Oregon Dental Conference - April 9-11, 2015

It's hard to believe it's already been a year, but here we are. We look forward to seeing you at this year's ODC. As always, we have lots of cool, new DAISY features to showcase. Come visit with us in booth #525 and see a preview of what's new in DAISY.

- Patients can fill out medical history on a tablet device.
- DAISY Forms Anywhere allows your patient to fill out their medical history from the comfort of their home.
- Enhanced printing options for clinical notes/detail templates
- Much more!

To stay up to date, follow us on Twitter @DMCDental. Use hashtag #2015ODC for the latest DMC happenings.

ODC mobile photo booth

Look for the new ODC mobile photo booth, brought to you by DMC, DBC and the ODA. Two volunteers, equipped with iPads, will be combing the convention center ready to take photos of you with your colleagues. To view your photo, visit the DMC booth, #525!

Regence claim status reports have arrived!

DMC is now distributing Regence claim status reports to the DAISY Inbox. These reports provide helpful information about the status of your Regence claims. Here are a few tips to assist you in reading these reports:

- Insurer message "**Accepted for processing**" indicates the carrier accepted the claim and entered it in their system.

- Payor's claim number is the number assigned by the carrier's claim processing system. This number can be referenced if you call the carrier regarding this claim.

- Insurer message "**Missing or invalid information**" indicates the claim was missing patient or subscriber data or contained invalid information. This claim was not entered in the carrier's claim processing system and a claim number was not assigned. To troubleshoot this claim message confirm demographic data with your patient (name, date of birth, gender, subscriber address, ID number) and/or contact Regence to confirm eligibility. Update the patient's information in DAISY and resubmit the claim.

Current events

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

Bend DAISY User Meeting
Friday, May 15
9:00 a.m. - 1:30 p.m.
Moda Office - Boardroom
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.

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

Join us in welcoming our newest team member, Kristin!

We are pleased to announce that Kristin Ford has joined DMC as Senior Account Executive. Kristin's sales and business development background make her an excellent asset to the team.

Kristin has 17 years of experience in high tech sales. Kristin attended Eastern Oregon University where she studied community health and education. Kristin has a background in the dental field having worked as a training specialist in a large dental clinic. Kristin is familiar with DMC; she previously worked at DMC as an installer-trainer and system sales representative.

Kristin enjoys spending time with her family. She has two college aged children and a husband. She really enjoys spending time outdoors with her two big dogs, Roonie and Jazz. Kristin loves to explore new restaurants in Portland. Her favorite candy bar is a dark chocolate Almond Joy. If you speak with Kristin in the near future, please say hello!

www.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.

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 gial. We've got you covered.

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

## I forgot to run my daily reports yesterday...

1. Open **Reports**
2. Choose the **Daily Closing** folder
3. **Right-click** on the report (e.g. **Payments**) and select **Properties**
4. Click **Reset**

Note: When back-dating your reports, it's important to click the reset button to ensure accuracy.
5. Filter the **Posting Date** tab for *in the period* & then select *Yesterday.*

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."*

From the Managing Director
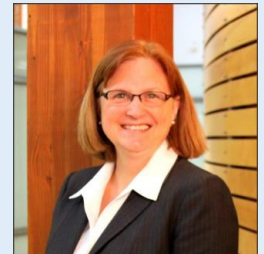
DMC is proud to provide excellent customer service and data backup solutions for our customers. As part of that commitment, we want to make sure the Redundant Backup Solutions (RBS) configuration on your server is still current. It would be very unfortunate for you to experience a server crash or system failure and lose valuable data that has not been added to the RBS configuration. Have you implemented or added new digital imaging, time clock or financial management software that stores your data on your server? We need your help to keep us updated on your systems so we can support you in the best possible way. Please take a moment to call us directly at 503-243-3966 or 800-368-6401 to report new software installations and new version updates to your existing software. Our technicians will make the necessary changes and help you with anything else you might need. Thank you for putting your trust in DMC. Helping you run an efficient and profitable practice is always our number one goal.

Nancy Avery, Managing Director