



BUSINESS MATTERS

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 and to pick up a souvenir, visit the DMC booth, #525!

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.

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.





BUSINESS MATTERS

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 tip - verify mailing address

Did you know that DAISY can verify the accuracy of individual mailing addresses using information from the U.S. Postal Service (USPS)? Verifying mailing addresses helps to maximize collections and ensures that claims process quickly and reliably.

1. From the **DAISY** menu, select **Configure > Persons**.
2. Locate and open the desired person in the search dialog.
3. In the resulting **Personal Info.** window, to the right of the **Street** text box, click the **Not verified** link.

The screenshot shows the 'Personal Info.' window in the DAISY software. The patient's name is Hansen, and the address is 14214 S Jefferson Parkway, Portland, OR 97222. A blue link labeled 'Not verified' is visible next to the street address field. The window also includes fields for care of, gender, birth date, SSN, email, and phone numbers.

If the address matches the information in the USPS database, the link will reflect the verification date (e.g. - "Verified 02/27/2015").

[Verified 02/27/2015](#)

If the address cannot be verified, you will receive a warning that says, "The U.S. Postal Service indicates this address may be undeliverable."





BUSINESS MATTERS

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. Brushing up on your existing skills are great too. We've got you covered.

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

Migrating a patient's treatment plan to a different account

A patient's treatment plan is linked not only to the patient, but also to the account. If you need to move a patient to a different account for any reason, you should also migrate the patient's existing treatment plan to the new account. DAISY will automatically prompt you to migrate the treatment plan when applicable. If you don't migrate the existing treatment plan to another account, it will be deleted automatically.

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

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



www.dmcdental.com