Benefits
81502	Prime Health Choice

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

DENTRIX Attachments

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

Payor ID	Payor Name
BEAM1 or CXBMD	BEAM Dental Insurance
BEAM1 or CXBMD	Beam Insurance Administrator
BEAM1 or CXBMD	BIA
BEAM1 or CXBMD	BIA/BEAM
BEAM1 or CXBMD	First Dental Health/BIA

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

DENTRIX eEOB

Insurance Manager allows you to verify insurance eligibility in real time or to perform automatic insurance eligibility uploads. You can now verify patient insurance eligibility electronically with the following payors.

Payor ID	Payor Name
11271	HealthPlex

For more information about automated insurance eligibility verification or to register, visit www.dentrix.com/products/eservices/ecentral/insurance-manager.

DENTRIX InsuranceManager

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

Payor ID	Payor Name
88888	Dentegra

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

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

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

▼ Dentsply Sirona Joins the Henry Schein Family

On September 1st, Henry Schein announced an exciting new relationship to offer Dentsply Sirona products to our customers. Along with that announcement, the Dentrix team announced the following opportunity for Dentrix users who plan to purchase Sirona technology through Henry Schein Dental before the end of 2017:

Sirona SIDEXIS 4 Bridge for DTX G5.2 +, a new Dentrix bridge, is now available at no additional charge through December 28, 2017, for Dentrix users who purchase one or more Sirona sensors and scanners through Henry Schein Dental. To qualify, Dentrix users must also purchase the appropriate Henry Schein Sirona Support Club for their product and have a current Dentrix Service Bundle (Essentials, Momentum, or Optimum).

The Sirona SIDEXIS 4 Bridge for DTX G5.2 + is also available for purchase directly from Henry Schein Practice Solutions at an MSRP of $995. For information for either offer for the SIDEXIS 4 Bridge, call 844-633-8998.

What's Coming in 2018

Learn about the upcoming Health History module, enhanced imaging integration, and more!

I can't believe that 2017 is coming to an end! This year we were able to bring you updates on a regular basis with additional features and enhancements to assist you in delivering great patient care. Through User Voice, we have received continuous feedback from you on other areas of improvement. We look forward to incorporating many of those items into the product. In fact, I would like to take the opportunity to tell you about some of the updates you can expect in 2018.

Health History

Have you ever dreamed of a single module to manage allergies, conditions, and medications that didn't limit you to 64 discrete definition types and could pop up in different areas of the application depending on severity? How about having it tightly integrated with patient questionnaires so that responses on the questionnaire would flow into this module without manual entry? Even more, what about a place to capture the patient's emergency contact and primary care physician's information?

Great news! All of this will be coming in phases in 2018 as part of our new Health History Module. In addition to these amazing updates, you will have the ability to show the date that items were reported to the office, when they first surfaced for the patient, and, if applicable, when they are no longer active (such as pregnancy). Each patient's medication information will show those that are prescribed by your office and give a place to list medications that have been prescribed to your patients by others.

Enhanced Imaging Integration

We have greatly enjoyed our partnership and integration capabilities with DEXIS. However, the market has evolved with respect to distribution agreements for the various imaging vendors. With that in mind, we will soon be expanding Dentrix imaging integration with other vendors and tools into the Dentrix Patient Chart. In addition, we will offer enhanced integration capabilities that go beyond what is available today. Stay tuned for more on these exciting imaging enhancements.

Upcoming Changes that You Can Prepare for Now

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

Many of our eServices have officially been moved over to use the latest transport layer security (TLS) version of 1.2. What is important to note is that as of Dentrix G6.6 (coming soon), only the following operating systems are supported with Dentrix:

Servers

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

Workstations

- Windows 10
- Windows 8.1 Professional/Enterprise
- Windows 7 Professional/Enterprise/Ultimate (SP1)

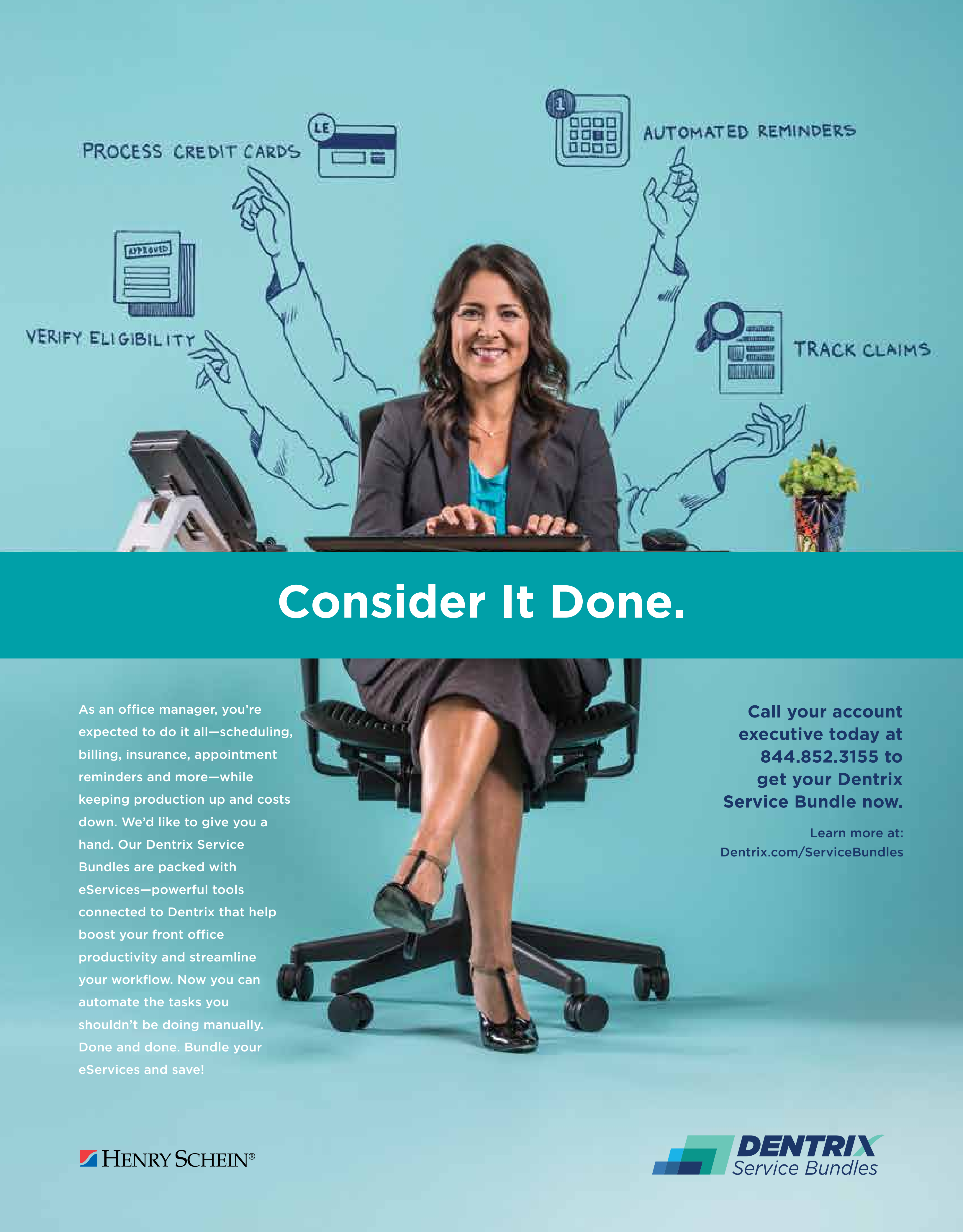
Dentrix Passwords

In the Winter 2014 winter issue of *Dentrix Magazine*, I discussed multi-layered security practices. As part of that article, I discussed one important first line of defense that should be coupled with all other industry standard and best practice security requirements: passwords. As such, in a release of Dentrix in 2018, it will now be required to use passwords in Dentrix, and those passwords will employ today's standards for complexity and expiration.

In anticipation of that release, please start today by ensuring that your passwords are enabled and that all users have appropriate access to the various areas of Dentrix. You can also start using the appropriate complexity requirements for that upcoming release now. Those requirements will be a minimum of eight characters with at least one uppercase and lowercase alpha character, at least one numeric character, and at least one special character (such as #@$*); or passwords with a 12 character minimum. Again, this should not be the only line of defense. We highly recommend that you work with both computer and security policy experts to implement safeguards based on industry standards and best practices.

