



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!



This photo of the Moda Health lobby in Bend, OR was taken at our last user meeting series.

We will visit different locations to give our offices a chance to attend a user meeting in your area.

You asked. We delivered. - CVV code box on statements

Many of you have asked for this feature, so we are excited to announce that we have now added a CVV code box on your patients' statements. There are no updates required to see this change. We hope this feature creates additional efficiencies with your payment processing. Keep watching for more "You asked, we delivered!"

PLEASE COMPLETE THIS SECTION IF YOU CHOOSE TO PAY BY:	
<input type="checkbox"/> VISA	<input type="checkbox"/> MASTERCARD <input type="checkbox"/> DISCOVER
<input type="checkbox"/> AMERICAN EXPRESS	
CARD NO.	CVV
SIGNATURE	
AMOUNT TO BE CHARGED:	EXPIRATION DATE:

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.

Current events

Portland DAISY User Meeting

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

Portland DAISY User Meeting

Friday, March 20
9:00 a.m. - 1:30 p.m.
Moda Tower
Click [here](#) to register

Eugene DAISY User Meeting

Friday, April 24
9:00 a.m. - 1:30 p.m.
TBD
Click [here](#) to register

We will be updating the User Meeting location and dates as they come available. Stay tuned!

Billing questions?

Please update your records to reflect the current contact information.

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

For all sales inquiries, please email us at sales@dmcdental.com.





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What's new at DMC

DAISY 4.4 is now available!

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. Contact DMC support if you have any questions about when you will receive your DAISY 4.4 update.

NEA FastAttach

Sign up for NEA FastAttach today and receive FREE registration (a \$200 value), plus one month free. Click [here](#). Promo code: **DAISYRZ1M**

Benefits of digital attachments:

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

DAISY 4.5 Early adopters wanted!

DAISY 4.5 is going to be released soon and we are looking for clients who are interested in trying out and providing feedback on its new features. If you want to use the new reporting capabilities, better claims handling and try out our latest enhancements before they're widely released, we'd love for you to participate in our DAISY 4.5 beta program! Would you like to learn more? Are you already asking yourself - "Where do I sign up?" Contact Karyn Zerr via email at karyn.zerr@dmcdental.com.

Business associate agreement - reminder

If you have not already done so, please look in your DAISY inbox for the file "_DMC_Client_BAA_Omnibus_2013.pdf" and print it. As a reminder, files sent to your DAISY Inbox are prefaced with your DMC client number. Fill out the information on pages 1, 2 and 13, and fax it to 503-952-5215 or mail a signed copy of the agreement to the attention of Jessica Hansen. We will share a signed copy with you for your records.

I forgot to run my daily reports yesterday...

If you ever encounter a situation where you are unable to run your daily reports (or if you simply forgot to run them), just run them the next day. For transaction-based reports (charges, payments, adjustments, transaction analysis, etc.), simply filter for "yesterday." Right-click the report icon, selecting Properties. Filter the posting date tab for "in the period Yesterday." When you run the report, it will reflect yesterday's posted transactions. Each report has its own unique filter settings, so this must be done for each report individually.

Don't forget to correct the posting date back to its original setting after running yesterday's reports. Generally, the posting date filter should be "in the period Today."



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DAISY Forms Anywhere - Now available with DAISY 4.4

Make life easier for your patients and your practice. DAISY Forms Anywhere lets your patients conveniently update their medical history from home or any other location. As well as being a great service for them, it makes your practice more efficient.

With DAISY Forms Anywhere, you can:

- Go paperless with something you handle every day.
- Offer patients the convenience of viewing, editing and updating their medical history from anywhere and sending it to you via a secure, password-protected connection.
- Save staff time and reduce errors, because medical history updates are automatically transferred to patient records in DAISY.
- Review patient medical histories before appointments.
- Ensure that your patients protected health information is kept safe through encryption and secure storage.

For more information, call or email Rebecca Lanxon at 503-952-5237 or rebecca.lanxon@dmcdental.com.

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

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Portland, OR 97204



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