



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.

DAISY tip - account has the wrong guarantor

Have you ever encountered a situation where an account was set up with the incorrect person as the guarantor? It's an easy fix; all you need to do is select a different person. Here's how:

1. Open the **Account** window
2. Right-click in the guarantor area (upper left)
3. Click **Select Guarantor on Account**
4. Select the correct person from the resulting **Search for - Guarantor** window; click the OK button.
5. Save changes to the account

If the person you are searching for (step 4) does not appear in the search results, it means that the person does not exist in DAISY. In that case, click the **New Guarantor** button in the lower left corner of the search window. In the resulting **Personal Info** window, complete the information (name, address, birthdate, etc.) and save changes.

Note: Do **not** click the personal information (pencil and paper) button to select a different guarantor. Only use this button if you are trying to update the existing guarantor's personal information.

Current events

Eugene DAISY User Meeting

Friday, April 24
9:00 a.m. - 1:30 p.m.
LaQuinta Inn & Suites
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

Coos Bay/North Bend DAISY User Meeting

Friday, June 3
4:30 p.m. - 8:30 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

You asked. We delivered.

DAISY 4.5 is coming soon!

DAISY

Improved claim processing
Regence claim status reports
Updates to Referring Providers

Chart

Enhanced chart graphics
Better integration with treatment plans

Schedule

Premed icon always appears
More information on appointments

...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: **DAISYRZ1M**

Benefits of digital attachments:

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

Welcome, Julie!

Please welcome our new system support and operations specialist, Julie. She comes to DMC with several years of customer service and operations experience. Julie transferred to DMC from Dental Customer Service where she was a customer service representative. She started at Moda Health in 2009 as a medical customer service representative.

Julie is also a licensed massage therapist and she earned her BA in nutrition and dietetics from Rosary College in River Forest, Illinois.

Julie's favorite color is purple and her favorite candy is anything chocolate. Her favorite hobby is knitting but she also enjoys cooking, hiking and sitting on the beach listening to the ocean. We are glad she is here! If you speak with Julie in the near future, please take a few moments to welcome her to the DMC family!

Accepting a new form of payment?

Are you accepting CareCredit? How about money orders or FSA cards? DAISY allows you to add custom payment methods. Here's how:

1. Click on the DAISY menu and select **Configure**.
2. Select **List Maint**.
3. Click on the **Simple Lists** tab.
4. Select **Payment Methods**.
5. Right-click and select **New Item**.
6. Enter your new payment method and **Save**.

The payment method will now be available to choose from the next time you enter and post a payment.

Note: Payment methods must be unique.





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Come see us at the Oregon Dental Conference!

We look forward to seeing you at this year's Oregon Dental Conference. As always, we have lots of cool new DAISY features to showcase. Come 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 own home.
- Enhanced printing options for clinical notes/detail templates.
- Much more!

Visit us in booth #525. To stay up-to-date on DMC, follow us on Twitter and Facebook.

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

Dentists Management Corporation

Come see us at the ODC!

April 9-11 at the Oregon Convention Center

- ▶ Look for our mobile photo booth and take a photo with friends
- ▶ Then visit booth #525 to see your photo and say hi!

Dentists Management Corporation
 @DMCDental #2015ODC

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Monday – Friday 8 a.m. – 5 p.m. PST

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

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