



BUSINESS MATTERS

DAISY 4.6 - early adopters wanted!

DAISY 4.6 is being planned to be released soon and we are looking for DAISY clients who are interested in trying out and providing feedback. If you want to use the new enhanced reporting capabilities, easier to access patient and clinical information, bill tertiary insurance and try out our users' most asked for enhancements, then participate in our DAISY 4.6 beta program.

Does this sound like something you have been waiting for? Would you like to learn more? Are you already asking yourself - "Where do I sign up?"

Contact Karyn Zerr at karyn.zerr@dmcdental.com.

**BETA
TESTERS
WANTED**

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 LiveChat.

Current events

Wenatchee DAISY User Meeting

Friday, July 17
9:00 a.m. - 1:30 p.m.
TBD
Click [here](#) to register

Southern California DAISY User Meeting

Friday, August 14
9:00 a.m. - 1:30 p.m.
TBD
Click [here](#) to register

Coos Bay DAISY User Meeting

Friday, September 11
9:00 a.m. - 1:30 p.m.
TBD
Click [here](#) to register

We will be updating the User Meeting locations 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 now available!

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. If you would like to know when you'll receive your update, contact DAISY support at 800-368-6401 or 503-243-3966.

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 4.5 is here!

DAISY 4.5 is now coming to a computer near you! 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.

If you'd like to review what's new in DAISY 4.5 before you receive your update, click [here](#).

Your update has been automatically scheduled. You should receive a pop-up notification 7 days before your scheduled date. If you'd like to know when your update is going to occur or if you have not received a pop-up notification, please contact DAISY support.

Watch DAISY tutorial videos online

DAISY tutorials can be found [here](#). As we continue to build our tutorial library, we appreciate your feedback on how we can enhance your experience with DAISY. If you would like to see a how-to tip that we don't have posted, please send an email to daisysupport@dmcdental.com.

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.





BUSINESS MATTERS

Spotlight on support - Meet Jennifer!

Jennifer started with ODS as a dental customer service representative in 2011 and came to DMC as a system support specialist in 2013. Since she's been with DMC she's assisted many of you with day-to-day operations. She has spent the better part of her adult life working in customer service from retail, waitressing, wine sales and dentistry. Jennifer went to college at San Diego State University and studied psychology and art.



In her free time, she enjoys taking care of her family. They love to spend time outside gardening, hiking, camping, swimming and seeing live music as much as possible. Her favorite color is orange but gravitates to most earth tones with the exception of aqua, turquoise and sea glass. Jennifer's favorite candy bar is anything Reese's but her true love is gummy candies of all kinds. If you speak with Jennifer in the near future, be sure and say hello!

From the Managing Director



You asked. We delivered.

I am excited to share the news! We read each and every one of your feature requests. The latest version of our DAISY software is ready to go! Our dedicated product management team and our talented software developers worked diligently over the past several months to deliver the features to DAISY that you, our loyal customers, have requested. Watch for the What's New prompt and read about all of the new features coming your way. Until then, here are some of the new features:

- Categorize and filter clinical notes by tooth or mouth area
- Premed icon displays on appointments regardless of the length of the appointment
- A planned procedure can have the treatment plan visit and/or phase indicated to automatically organize the treatment plan from Chart

A special thanks to all of you who submitted feature requests.

Nancy Avery, Managing Director

Monday – Friday 8 a.m. – 5 p.m.

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

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