

BUSINESS MATTERS

Don't let ransomware, malware, and viruses wreak havoc on your practice



DMC's multi-layered defense protects your data (and your money).

Ransomware, malware, and viruses are on the rise. Fortunately, you can detect and prevent a variety of malware attacks. DMC now provides the tools you need to strengthen your defenses with the Meraki MX64 detection and prevention service.

With the Meraki MX64, a vast array of online threats are blocked from entering and infecting the hardware and software your practice relies on. This new service protects you from your internet connections entry point to each computer and server in your practice.

Reducing the risk of infection in today's dental practice requires more than a single product. DMC's malware defense uses a combination of hardware and software working to safeguard your practice from unwanted attacks.

For more information, contact Rebecca Lanxon at 800-368-6401 or sales@dmcdental.com

Current events

Staff Meeting

Thursday, August 10
3:00 p.m. - 3:30 p.m.

Please leave a voicemail during this time and we will return your call as soon as possible.

Staff Meeting

Thursday, August 17
2:00 p.m. - 3:00 p.m.

Please leave a voicemail during this time and we will return your call as soon as possible.

Staff Meeting

Thursday, August 24
3:00 p.m. - 3:30 p.m.

Please leave a voicemail during this time and we will return your call as soon as possible.

Staff Meeting

Thursday, September 7
3:00 p.m. - 3:30 p.m.

Please leave a voicemail during this time and we will return your call as soon as possible.

Billing questions?

Please update your records to reflect the current contact information.

For all billing inquiries, please contact Oksana Ilinich at **800-368-6401, option 3.**

For all sales inquiries, please email us at sales@dmcdental.com.





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News and services

DMC Human Resources

Want to focus on dentistry instead of managing the HR responsibilities of your practice? We can help with that! DMC HR allows you to focus on what you really love about being a dentist. Click here to email [Karen Wilson](#) and find out more about DMC HR.

Selling your practice?

Let us help make this transition as smooth as possible. Click [here](#) to email Lisa Horton and find out how you can make this a stress free change.

ASPIDA - Encrypted Email

Protect your data and your workflows. Send secure, compliant messages, email and files from anywhere, to anywhere. Securing communications containing PHI and PII is not optional - it's a legal requirement. For more information, visit www.aspida.us.

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

Ensure the safety of your practice data

Get peace of mind with Redundant Backup Solution. Losing your critical patient information can bring your practice to a standstill. With DMC's Redundant Backup Solution (RBS), you can safeguard your vital patient data, on-site and off-site.

Automated - Hassel-free, automatic backups happen behind-the-scenes. No staff time required.

Secure - Data remains safe through secure online backup, exceeding HIPAA standards.

Monitored - Daily backup reports reviewed by a DMC customer service representative ensure consistent performance.

With two backups in two locations, RBS keeps your most valuable information safe and secure. Your DAISY patient data is encrypted, keeping thieves out of private patient information.

On-site backup

- Fully automated backup
- 2 terabyte hard drive capacity
- Fireproof and waterproof
- Securable unit for theft resistance
- 3-year warranty



Off-site backup

- Automatic backup with DAISY's daily closing
- Secure Internet-based

Why risk losing your most valuable data with a single backup solution? Let DMC's hassle-free Redundant Backup Solution protect your practice. For more information, contact Rebecca Lanxon at 800-368-6401 or sales@dmcdental.com.





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Not enough time to sit on hold?

We have great news! Our phone system offers you the option to request a call back instead of leaving a voicemail or waiting on hold. Once a support representative is available to take your call, it will automatically dial your phone number and you will receive the same great customer service you have come to expect without waiting on hold. To select this option, press option 3 while waiting on hold.

Also, as a reminder when you call DMC you now have the option to speak directly with our hardware and network support team by selecting the hardware support option when prompted. If you have ever experienced a technical support issue, you will appreciate faster access to our most experienced hardware support specialists.

Unfinished treatment plans or overdue recall

Do you notice patients in your system who still have outstanding treatment plans? Or children who might be going back to school soon that you want to schedule before the school year starts?

The Treatment Plan Procedures Not Done and the Recall by Patient reports are a good place to start. These two reports will help you determine which patients have outstanding treatment to complete and those who are due or overdue for their recall.

If you have any questions on how to filter these reports, please feel free to contact our DAISY support team by calling 800-368-6401 or via email daisysupport@dmcdental.com

Have an idea to make DAISY better?

We love to hear your feedback and ideas! Please feel free to contact the DAISY support team if you have any ideas or suggestions about our software. We always strive for excellence and truly value your thoughts regarding our program.

DAISY 5.2 is coming!

If you would like to be a beta tester please contact our support team. Also, click [here](#) to see our What's New page.

In the area? Stop by to say hello and get a tour!

We would love to meet you and show you around. If you happen to be in the Milwaukie area, please stop by and say hello!

Volunteer opportunity!

The Kemple Memorial Children's Dental Clinic in Bend, OR is seeking volunteers to help enter patients into their DAISY software for tracking their Screen & Seal Program. This is a great opportunity to provide service in the dental community. If you are interested contact Info@kempleclinic.com or call (541) 617-1653 for further information.

Send support a chat!

If calling us on the phone is not an option, you can use the instant message chat feature to speak with our skilled DMC team. Just go to the Help menu from any DAISY screen and click on "Chat with a DAISY representative".



Monday – Friday 8 a.m. – 5 p.m.

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

daisysupport@dmcdental.com

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www.dmcdental.com