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

BRAD ROYER
Dentrix Product Manager


PROCESS CREDIT CARDS
AUTOMATED REMINDERS
VERIFY ELIGIBILITY
TRACK CLAIMS
APPROVED
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Tips & Tricks

DENTRIX Mastery Tracks

These tips from Dentrix software courses at the Business of Dentistry conference simplify workflow and increase efficiency. Find the tips that correspond to your role in the practice. Start making your job easier and your practice more profitable today.

Financial

Searching for Payments in Dentrix

From Dentrix Ledger Basics

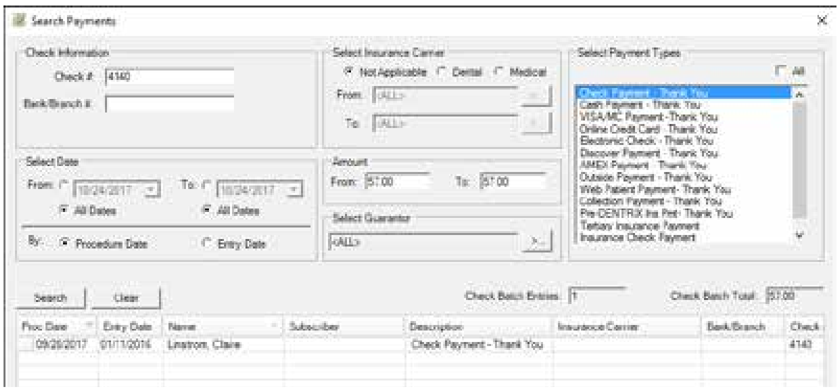
It would be nice to have every piece of information available when you need to find a payment in Dentrix, but that isn't always the case. For instance, a patient tells you they made a payment, but it is not posted on their account. You need to find out where that payment was posted so you can correct the error, but you only have the payment date and the payment amount to work from.

Luckily, the Search Payments utility lets you perform a search with whatever information you have available without having to manually look through individual patient accounts or running reports.

1. From the Ledger, click File > Search Payments.
2. Enter the search criteria you have available to find the payment(s). Click Search. Payments matching the criteria will be listed.
3. Double-click any payment in the list to open the Ledger for that patient so you can view the payment in more detail.

Additional Tips

- You can combine several search criteria (check number + date, or payment type + amount, for example) for a more precise search with fewer results.
- In the search results, click any column header to sort the results by that column. Or click and drag the column header to rearrange the columns.
- To learn more, view the Search Payments video or read Searching Payments in the Dentrix Help.



Clinical

Printing Care Instructions with Walkout Statements

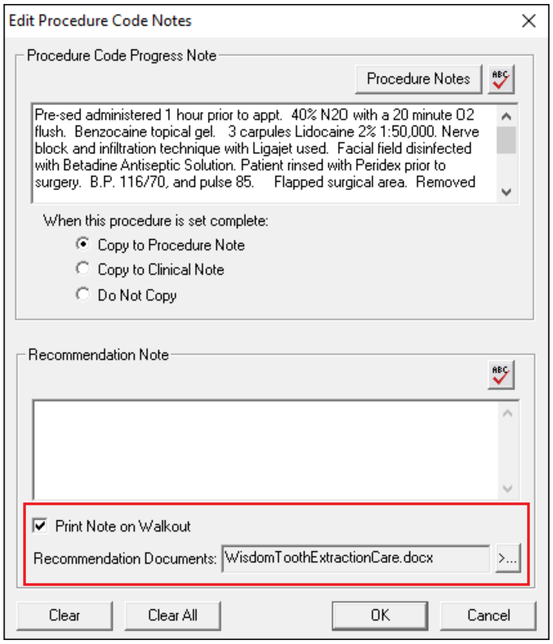
From 15 Dentrix Procedure Code Tricks You Need to Know

When patients have oral surgery or other difficult procedures completed in your office, you often have care instructions to send home with them. You can attach those care instructions to specific procedure codes. Then, when you complete that procedure code, the care instructions will be automatically printed along with the walkout statement you generate for the patient.

1. Create a document that contains the care instructions you want to give to patients and save it in your Dentrix letter template folder.
2. In the Office Manager, click Maintenance > Practice Setup > Procedure Code Setup, select the procedure code you want to attach the instructions to, and click Edit.
3. Click Edit Note.
4. In the Recommendation Note group box, click the Recommended Documents search button, select the document you want to attach to the procedure code, and click OK.
5. Check Print Note on Walkout to include that document when you print a walkout statement that includes in the completed procedure code.

Additional Tips

- If you don't know the location of your Dentrix letter template folder, you can find it in the Office Manager by clicking Maintenance > Practice Setup > Preferences and clicking the Paths tab.



Copying Procedure Notes to Clinical Notes

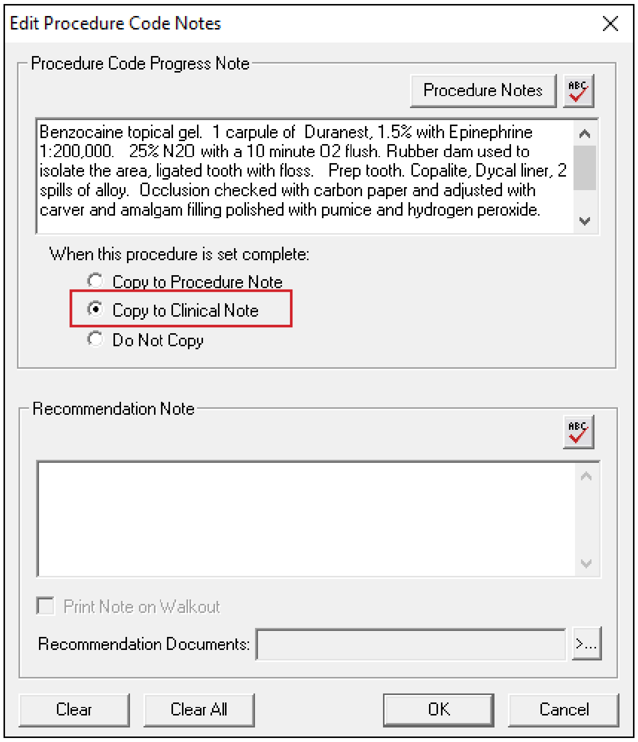
From 15 Dentrix Procedure Code Tricks You Should Know

After each appointment, the clinical providers in your office spend several minutes writing detailed, accurate clinical notes. It would save a lot of time to not have to write all of the notes from scratch. Did you know that many procedure codes in Dentrix already have procedure notes written that can be copied and used as part of your clinical notes? Instead of taking the time write all that information again, get a head start by copying the information that's already in the procedure notes to your clinical notes and then making edits and additions as needed.

1. From the Office Manager, select Maintenance > Practice Setup > Procedure Code Setup.
2. Select the procedure code category and individual procedure you want to edit, and click Edit.
3. Click Edit Note.
4. Edit the procedure note text as needed, select the Copy to Clinical Note option, and click OK.
5. Click Save, verify that you want to save your changes, and then click Close.
6. Repeat for other procedure codes as needed.

