



BUSINESS MATTERS

DAISY User meetings are back for 2015!

We are pleased to announce that we will be presenting user meetings once again. We will be featuring new software updates, enhancements and addressing your questions and concerns. Stay tuned for details on a user meeting coming near you!

DAISY User's Guide

This is the first release of our combined user manual. You can use it by saving a copy to your computer, printing selected pages, and search for key words. To access the DAISY User's Guide, [click here](#). We will be continually adding content. Stay tuned.

Need training? We can help!

DMC strives to deliver top notch hardware and software solutions, as well as top notch training and support. If you are new to DAISY software, or you have limited knowledge of DAISY, training is the key.

Training is not necessarily just for *new* people at your office. Sometimes brushing up on your existing skills is the goal. We've got you covered.

Need to schedule some DAISY training? Contact DAISY support at 800-368-6401 and ask for Lisa.

Reminder

Don't forget to update your records to reflect our current contact numbers. Call toll-free **800-368-6401** and locally **503-243-3966**.

Current events

Portland DAISY User Meeting

Friday, February 13
9:00 a.m. - 1:30 p.m.
Moda Tower
Click [here](#) to register

Billing questions?

Please update your records to reflect the current contact number.

For all billing inquiries, please contact Oksana Ilinich at **503-952-5235**.

LIVE CHAT

GET SUPPORT NOW





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What's new at DMC

DAISY 4.4 is coming soon!

Medical History

Improved access to medical history
 Online patient medical history
 DAISY Forms Anywhere

Clinical Notes

Fully customizable
 Tablet compatible system

Schedule

Better integration with treatment plans
 Cancelled appointment alert
 Appointment route slip improvements

...and much more!

DAISY updates are delivered through our AutoUpdate process. Stay tuned for more information!

NEA FastAttach

Sign up for NEA FastAttach today and receive FREE registration (a \$200 value), plus one month free. Click [here](#). Promo code: **DMCRZ1M**

Benefits of digital attachments:

Faster delivery, unlimited use
 No more "lost" attachments
 Use any digital imaging system

Appointment Statistics report

DAISY offers an Appointment Statistics report that will show you a snapshot of various appointment statistics.

I want to know the total number of new patient appointments for the prior calendar year

If you are looking for the total number of new patient appointments in the prior calendar year, you will filter for the following:

1. Open **Reports** by clicking on the toolbar button or by going to **DAISY > Reports**.
2. Open the **Appoint** folder
3. Right click in the report gallery and select **New > Report**
4. Type in **Appointment Statistics**. Select it from the search window and then press OK.
5. Right click on the **Appointment Statistics** report and select properties.
6. Filter the **Appt Start Date is in the period of PriorCalendarYear**

