



BUSINESS MATTERS

Need early morning technical support?

Our DMC technicians are available early morning for technical assistance Monday through Friday from 5:30 a.m. to 8 a.m.

Should you experience a problem accessing DAISY during this time, please call one of the DMC support numbers below and press number 3 on your telephone anytime during the greeting. This will direct your call to our on-call technician.

503-243-3966, press 3 or 800-368-6401, press 3

Please use this early morning option for urgent issues only. Urgent issues are defined as the complete inability to use the DAISY software or a down network. Our customer support team can assist you with all other hardware and software questions during our regular business hours Monday through Friday from 8 a.m. to 5 p.m.

Are you expecting a DAISY update? Leave your computers powered on!

As a reminder, the DMC auto update process will install the DAISY update at approximately midnight on your scheduled date. Below are some considerations regarding the auto update process:

- Do not power off your DAISY server and workstation(s) on your scheduled date.
- Save all work and exit all DAISY windows on your scheduled date.

If you power off overnight, your system will perform the update once it's powered on. This process could take up to **one hour**, impacting your morning routine. If you restart during the update process, this will start the update process over again. You will not be able to use DAISY during the server installation.

As always, our customer service team is ready to answer any questions at 800-368-6401 or 503-243-3966 or via Live Chat.

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.





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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

Farewell, Tim!

After 15 years as a System Support and Operations Specialist, Tim is leaving DMC. Tim and his wife had a beautiful daughter last June and he has decided to spend some more time with her.

Many of you have had the pleasure of working with Tim over the phone or in person during the last 15 years. He's helped get to the bottom of your claim issues, software and hardware issues and has most likely given you a good laugh!

Although we are losing a valued member of our DMC family, we wish him all the best as he moves forward. Things will be a little quieter at DMC without Tim's many jokes and laughs. He will be missed! His final day with DMC is Thursday, March 12th.





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DAISY practice management system

**You asked.
We delivered.**

Electronic health record (DAISY EHR)

Meets certification requirement for Medicaid incentive.

- ▶ Can be accessed directly from DAISY.
- ▶ Saves you time by reducing duplicate entry of patient information.

Delivered through DAISY auto updates!

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**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