Additional Tips

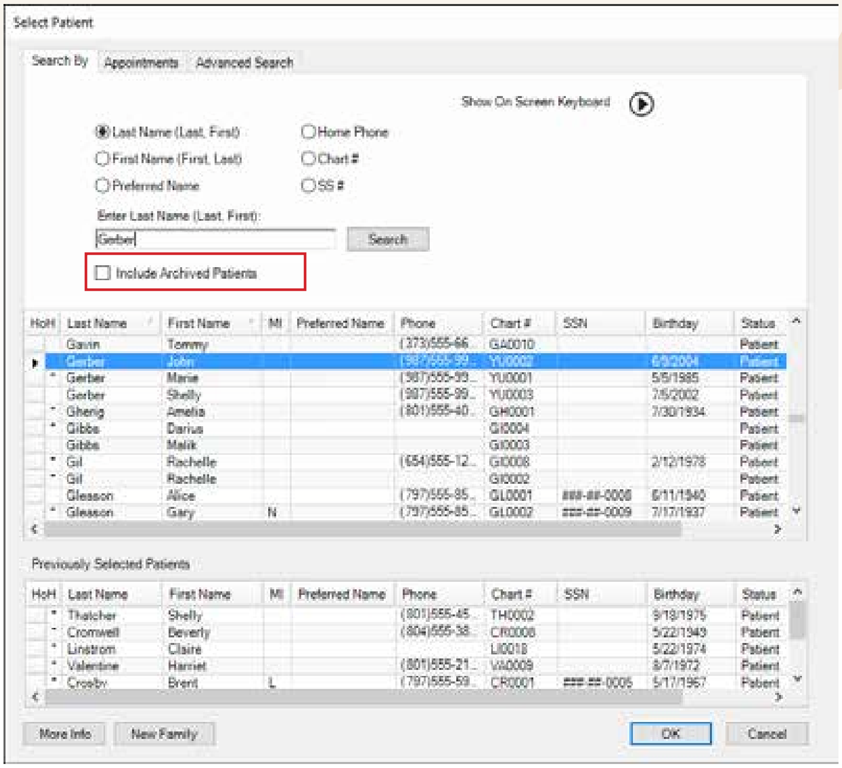
- Whenever the procedure is posted complete for a patient, the procedure note appears as the clinical note on that date. You can edit the clinical note and make changes or add additional information as needed.
- Not all procedures in the Procedure Code Editor will have procedure notes by default. You can add or edit the procedure notes for any procedure and then select the Copy to Clinical Notes option.
- When you set complete a procedure code that requires a tooth number, surface, quadrant, or other treatment area information, that information will automatically be added to the beginning of the clinical note text. For example, if the procedure code note read "Filling of a cavity." When you set complete the procedure, the clinical note will read "Tooth: 3 Surface: O Filling of a cavity."
- To learn more, read Editing Procedure Notes in the Dentrix Help.



Reactivating Archived Patients

From Dentrix Family File Basics

Sometimes patients who have been away for several years move back into the area and come back to your practice. If you archived these patients and they return to your practice, you can easily reactivate them in Dentrix. When you reactivate the patient, their address, procedures, insurance claims, payments, adjustments, medical alerts, prescriptions, patient questionnaires, and periodontal exams are all restored.



1. From the Family File, open the Select Patient dialog box and check Include Archived Patients.
2. Select the archived patient you want to reactivate and click OK.
3. In the Family File window, double-click the Patient Information block.
4. Click OK to the message that appears. Dentrix will change the patient status to Patient.

Additional Tips

- The Include Archived Patients checkbox option is only available when selecting a patient from the Family File.
- When an archived patient is reactivated, view the Patient Notes to see information regarding their previous continuing care, employer, insurance, and referral settings (if any).
- To see a list of all archived patients, generate the Archived Patient List. From the Office Manager, select Reports > Lists > Archived Patient List and enter filtering criteria to generate the list.

Emailing a Document from the Document Center

From 10 Dentrix Document Management Tips

One of your patients called this morning and asked for a copy of his most recent billing statement and the EOB for his last insurance payment. If you are using the Document Center to store patient documents, you can simply select the requested documents, open an email message from Dentrix (which automatically adds the document as an attachment), and send it to the patient via email.

1. Open the Document Center and select a patient.
2. From the Document Tree, select the document you want to send.
3. Click File > Send Document(s). Your email program will automatically open with the following attributes:
   - The To address field will have the patient's email address (if one is store in the Family File).
   - The Subject field will be populated with the document's description.
   - The document's description will also be used for the attached file name, along with the document's type (PDF, JPG, etc.) and file size.
   - Any notes from the Document Information dialog box will be included in the main body of the message (which you can edit before sending).
4. Add text to the body of the email as needed and click Send to send the message.

Additional Tips

- To email a document from Dentrix, your computer must be running a MAPI-compliant email software such as Microsoft Outlook or Outlook Express. Web-based mail accounts, such as Gmail or Yahoo Mail, do not work with Dentrix.
- If MAPI-compliant software is not installed or your practice uses a web-based solution, you can export the document and then attach it to an email. (Open the Document Center, select the document from the Document Tree, and click File > Export Document(s). Save the document to your computer and then attach it to your email.)
- You may want to record the correspondence in the patient's Office Journal, as Dentrix does not do this automatically.
- To learn more, read Sending Documents Electronically and Exporting Documents as Files in the Dentrix Help.

Tips for Setting Up Various Types of Families in Dentrix

From Managing Complex Family Situations in Dentrix

Not all families are the same, which means that not all families will be set up in Dentrix the same way. When some members of a family are patients but the guarantor is not or when a child has insurance coverage through divorced parents, you can adapt the way you set up that family in Dentrix to reflect that family's situation.

Here are a couple of family situation scenarios and how you should set them up in Dentrix:

Scenario 1: Parent A and Parent B do not live together. Child lives with parent A (who is the child's responsible party) but Parent B is an insurance subscriber for the child. Parent B is not a patient.

1. Enter Parent A as the Head-of-Household. Enter Parent A's mailing address as his or her address record.
2. Add Parent B to the account as the insurance subscriber. When creating the record, leave the SS# field blank and set his or her status to Non-patient, Other. Enter Parent B's mailing address as their address. Add the insurance coverage information.
3. When creating the child's record, select the address to match the parent who is responsible for dealing with treatment correspondence from the dental office (in this situation, Parent A).
4. Attach Parent B's insurance coverage to the child.

Scenario 2: Parent A and Parent B do not live together, but they are both active patients. Child lives with Parent A, who is the responsible party for the child. Parent B is the insurance subscriber for the child.

1. Create Account #1. Enter Parent A as the Head-of-Household. Set his or her status to Patient. Enter the mailing address as his or her address record.
2. Enter Parent B as the insurance subscriber. When creating the record, leave the SS# field blank and set his or her status to Non-patient, Other. Enter their mailing address as the address record.
3. Add the child's record to Account #1, select his or her address to match the parent who is responsible for dealing with treatment correspondence from the dental office (in this situation, Parent A). Attach parent B's insurance coverage to the child.
4. Create Account #2. Re-enter Parent B. When creating the record, enter the SS# (if desired) and set his or her status to Patient.

Scenario 3: Parent A and Parent B do not live together. Child lives with Parent A, but Parent B holds the insurance and receives the bills for the children.

1. Enter Parent B as the Head-of-Household for the child's account. When creating the record, leave the SS# field blank and set his or her status to Non-patient, Other. Enter the mailing address as his or her address record. Enter the insurance information.
2. Add the child to Parent B's Non-patient, Other account. When creating the child's record, enter his or her address to match the parent who is responsible for dealing with treatment correspondence from the dental office (in this situation, Parent A).
3. Attach parent B's insurance coverage to the child.
4. Enter Parent A as another member of the family, with a mailing address that is different from Parent B, but that matches that of the children.

Scenario 4: Parent A and Parent B do not live together. Child lives with parent A and Step-parent A. Parent B and Step-parent A are both insurance subscribers.

1. Create an account for parent A and stepparent A. Make sure parent A is the head of household for the account.
2. Add the children to parent A's account.
3. Add insurance to stepparent A.
4. Add parent B to the child's account as a non-patient. Add insurance for parent B.
5. Determine which insurance should be primary for the children.
   - If the parents have a court order determining which parent provides insurance for the children, follow the court order in assigning insurance to the children.
   - If insurance is not determined by a court order, then follow the birthday rule in assigning insurance to the children. (Primary insurance follows the subscriber with the earliest birthdate in the year).
6. Assign insurance to the child as appropriate.

Keep in mind that with complex family situations, you can always enter explanatory information about the family dynamics in the Patient Note within the Family File.