Appointment Statistics													Version 4.4	
Patient	Start Date	Home Phone	Acct#	Premed	Guarantor#1	Appt Desc	Appt Status	Scheduled	Checkin	Conf. Status	Edited By			
Age	Start Time	Work Phone	Ins.?	Treat.?	Guarantor#2	Cancel Reason	Status	Cancelled	Checkout	Confirmed	Edited De			
Gender	Days	Last Svc. Date				Has Note	Priority							
Adkins, Lynn	1/1/2008	(503) 048-7306	11823	N	Adkins, Carolyn	#20 Empress Prep	Checked In	1/18/2011	1:09PM	Could Not CoDBA				
70	1:00PM	(503) 416-4168	N	N						2/27/2006	1/31/2011			
M	70	7/11/2006					Standard							
Summers, Philip	1/1/2008	(503) 459-8107	10333	N	Summers, Philip	Adult Ex/Pro	Checked In	1/18/2011	2:03PM	Left MessageDBA				
64	2:00PM		F	N				12/6/2005		2/27/2006	1/31/2011			
M	60	4/21/2009					Standard							
Smith, Nancy	1/1/2008	(503) 742-5251	12536	N	Smith, Nancy	Adult Ex/BWX/Pro	Checked In	1/18/2011	2:03PM	Personal ConDBA				
96	2:00PM		N	N				2/27/2006		2/28/2006	1/31/2011			
F	60	11/15/2007					Standard							
Breno, Rachelle	1/1/2008	(503) 656-6897	14104	N	Breno, Rachelle	#14 PFM Prep	Checked In	1/18/2011	3:05PM	Personal ConDBA				
36	2:10PM	(503) 278-4971	N	N						2/27/2006	1/31/2011			
F	90	3/4/2009					Standard							
Collier, Gretche	1/1/2008	(503) 012-5380	10633	N	Collier, Jennifer	Adult Ex/BWX/Pro	Checked In	1/18/2011	3:05PM	Left MessageDBA				
26	3:00PM	(503) 267-6244	F	N						2/27/2006	1/31/2011			
F	60	1/30/2007					Standard							
Havnes, Carla	1/1/2008	(503) 886-6756	11576	N	Havnes, Carla	Adult Ex/BWX/Pro	Checked In	1/18/2011	3:05PM	Left MessageDBA				
39	3:00PM	(503) 936-6591	F	N						2/27/2006	1/31/2011			
F	60	10/11/2007					Standard							
Smith, Nicolina	1/1/2008	(503) 417-6047	10497	N	Smith, Nicolina	Extraction #2 & #31	Checked In	1/18/2011	4:06PM	Left MessageDBA				
59	3:40PM	(503) 488-8007	F	N						2/27/2006	1/31/2011			
M	80	7/31/2006					Standard							
Collier, Jennifer	1/1/2008	(503) 012-5380	10633	N	Collier, Jennifer	Adult Ex/Pro	Checked In	1/18/2011	4:06PM	Left MessageDBA				
39	4:00PM	(503) 267-6244	F	N						2/27/2006	1/31/2011			
F	60	3/31/2008					Standard							
Cline, Rovce	1/1/2008		13981	N	Cline, Rovce	Adult Ex/BWX/Pro	Checked In	1/18/2011	4:06PM	Left MessageDBA				
46	4:00PM		F	N						2/27/2006	1/31/2011			
F	60	4/15/2008					Standard							
Total # of Scheduled: 0 Total # of Checked In: 22 Total # of Checked Out: 0 Total # of Standard Appt: 22 Total # of Late Appt: 0 Total # of Female: 14 Total # of New Patient: 0 Total # of Appt that has Insurance: 17 Total # of Appt: 22													Total # of Pending: 0 Total # of Cancelled: 0 Total # of Emergency Appt: 0 Total # of No Show: 0 Total # of Male: 8 Total # of Appt that has no Insurance: 5	Total # of ASAP Appt: 0





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Now is the time to go digital!

Are you thinking about upgrading your hardware? What about your digital equipment? The end of the year is quickly approaching. DMC offers flexible in-house financing on all purchases. We are your single source solution for a digital practice. All of your purchases from DMC are backed with our renowned top-notch customer service. Click [here](#) to see our current specials and promotions.

Changing internet providers? Plan ahead!

To avoid possible problems with DAISY and other dental software, printing and internet connectivity, please let us know ahead of time if you are going to change your internet service provider. Often, the transition from one ISP to another is quite smooth. Other times, technical difficulties may arise, requiring our assistance.

If you contact the DAISY support team prior to changing your ISP, we are much more likely to be able to assist in an efficient manner when the time comes. Our analysts are able to work directly with your ISP technician while he/she is at your office. Don't risk potential problems and down time. Let us know in advance, and we can help.

From the Managing Director

Customer service goes beyond responding to phone calls and providing answers to questions. At DMC we believe in a comprehensive approach to customer support and call escalation.

Our support team is fully trained to respond to inquiries about the DAISY system and associated features, functionality and technical configuration. The support team has access to our internal team of experts that can assist with troubleshooting and problem solving.

We also offer a variety of options for contacting DMC. Our customer support help desk is open from 8:00am - 5:00pm. We can be reached by phone at 800-368-6401, Live Chat and email at daisysupport@dmcdental.com.

Call us, we are always happy to assist you.

Nancy Avery, Managing Director

Monday – Friday 8 a.m. – 5 p.m. PST

Contact us at 503-243-3966 or 800-368-6401

daisysupport@dmcdental.com

601 S.W. Second Ave.

Portland, OR 97204



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