



# BUSINESS MATTERS

## Win a \$100 VISA gift card!

DMC is always looking to enhance our products and services. We appreciate your feedback and are interested in hearing from you. Please take a few moments to complete the following survey for your chance to win a \$100 VISA gift card.

Click [here](#) to complete the survey.

## You asked. We delivered.

DAISY 4.5 is right around the corner. We are excited about this update because we know it's all about the *little things* that help you with your daily workflow. It's one of the ways that DMC delivers.

In the **Confirm Appointments** window, the appointment duration now displays next to the date and time of the appointment.

To view a video of the feature, click [here](#).

If your office would like to be one of the first to receive DAISY 4.5, contact DAISY support and let us know. Stay tuned for more sneak peeks in next week's Business Matters.

**Confirm** Ladner, Shawn

New Patient  Birthdate: 10/16/95 Age: 19

**Contact** Gender: M

Phone: (503) 026-5355 Ext. (Home)

Alternate:  Email:

**Appointment set for Wednesday, 04/29/15 11:20 AM 40 minutes**

Description Child RC/Lorey

Pre-Meds

**Confirmation**

Status **None**  Use AutoRemind - No Reminder

Notes

**Resources On Appointment**

Cynthia

## Current events

### Bend DAISY User Meeting

Friday, May 15

9:00 a.m. - 1:30 p.m.

Moda Office - Boardroom

Click [here](#) to register -- **Only 7 seats left!**

### Medford DAISY User Meeting

Friday, June 5

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](mailto: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

## Business Matters articles are now on our website

Business Matters articles for 2015 are now available on the DMC website. A great deal of useful information is available to you on the DMC website. You can view our current recall card selection, obtain information about products and services that would be useful for your practice and much more! Click [here](#) to view the Business Matters archive.

## DAISY User Meetings - we still have room for you!

We will be featuring new software updates, enhancements and addressing your questions and concerns. Take advantage of this opportunity to gain more knowledge and enhance your DAISY experience. Remember, these meetings are *free of charge* to all DAISY users.

## 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.

As always, if you have any questions, contact DMC support at 800-368-6401 or by email at [daisysupport@dmcdental.com](mailto:daisysupport@dmcdental.com).





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## Improved patient care through advanced diagnostics

Don't miss an opportunity for 4 CE credits and a chance to learn the latest about digital diagnostic technology from Dr. Vijay Parashar.

- The latest in 3D technologies
- Real clinical applications of 2D/3D
- Find out which solution is right for you
- How to increase patient treatment acceptance
- Learn how to limit your liability
- Installation, training and support examples

### Vijay Parashar, BDS, DDS, MDS

*Associate Professor, Oral & Maxillofacial Radiology,  
Midwestern University, Glendale, AZ*



Dr. Parashar currently serves as head of radiology at the rank of associate professor at Midwestern University of Arizona. He is a diplomat of the American Board of Oral & Maxillofacial Radiology. He received his DDS from the University of Detroit Mercy (UDM) and completed his MS and certification in oral and maxillofacial radiology in 2006 from University of Connecticut. He is the recipient of the Howard Riley Raper Award in 2008 and the William H. Rollins Award for Research in 2012. Dr. Parashar has served as chair of the oral radiology section of the American Dental Education Association and is chair of the Pierre Fauchard Academy, Arizona section. He has interpreted over 5,000 cone beam scans and planned over 4,000 dental implants.

### Please RSVP to Jody Blakely:

503-952-5234

jody.blakely@dmcdental.com

Lunch will be served

4 CE credits provided

Cost: \$100

Friday, June 5, 2015

9 a.m. - 2 p.m.

Moda Tower

601 SW Second Ave.,

Portland, OR 97204

### 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](mailto:daisysupport@dmcdental.com).

Call us, we are always happy to assist you.

Nancy Avery, Managing Director

### Monday – Friday 8 a.m. – 5 p.m.

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

[daisysupport@dmcdental.com](mailto:daisysupport@dmcdental.com)

601 SW Second Ave.

Portland, OR 97204



[www.dmcdental.com](http://www.dmcdental.com)