Clinical

Assigning a Specific Provider for Continuing Care

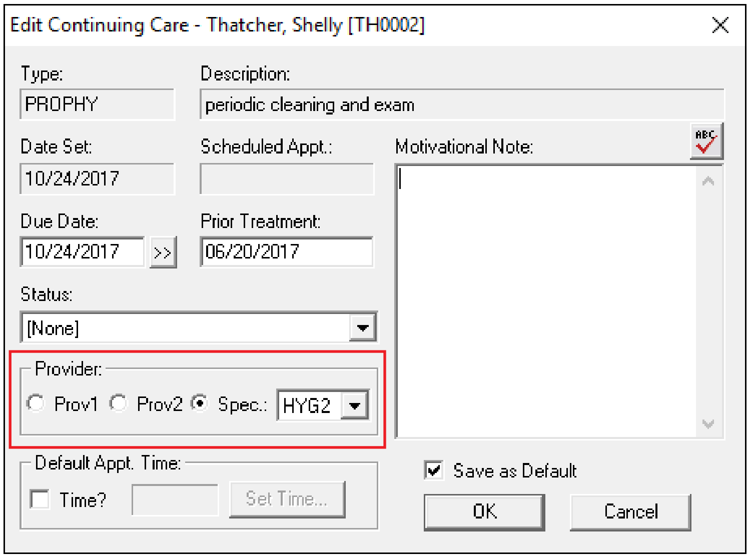
From Why Isn't Your Dentrix Continuing Care System Working?

When you have multiple hygienists in your office, it's common for patients to prefer one hygienist over the other. For example, one of your patients was recently seen by HYG2 for a prophy appointment. The patient appreciated how the hygienist listened to his concerns and her gentle touch when cleaning his sensitive teeth, and he would like to continue to see that hygienist for future appointments. You can accommodate requests like this and set up a specific provider for continuing care appointments as part of assigning a continuing care type. That way, when you schedule a prophy appointment, the patient's preferred provider is attached by default.

1. From the Family File, select a patient and double-click the **Continuing Care** block.
2. Select the prophy continuing care type from the list (or select the perio type if the patient is on perio maintenance), and click **Edit**.
3. In the **Provider** group box, select the provider the patient wants to perform their continuing care.
   - **Prov1** - Continuing care appointments default to the patient's primary provider (as selected in the Family File).
   - **Prov2** - Continuing care appointments default to the patient's secondary provider.
   - **Spec** - Continuing care appointments default to the specific provider you select in the drop-down list.
4. Click **OK**. When an appointment is scheduled for the continuing care type, the specific provider attached to the continuing care type is listed as the appointment provider in the **Appointment Information** dialog box.

Additional Tips

- When scheduling appointments, you can still manually change the provider/additional provider for the appointment in the **Appointment Information** dialog box as needed.
- To learn more, read Editing Continuing Care Types in the Dentrix Help.



Financial

Requiring a Pre-Authorization for Specific Procedures

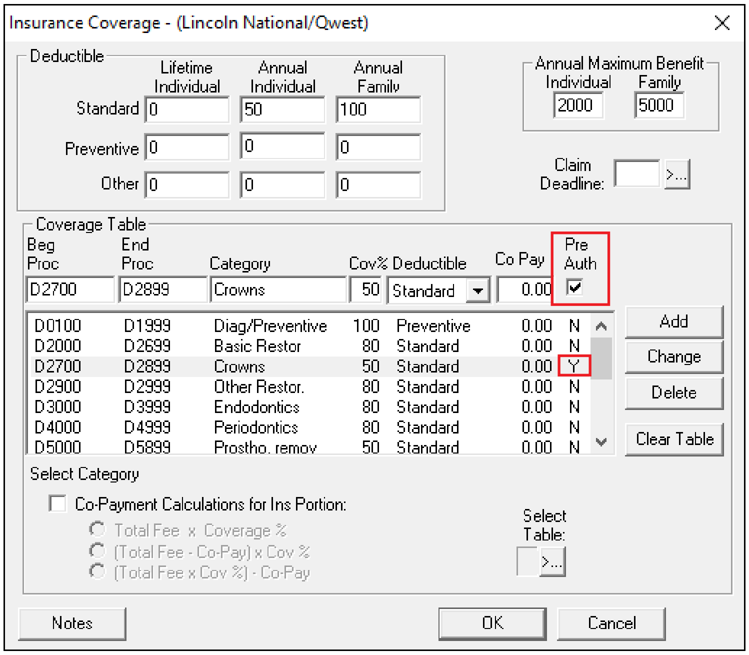
From Estimate or Guesstimate? Getting Insurance Estimates Right in Dentrix

Occasionally, insurance companies require you to submit a pre-authorization for a procedure before the work is completed. Because these requirements vary from insurance company to insurance company, you can manipulate the coverage table for each insurance company in Dentrix and mark the procedures that require pre-authorizations.

1. In the Office Manager, select Maintenance > Reference > Insurance Maintenance.
2. Highlight the insurance plan you want to update, and click the Coverage Table button.
3. Select the procedure (or procedure category) that requires a pre-authorization.
4. Check the Pre Auth checkbox, and then click Change. A "Y" will appear in the Pre Auth column. When that procedure is treatment planned for a patient, a notation is added to the Treatment Plan view of the Ledger and the Case Detail view of the Treatment Planner.
5. Click OK to save the changes.

Additional Information

- You should make it a habit to update the coverage table when insurance companies notify you of procedures that require pre-authorization. Then as procedures are treatment planned for patients, double-check the Treatment Planner view of the Ledger for which procedures need authorized before treatment.
- In the Treatment Planner, click View > Procedure Information and make sure that the Pre Auth option is checked. Then when you use the Treatment Planner Case Detail view, you will be able to see whether a pre-authorization is needed before you complete the procedure.
- When viewing the Treatment Plan view in the Ledger, procedures needing pre-authorization display the following information in the Ins column to indicate what kind of pre-authorization is required:
  - 1** - Indicates primary insurance requires a pre-authorization on that procedure.
  - 2 - Indicates secondary insurance requires a pre-authorization on that procedure.
  - 1*2 - Indicates both primary and secondary insurance require a pre-authorization on the procedure.
  - NO - Indicates neither insurance requires a pre-authorization on the procedure.



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DENTRIX

ADVICE FROM INDUSTRY EXPERTS AT THE 2017 DENTRIX BUSINESS OF DENTISTRY CONFERENCE

Read key takeaways from some of the most popular speakers and courses at this year's conference.

The Dentrix Business of Dentistry Conference is all about your business and how to make it better organized and brilliantly productive, with bigger opportunities and a bottom line that makes work worthwhile. This year's conference was held August 17 – 19 at Caesar's Palace in the heart of the Las Vegas Strip.

Conference attendees interacted with more than 40 dental industry consultants, trainers, executives, and influencers. They enjoyed in-depth training and technology previews, learned tips and tricks to streamline processes, and explored business strategies to build a more successful dental practice. And, best of all, attendees discovered actionable insights to take home and put right to work in their practices.

If you attended the conference, read the following summaries to review some of the key takeaways from some of the most popular speakers and courses. If you didn't attend, read these summaries to get a sample of the valuable continuing education content delivered at the conference, and then use the recommendations in this article to set your business up for amazing growth and heightened potential.

If you like what you read, we invite you to join us for the next Dentrix Business of Dentistry Conference. We'll be at Caesars Palace August 22 – 24, 2019. Put it on your calendar today!

Creating the Ideal Service Culture in your Practice

Amy Morgan, Chief Executive Officer, Pride Institute

Many dentists and their team members are worried about increased competition, corporate dentistry, insurance participation, or economic challenges. The question they most often ask is: Can we continue to not only survive, but be successful?

The answer is simple but oh-so-difficult to implement! If you want to thrive in a challenging environment, then the solution is to focus on your customers.

Customers who are completely satisfied are—to a surprising degree—much more loyal than satisfied customers. Patients will only remain rock-solid if they are completely satisfied. Satisfied patients will leave if they feel there is a viable choice between dentists[1].

Think about brands like Disney or Ritz-Carlton. Their success comes from creating a service culture and experience that is designed to completely satisfy. Where can you start to create that kind of service culture in your practice?

- Create a customer service vision statement/credo. Make sure it includes the quality of your service and outcomes, how each team member interacts with your patients, and why team members should WANT to go above and beyond.
- Once you have the vision, walk your talk! Create the "systems beyond the smiles" as per the Ritz Carlton's Gold Standards. The heart is the only place service comes from. How are you going to engage and empower your team to engage your patient's hearts? This has to include anticipation and fulfillment of your patients' needs and desires.
- Engage and empower your team! Follow the Ritz promise, "By applying the principles of trust, honesty, respect, integrity and commitment, we nurture and maximize talent to the benefit of each individual and the company."

