



BUSINESS MATTERS

DAISY 5.0 is here!

If you would like to be one of the first offices to receive the update, please feel free to contact DMC at daisysupport@dmcdental.com. Some new features include:

- **HIPAA Hotkey**—Turn off or on patient information from the schedule view with one keystroke: CTRL-H. This will show or hide patient information on the schedule but will not affect the printed schedule.
- **Expanded Goal tracker**—A new AR Activity pie chart has been added to Goal Tracking, giving you a better visual of practice health. The AR Activity pie chart shows charge, payment and adjustment activity for a chosen month. Double click on a wedge of the pie to look at a more detailed view for that field. The previously updated Scheduled Production bar graph shows production per week for past and future appointments. It can be viewed by month or week
- **Password Reset Reminders**—Since many HIPAA compliance plans suggest changing passwords on a regular basis, Daisy 5.0 now comes with a feature to support this. The Password Reset Reminder can be turned on or off and the office manager can manage how often to remind the staff. For example, it can be set to remind you every 90 days. After 90 days each staff member will get a reminder to change their daisy password when they log in. If you choose 0 days, the password reminder is disabled.
- **Claim History Filter Settings**—These are now saved per user and per workstation which allows the user to open claim history with the same filters that were set when previously viewed making it easier to resume work in a timely manner. Clicking the reset button will set the filters back to the default settings.
- **Ledger claims**—The process for creating ledger claims has been updated to recognize that the performing provider should not be the treating provider. The billing provider will default as the treating provider for all ledger claims.

Current Events

Customer Service Week

Monday, October 3rd—Friday, October 7th

Staff Meeting

Thursday, October 6

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

Friday, October 14

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, October 20

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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What's new at DMC

DMC HR Management Services

As your practice grows and employment law becomes more complicated, employee issues require more of your time. DMC HR Management Services helps you reduce the time you spend running the business side of your practice so you can get back to the revenue-generating side of your operations.

We take care of:

- Payroll and payroll tax compliance
- Health benefits
- Workers' compensation claims
- Unemployment insurance claims
- Retirement plans
- Recruitment, hiring, HIPAA/ OSHA training.

Sound appealing? Contact [Karen Wilson](#) to schedule a free consultation.

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

Thinking of updating your hardware? Think DMC!

We love helping whenever possible. That includes saving you money and giving you all the best options to choose from, so that you can make the smartest and most informed decision when investing in your practice's future.

With many options available to offer you, we are sure we can find a customized solution to meet your needs that will be the most beneficial for long term. Not only can we find you a great deal on hardware but we can guarantee it's integrity and keep it in top working order with online support and office visits when necessary.

Our technology experts understand your practice and are here to help with anything from your computer hardware and software to networking or digital equipment. You will get equipment maintenance that includes troubleshooting, diagnostics, issue resolution and warranty management for all your hardware. Our services also include, but are not limited to:

- On-site visits
- Virus detection and removal
- Discounts on hardware purchases
- Loaner computers
- Hardware removal and proper recycling
- Free yearly equipment health evaluation
- Installation and integration of multiple software; i.e. financial software, intra-office communication, patient education, etc.

Do you want to replace your older computers (more than 5 years old) with the Windows 7 Professional OS before it is no longer available? DMC now offers discounts on hardware purchases. We urge you to contact Rebecca Lanxon at 800-368-6401 or via email at rebecca.lanxon@dmcdental.com as soon as possible.

For more information or to schedule a free no obligation consultation, please call DMC or click [here](#).





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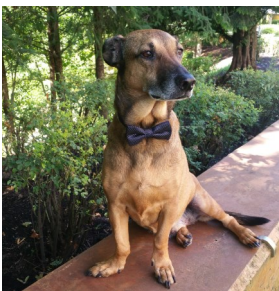
Meet our new System Support Specialist Rachèll Couch!



Rachèll is the newest member of the DMC team. She started with us on September 19th. Rachèll comes with excellent customer service skills having worked in Dental Customer Service for Delta Dental of Oregon and in Technical Support for Netflix. This combination of dental and technical background make her a perfect fit for our organization.

Born in Portland, she grew up not far from our Plaza location in Milwaukie. She is a Rex Putnam High School graduate, where she enjoyed vocational training courses all four years in Business and Computer Technology. She loves to garden and has a passion for all animals, especially her dog Cleo (a Basset hound/Corgi and Shepard mix) and penguins! Rachèll loves to play disc golf and is also on the PDX Pinball League, Hungry Tiger Too. As a true Portland native, she is a huge Trail Blazers and also supports the Oregon Ducks. She and her significant other are vegans who love to cook. He is currently the reigning Vegan Iron Chef of Portland! Rachèll's favorite travel destination thus far has been Banff National Park in Alberta, Canada. She would love to one day visit Thailand to see elephants in their native habitat. Rachèll loves all music but can typically be found listening to 80's and 90's hip hop or alternative. She is also a big Leonardo DiCaprio fan but especially loves Baz Luhrmann's rendition of Romeo and Juliet. Please join us in welcoming Rachèll to our team!

Meet Bentley, our furry four legged companion!



Bentley is a Basset Hound and German Shepard mix who belongs to our support specialist, Jessica. He has been with DMC for about four years when Delta Dental of Oregon first started their pet program. He is about seven years old and fits in wonderfully with our DMC family. Bentley loves to get attention and belly rubs. He will happily greet you if you ever stop by for a visit!

WEO Media - Free webinars!

Dental Website Design Best Practices

Wednesday, October 19

5:00 p.m. - 6:00 p.m.

Click [here](#) to register

Website design is more than just pretty pictures and colors. In this webinar we will review the top 5 design best practices for dental sites and discuss how you can implement them on your website as well

Online Reviews & Reputation Management

Wednesday, November 9

5:00pm - 6:00pm

Click [here](#) to register

Online reviews are quickly becoming the new word of mouth. Does your practice have a strategy in place to gather reviews? In this webinar we'll cover strategies to gather reviews as well as discuss how to respond and combat negative reviews.

Customer Service Week!

Help us celebrate our amazing customer service team! Dan, Jessica, Paul, Rachèll, Jen, Veniese, Michelle, Dennis, and Christy (not pictured)



Monday – Friday 8 a.m. – 5 p.m.

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

daisysupport@dmcdental.com

10505 SE 17th Ave.

Milwaukie, OR 97222



www.dmcdental.com