If you can't honestly say that, if asked, your patients (or your team) couldn't imagine a world without you, then focusing on expanding your service culture has to be your goal!

1 https://hbr.org/1995/11/why-satisfied-customers-defect

Amy Morgan is CEO of Pride Institute, a nationally acclaimed results-oriented Practice Management consulting company. Amy and her team of highly qualified consultants have revitalized thousands of dental practices using Pride's time-proven Management Systems, resulting in dentists becoming more secure, efficient and profitable. Pride Institute, founded in 1974, is dedicated to substantially improving doctor's professional, financial and personal lives. Specifically, Pride has taught over 20,000 dental offices how to excel in effective Leadership, Staff Management, Treatment Presentation, Scheduling, Patient Financing, Cash Flow/Goal Setting, Social and Traditional Marketing and Transition Strategies.

Managing Employee Performance in a More Effective and Contemporary Way

Tim Twigg, President, Bent Ericksen & Associates

With a stronger and expanding economy, the labor market for good employees is getting increasingly tighter. Employers must now pay attention to long-term retention, reducing turnover, and improving employee engagement.

Today, your systems are only as good as the people running them. An engaged workforce represents the true competitive advantage in the marketplace. Why? Because dental practices are in the customer/patient service business, and to deliver high quality service, you need an engaged team.

Improving performance management begins with clarifying and communicating your vision and values. Next comes the work of establishing an organizational culture with employees. Create a culture where employees:

- Can and will think
- Are supported and given permission to think (within the context of your vision, mission, purpose, and values)
- Are allowed to make mistakes, which are opportunities for learning and growth

When employees are valued for their brain, they stay; they are more committed and engaged.

A fundamental requirement for successful performance management and employee engagement is trust. Trust is built by:

- doing what we say we are going to do
- demonstrating respect
- extending trust

An effective tool for building employee engagement and improving performance is goals. Goals are future-focused and foster individual and/or organizational improvement. Enlisting employees in the goal-setting process allows for greater ownership and accountability.

Sharing your success through bonus and incentive plans is also an integral part of performance management. Bonus plans help to:

- Objectively reward growth and financial success
- Lead to greater team/staff satisfaction
- Reduce staff money-related stress

When these elements are successfully implemented, you can expect a stronger, happier workforce that will enhance your business and reduce your stress—a win-win for everyone!

Tim Twigg is the President of Bent Ericksen & Associates. For over 30 years, Bent Ericksen & Associates has been the "go-to" resource and leading authority in human resources, employment compliance and personnel management in the healthcare industry. Tim is a published author and currently co-authors a regular column in Dental Economics. He is part of the management faculty and/or speakers' bureau for: Career Fusion, Seattle Study Club, Jameson Management, and the Dental Business Institute. Tim is the past president of and a member of the Academy of Dental Management Consultants and a member of the Speaking Consulting Network.

Insider Perspectives: State of the Dental Industry

Teresa Duncan, MS, FAADOM and
Kevin Henry, Co-founder, Igniteda.net

Our industry is in a state of flux that surpasses any other time in dental history. It can be a tough time to be a dentist or dental team member; however, it is possible to overcome obstacles and make this year the best your practice has ever seen. The best thing you can do to prepare for the future is to understand what's really happening in dentistry and what trends you should pay attention to.

Dental teams are changing

According to the American Dental Association, in 1950, there were approximately 155,000 people working in the dental practice, which included dentists, hygienists, assistants, front desk personnel, and other team members. At the time, just over 50 percent of these individuals were dentists. By the time 2012 arrived, the total number of dental personnel had skyrocketed to almost 1 million. While the number of dentists has remained relatively steady, the proportion of team members to dentists has grown exponentially.

What does this mean for you? Invest some more time in leadership so that you can lead these new team members who are driving your practice toward either success or trouble. You set the tone for your practice so invest in yourself and see the rewards pay off.

How much are dentists working?

According to the ADA Health Policy Institute, in 1990, general practitioners worked on average 1807.8 hours per year. Based on eight-hour days, that's 225.98 days per year. That has decreased dramatically. In 2014, general practitioners worked, on average, 206.41 days per year.

Some of the reasons for this are more experienced dentists moving to part-time roles, younger dentists entering group practices, dental practices being open fewer hours, and more dentists wanting to focus on family and non-dental priorities.

Could your practice benefit from a split schedule and dentists sharing hours? Perhaps. It may fit your schedule better and offer more opportunities for patients to visit your practice when it's best for them. Flexibility for both employees and patients will play a bigger role in your staffing decisions.

Insurance impacts are immense

Dentists are feeling the effects of changing plan designs and consumer behavior. Increased frustration and extended time before retirement are a direct result of these external market forces. Expect stricter plan designs in the future along with an increase in documentation requirements. The quality of your documentation will drive your revenue in the future. With upcoming diagnostic coding changes that will affect the general dentist, forward-thinking teams will start preparing now by inspecting and improving their systems.

Changes are in process now that require a watchful eye on your practice. Being in the dental business requires awareness, flexibility and optimism. Success will come to those who can balance all of this!

With over 20 years of healthcare experience, Teresa addresses topics such as Insurance Coding, Office Manager Training and Revenue Growth and Protection. Her memberships include the National Speakers Association and the Academy of Dental Management Consultants. She was recently named one of the Top 25 Women in Dentistry. Teresa received her Master's Degree in Healthcare Management.

An advocate of today's dental assistant, Kevin Henry speaks to dental audiences across the nation on topics that empower dental assistants, helping them recognize the leadership role they hold in the practice. Kevin is the former managing editor of Dental Economics and currently serves as the co-founder and thought leader for IgniteDA.net.

Dental Marketing Made Easy: Using Social Media to Get the Best Patients

Tom Clark, Banyan Founder

Social media is the new word of mouth for dental marketing. Since 68% of all U.S. adults use Facebook , it's important for you as a provider to have a strong presence where your patients hang out. The challenge is knowing how to put social media to work for your practice.

Practices who succeed on social media post quality content on a consistent basis. They understand that the most engaging posts are of patients and staff members celebrating moments that matter together. For example, dentists can celebrate a no-cavities patient exam by taking a photo with a happy child and her mother, posting the photo on the practice's Facebook page, and inviting the mother to share it as well. However, photos and social media posts must never compromise patient privacy. That's why it's vital for practices to honor HIPAA rules in the process of expanding their reach online.

Patients who feel like their doctors genuinely care about them as people are more likely to post social media photos and reviews online. Building these trusted relationships gives practices a significant advantage over practices that rely on a traditional approach to patient referrals.

It used to be that satisfied patients waited until a friend or family member asked them for a referral before recommending a provider or practice. Even the most supportive patients may have gone months without saying something positive about your practice, depending on whether someone asked them for a referral. Social media activates patient goodwill as it happens. Now your practice can turn satisfied patients into advocates in real-time. This is significant since patient posts allow you to tap into their trusted circle of friends and family.

Implementing these concepts requires doctor/owner buy-in and a coordinated effort from all staff members. Daily team huddles should include a discussion about patient appointments and who is most likely to provide a social media post and review. Technology alone isn't transformative. Adopting the right behaviors—combined with the right technology—impacts your practice in a positive way.

As the founder of Banyan, Tom Clark believes that the most effective healthcare providers deserve the best patient relationships. With this idea in mind, Tom created the industry's first HIPAA-compliant social media app to help doctors connect with patients online. In addition, the company now offers digital marketing, reputation management and patient communications solutions. Prior to Banyan, Tom was president and CEO of WhiteCap Dental Solutions, achieving a three-year growth rate of 625 percent. When he's not building businesses, Tom enjoys spending time with his family and boating.

The Magic of Effective Communication

Lois Banta, President, Banta Consulting

The most important aspect of dentistry today is not what you say to patients and insurance companies, but how you say it.

The key elements for effective communication are very simple.

1. Don't ask Yes/No questions
2. Always offer two options,

This method works well in every patient communication scenario, from presenting treatment, discussing financial arrangements, dealing with cancellations, handling patient statement calls, following up with overdue hygiene and calling patients needing to schedule their needed dentistry.

Listed below are some examples of effective communication guidelines:

- DON'T SAY: "Would you like to schedule the appointment for the crown/preventive appointment?"
- DO SAY: "My next available appointment is Monday at 8:00 or Wednesday at 10:00…which works best for you?"

- DON'T SAY: "Do you want to pay today?"
- DO SAY: "Your fee for today was $_______, we estimate your insurance will pay $_______, your estimated amount due is $ __________…how did you want to handle payment today…cash, check or bank card?"

- DON'T SAY: "What day/time is good for you?"
- DO SAY: "The next two appointments we have available are…"

- DON'T SAY: Do you want to take care of your previous balance?
- DO SAY: Including your previous balance of $________, your estimated payment due today is: $_______.

Effective communication is the cornerstone of getting positive results, removing barriers and creating successful relationships in a dental practice.

Lois Banta is CEO, and Founder of Banta Consulting, Inc. and is also the owner and CEO of The Speaking Consulting Network. Banta Consulting specializes in all aspects of dental practice management. Lois has over 40 years of dental experience. To contact Lois for a personal consultation or to invite Lois to speak to your organization: Office-816-847-2055, Address: 33010 NE Pink Hill Rd ~ Grain Valley, MO 64029, Email: lois@bantaconsulting.com Website: www.bantaconsulting.com.

No More Headaches: Tips to Manage Your Insurance Process

Teresa Duncan, MS, FAADOM

Systems, systems, systems! You hear about systems all the time, but what happens if your system is based on a changing premise? That is what today's insurance and financial coordinators are faced with. Once you decide how you will handle primary and secondary insurance in your office, you are faced with new contract templates that don't follow previous guidelines. The way you handled timely filing deadlines must now be adjusted since they've begun to constrict time periods.

Your focus should be on setting up systems that could (and should!) be re-evaluated for factors such as network changes, economic stressors, and staffing changes. The foundation of a solid financial system is built by addressing situations that you encounter daily.

What questions interrupt your conversations with patients? Have you had to:

- Stop the conversation to check with the doctor?
- Scroll back through the Ledger to see what insurance you filed last time?
- Do some quick thinking because a patient complained of receiving less of a courtesy than their neighbor/friend/co-worker?
- Call the insurance company to find out which fee schedule to use?

If you've done any of this, you're not alone. But it doesn't have to be this way. Think of all the different situations that could interrupt your financial or treatment presentation. Then come up with guidelines on how to handle these situations.

As you craft your own financial guidelines, ask yourself basic questions like "which third party finance companies do we use?" Then ask yourself more complicated questions like "how do we handle finances when a custody decree is in place?" These are the situations that are best to address before you are on the spot. The goal is to have no more headaches!

To receive a copy of a template to help you craft your financial guidelines, email teresa@odysseymgmt.com with the subject "Dentrix BDC."

With over 20 years of healthcare experience, Teresa addresses topics such as Insurance Coding, Office Manager Training and Revenue Growth and Protection. Her memberships include the National Speakers Association and the Academy of Dental Management Consultants. She was recently named one of the Top 25 Women in Dentistry. Teresa received her Master's Degree in Healthcare Management.

Charting Special Conditions

Learn how to record special dental conditions, such as diastemas and missing or unerupted teeth.

Every patient is unique. Making sure a patient's tooth chart accurately represents his or her uniqueness is important when you are transitioning from that paper document to the digital document. Patients have diastemas, missing teeth, unerupted teeth, retained primary teeth, and lots of other situations that you want to document on the tooth chart. How do you keep it all straight and chart it as accurately and quickly as possible?

Using the Dentrix conditions is a way that you can chart all those unique features that you find and want to note. You can customize the conditions with different paint types, edit the description, and add them to your quick buttons for faster charting. In this article, I'll go through a few of the common conditions and show you what it might look like on the Dentrix Patient Chart (Figure 1).

- Diastema—The condition for a diastema is called "15112 Mesial Open Contact" or "15113 Distal Open Contact" in the Dentrix Patient Chart (Figure 2). If you want to edit the description, in the Office Manager, from the Maintenance menu, point to Practice Setup, and then click Procedure Code Setup. Under Procedure Code Category, select Conditions, select 15112 Mesial Open Contact (or the condition you want to change), and then click Edit. Then you can edit the description to read "Diastema" if you want.
- Missing tooth, closed space—If you have a patient who had a four-bi extraction as a child and the orthodontist closed the space, you can use the "15000 Mesial Drifting" condition (Figure 2) to show that the space has been closed. This could also be used if a patient lost a tooth and the teeth have moved into the open spot.

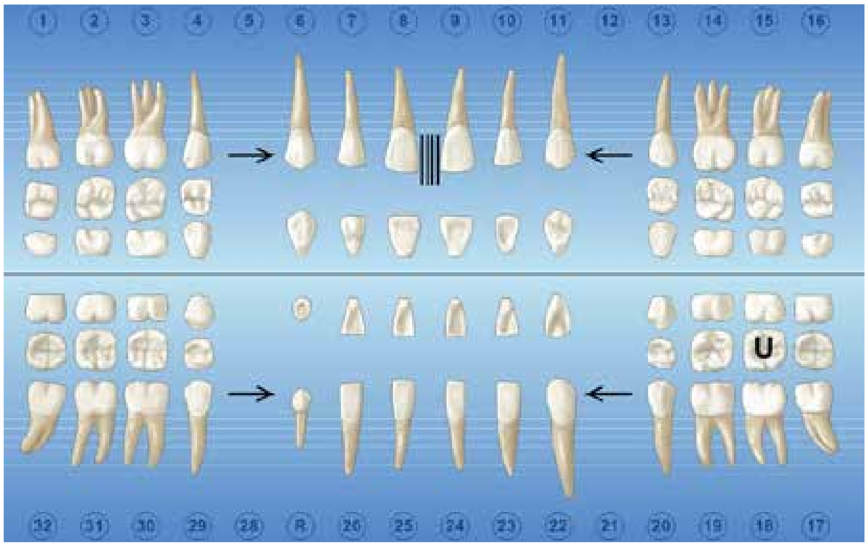

Figure 1 Charting conditions in the Dentrix Patient Chart.

Figure 2 Conditions in the Patient Chart Procedure Codes list.

- Unerupted tooth—If your patient has a third molar or another tooth that has not fully erupted yet, you can use the condition "15114 Unerupted tooth" (Figure 2). I have seen offices either use the U on the tooth to mark it or circle the tooth. You can choose what works best for you. If you want to change how it paints on the tooth chart, in the Office Manager, from the Maintenance menu, point to Practice Setup, and then click Procedure Code Setup. Under Procedure Code Category, select Conditions, select 15114 Unerupted Tooth, and then click Edit. Make the desired changes. Make sure you use the Paint Type option to specify the appearance.
- Retained Primary Tooth—If you have a patient with a retained primary tooth, then you would highlight the tooth, and from the Options menu point to Primary/Permanent, and then click Change Selected to just change that one tooth.

Having an accurate picture of your patient's dentition helps with the visual aspect and makes the perio chart more accurate. Now that many offices are using the digital record instead of paper, it is important that you treat the digital chart with as much detail as the paper chart. **DM**

LEARN MORE

To learn more about charting conditions, see the "Charting conditions" 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 23 years of experience in the business and technical side of dental offices, Dayna's passion for efficient systems is grounded in both personal understanding and professional expertise. Dayna can be reached at dayna@raedentalmanagement.com or visit her website at www.raedentalmanagement.com.

DAYNA JOHNSON
Certified Dentrix Trainer

TechNotes

Making Your Digital Dentistry Shine

Discover the three IT prongs you need to support digital dentistry.

A diamond ring can be a symbol of beauty, elegance and class. A common way to display a diamond is on a ring with a prong setting, with metal claws that grip the diamond tightly, holding it in place. You probably wouldn't buy a spectacular diamond for thousands of dollars—and then mount it with flimsy tin prongs. You want a strong setting that will support your diamond and keep it from falling off. Just like that expensive diamond, your digital dental equipment is a significant investment and needs the right IT infrastructure to support it so it will work the way it was designed. Without the right "setting," you could lose everything.

Digital dentistry has unique needs. Since a local IT company, or your computer-savvy nephew, probably won't understand those needs, it could take years to train them to effectively support your practice, resulting in frustration and reduced productivity. It is important that your digital practice has that strong setting from an experienced IT company, like Henry Schein TechCentral. TechCentral has more than 15 years of experience serving the dental and health-care industries with a three-pronged approach to providing IT hardware, support and data protection/preservation.

Prong 1: Hardware

Your high-end dental imaging equipment and practice management software is only as good as the supporting technology. Your dental practice needs an IT provider who understands how dental equipment and software works with workstations, servers, printers, scanners and peripheral devices. TechCentral has relationships with several technology manufacturers, working with them to pre-configure and test each unique solution to help provide peace of mind that you're getting the right equipment for your dental environment.

Prong 2: Support

How many thousands of dollars would you lose if your computers went down, even for a few hours? TechCentral can help decrease the likelihood and amount of costly downtime issues with support that's available when you need it. With prompt remote assistance from experienced dental technology professionals, as well as on-site technicians, if needed, TechCentral can help keep your practice running smoothly.

Prong 3: Data Protection

No single defense can protect your patient data completely from computer attacks. Used as part of a comprehensive security plan along with antivirus software, digital dentists should use a firewall. TechCentral provides WatchGuard appliances for an advisable extra layer of data protection. In the event your data is compromised, TechCentral Hybrid Backup Services provides a redundant, remotely managed backup and recovery solution both on a local backup device and in the cloud.

The Right IT Provider

TechCentral lets dentists go back to taking care of patients instead of worrying about technology problems. TechCentral is an end-to-end IT provider specifically for the dental market, delivering the strong "setting" your digital practice requires. Request a free comprehensive on-site network assessment performed by a TechCentral technology professional, who will evaluate all your equipment and systems and help you identify vulnerabilities and solutions. Visit www.henryscheintechcentral.com/digitaldentistry or call 844.588.6578. **DM**

DAVID BROOM
Senior Director of Product Management,
Henry Schein TechCentral


WE'VE GOT YOUR BACKUP
Water damage can happen at any time. TechCentral Hybrid Backup creates redundant backups so that your critical data is potentially recoverable from two AES 256-bit encrypted locations. Don't worry because we've got your backup in the event of disaster, hardware failure, and even an oversized sea monster.
TechCentral—Hybrid Backup

imagn® and Dentrix: Strengthening Practices and Improving Patient Care with Dental Sleep Medicine

DR. JOE MAGNESS, DDS, AADSM, ASBA
CEO, imagn Solutions

Learn how to easily implement Dental Sleep Medicine in your practice.

A consistent lack of quality sleep can have devastating effects on your patients' health. From bruxism to sleep apnea, a variety of ongoing sleep problems can affect people from all walks of life. imagn and Dentrix have created an integrated solution that will enable you to easily implement dental sleep medicine into your practice by removing the obstacles you may face while navigating the medical field. You can be the hero! Solve your patient's sleep problems while your dental practice flourishes.

Why Focus on Sleep?

We all know our country is in the middle of a health crisis, and chronic illnesses are at epidemic levels. Your patients may be affected by poor health that impacts their relationships, finances, work, daily decisions, and much more. Why is health spiralling downward while we have such an advanced health care system?

Health is a complicated process, but good sleep provides an important foundation for overall health. A good night's sleep can make a difference. And as a dentist, you can help your patients improve the quality of their sleep. Good sleep, combined with diet and exercise, can help any of us make huge strides to improve overall health.

Dentists can have a huge impact on our population's health because of the number of patients they see in their practices. By adding dental sleep medicine, dentists can directly affect health as much as any other health provider.

Appliance therapy for the night and day supports the health of the oral cavity, the airway, and the surrounding structures. Fifty percent of the signs and symptoms of sleep disorders express themselves in the mouth—an area where the dentist specializes. Dentists must understand airway health, help patients prevent pain, and reinforce proper habits to promote good sleep and healthy lifestyles. Dentists who provide conservative, preventative, and effective solutions to improve sleep can help their patients decrease the amount of medication taken and surgery needed. Now is the time to learn about how dentistry can prevent decades of health issues from piling up due to poor sleep!

Figure 1 The Imagn panel integrates with the Dentrix Patient Chart.

Your Dental Practice and Medicine

imagn works in tandem with Dentrix to provide a seamless solution to simplify implementing dental sleep medicine into your normal patient care tasks. Medical charting and the medical billing process require additional software to keep everything easily accessible. Dentrix and other practice management software does not include all the features needed to manage sleep medicine effectively. The imagn sleep module provides screening questions, creates medical notes, coordinates sleep testing and referral information, and bills medical insurance. imagn sleep also guides the staff and doctor through the process and identifies what comes next for each patient (Figure 1).

Once it is installed, you can access the imagn sleep module from the Dentrix Patient's Chart. The imagn sleep tab is next to the Clinical Notes tab at the bottom of the Patient Chart (Figure 1). When you click this tab, the imagn sleep panel displays the current status of the process and gives you the tools to complete the necessary steps. With electronic tablet data collection, electronic signature capture, and encrypted email communication, imagn provides the digital tools you need without leaving Dentrix so you can focus on what you do best, comprehensive dental care!

The first step starts in hygiene. Just what the hygienists want to hear, right? One more thing for them to cover in their already tight appointment schedule. However, Dentrix and imagn have streamlined the process of screening,

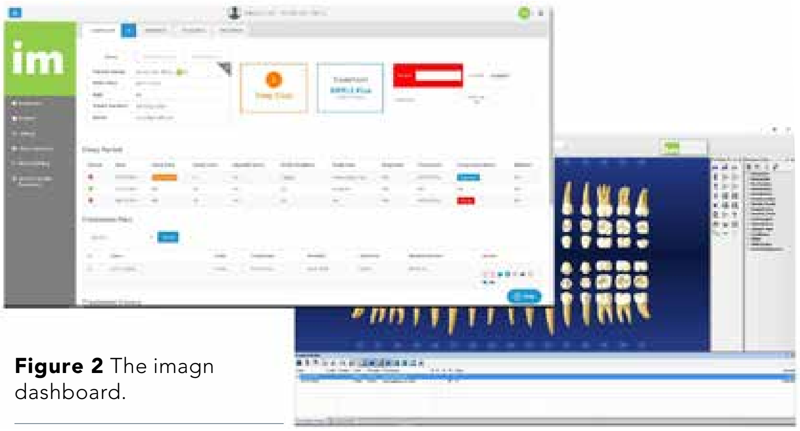

Figure 2 The imagn dashboard.

and it truly only adds a minute or two. Again, the hygienists never need to leave the Dentrix Patient Chart! Using imagn's proprietary sleep screening, you can quickly and easily identify the patient's likelihood of having a sleep disorder (Figure 2). This screening process includes an automated intraoral and extraoral exam and compiles a clinical chart note that is accepted by medical insurance. Best of all, you did not have to write the additional note for insurance.

The only way for a patient to get diagnosed for sleep apnea is to have an overnight test and be diagnosed by a board-certified sleep specialist. Dentists cannot diagnose sleep apnea. Rules and regulations on sleep testing are state specific, but in all states a dentist can identify potential candidates and recommend sleep testing. In our experience, the most successful offices own home sleep apnea testing devices and send their patient's home with a comfortable, easy-to-use device that they wear in their own bed. There are also multiple options that include mail order, home delivery, and local sleep labs for other solutions for testing. You can also refer a patient to a local sleep specialist. imagn streamlines the process by coordinating the testing, integrating with the sleep device company to automate the display of the results, and sending the diagnosis and prescription to the medical insurance. Our software can input the sleep test information directly into imagn without increasing your staff's workload.

The imagn software also includes an integrated medical billing platform which takes out the biggest stumbling block that offices face with medical billing. You can do it yourself or use the one-click medical billing process, leaving all the worry to a third-party partner. All data exchange is electronic and does not require a fax, email, or even phone calls. The medical billing display gives you a current status of pre-authorizations and claims.

imagn has advantages over other insurance billers because imagn can handle attachments and uses the efficiency in the software, thereby saving time and money. imagn medical billing platform can bill medical insurance for any procedure, not just for dental sleep medicine. Dental offices perform many other procedures that could and should be billed to medical insurance. Use imagn's medical billing platform with Dentrix to increase revenue and maximize your practice's potential (Figure 3).

When you are ready to refer a patient to a local provider for a sleep study, the referral wizard will generate faxes, secure emails, or print documents in seconds. Each can be customized as needed. The wizard saves time and provides your team with referral documentation at their fingertips. The software handles the increased communication needed to collaborate with medical partners and removes the communication hassle that can occur among providers, insurance companies, and patients.

Your team is already asked to do a lot. To be successful with dental sleep medicine, you need software that is effective and efficient. You need the information on demand. You need to be able to evaluate how the practice is doing as well as what's next for your patients and how their health is trending. imagn sleep software automates the process as much as possible and enables you and your staff to tap into the next wave of dentistry without being saddled with extra work.

The future for a thriving dental practice includes being an integral part of a patient's overall health plan, and that starts with improving their sleep. Helping your patients improve their sleep will improve their oral health as well as their overall health. Dental sleep medicine will strengthen your practice and increase your revenue. imagn and Dentrix can help you manage the process without adding to your or your staff's workload. Quality sleep gives all of this the best chance to happen. Sleep changes everything.® **DM**

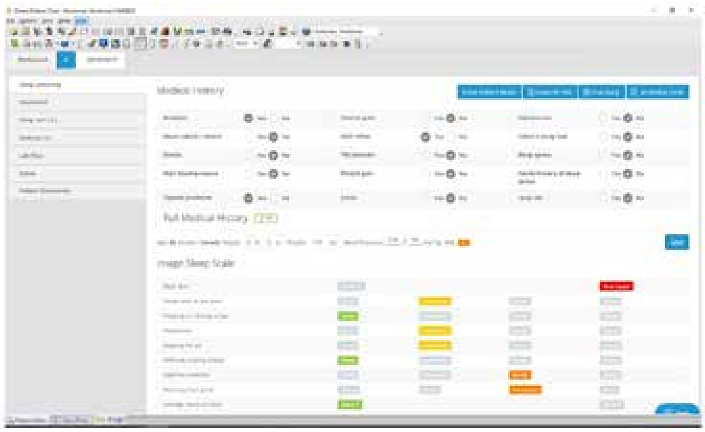

Figure 3 The imagn medical billing screen.

SOLUTION GUIDE

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

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True Definition Scanner

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

3Shape
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TRIOS Scanner

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

Apteryx
www.apteryx.com

Dental Practice Solution

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

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Secure-Mail

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

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Network-based Business Communication

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

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www.ddxdental.com

Digital Dental Exchange

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www.demandforce.com

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

Dental Symphony
www.dentalsymphony.com

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

DocuFi
www.docufi.com

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

DentalWriter
www.dentalwriter.com

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

DEXIS
www.dexis.com

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

eDossea
www.edossea.com

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

imagn
www.imagnsolutions.com

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

Jakari Care
www.jakaricare.com

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

Lighthouse
www.lh360.com

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

LocalMed
www.localmed.com

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

Patient Activator
www.patientactivator.com

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

Personable
solutions.personable.com

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

Planmeca
www.planmeca.com

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

Podium
www.podium.com

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

Practice Mojo
www.practicemojo.com

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

Practice Safeguard
www.practicesafeguard.com

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

Protected Trust
www.protectedtrust.com

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

RecordLinc
www.recordlinc.com

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

Reputation
www.reputation.com

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

Sesame
www.sesamecommunications.com

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

Simplifeye
www.simplifeye.co

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

Solutionreach
www.solutionreach.com

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

TeleVox
www.televox.com

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

Transparent Aluminum
www.transparentaluminumllc.com

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

U.S. Health Record
www.teamlinks.com

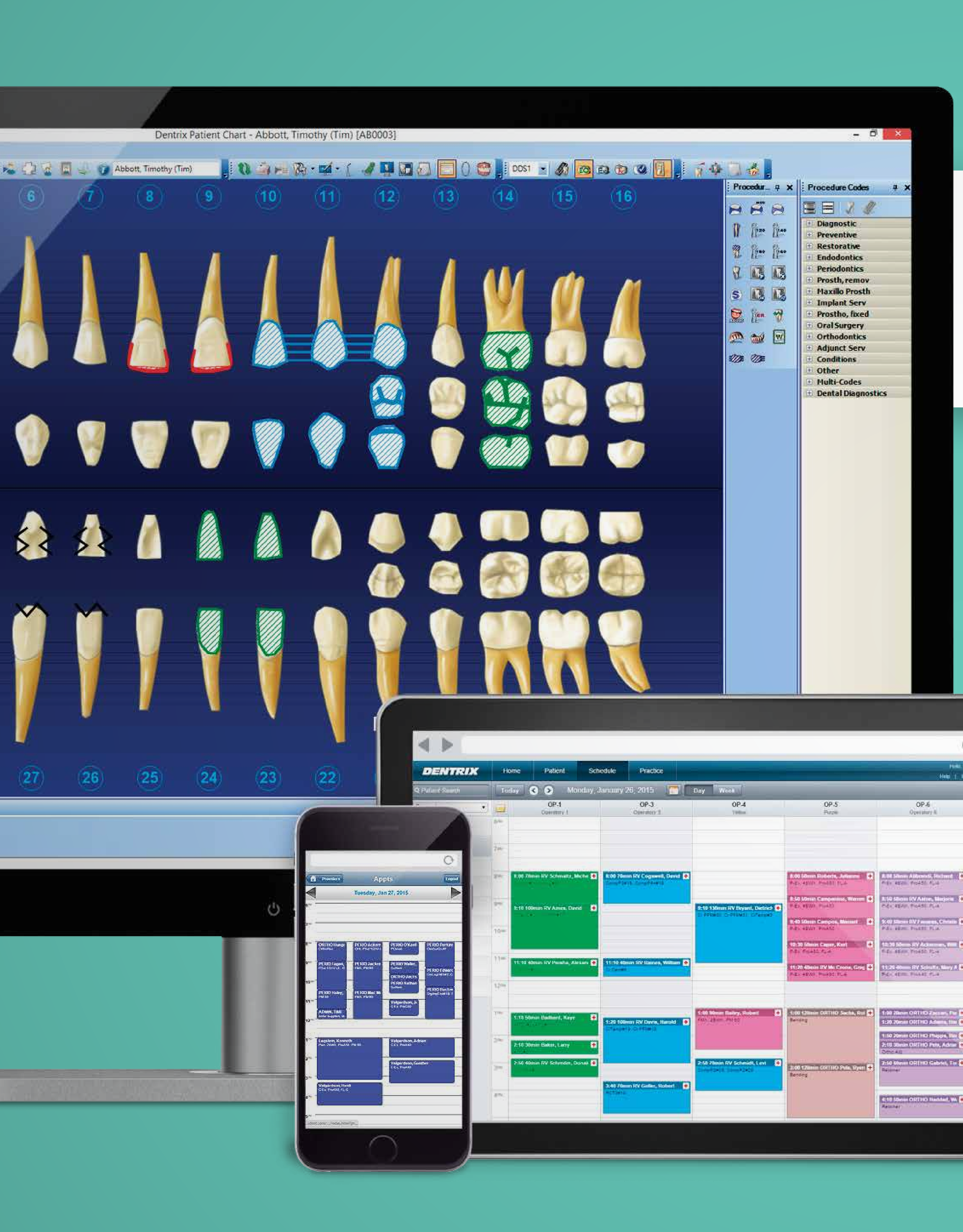
Intra-Office Communication
Teamlinks EHR was created to foster interdisciplinary collaboration on patient health information with the goal of connecting the health care team and the patient.

Updox
www.updox.com

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

Yapi
www.yapicentral.com

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



Dentrix Patient Chart - Abbott, Timothy (Tim) [AB0003]
Abbott, Timothy (Tim)
DDS1
6 7 8 9 10 11 12 13 14 15 16
27 26 25 24 23 22
Procedur...
Procedure Codes
Diagnostic
Preventive
Restorative
Endodontics
Periodontics
Prosth, remov
Maxillo Prosth
Implant Serv
Prostho, fixed
Oral Surgery
Orthodontics
Adjunct Serv
Conditions
Other
Multi-Codes
Dental Diagnostics
DENTRIX
Home
Patient
Schedule
Practice
Today
Monday, January 26, 2015
Day
Week
OP-1
OP-3
OP-4
OP-5
OP-6
Appts
Tuesday, Jan 27, 2015

DENTRIX

Henry Schein Practice Solutions
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American Fork, Utah 84003

HENRY SCHEIN®