



BUSINESS MATTERS

DAISY 5.2 is here!

As a reminder, you will receive a notification of your scheduled update one week prior to the scheduled install. This will be in the form of a pop up when logging into DAISY. Each user should see this pop up at least once.

Clinical Enhancements

- You may now associate documents in Document Manager with various mouth areas and teeth. When you search the Patient History window for a particular tooth, any document associated with that tooth/mouth area will now appear in the search results.
- Clinical Notes Manager now displays the associated mouth area/teeth of Clinical Notes and scanned documents.
- The Perio Exam full view window now has a zoom in/zoom out feature.
- The patient's nickname now appears in the Chart window heading.

Scheduling

- There is now a Select All/Select None button to easily check or uncheck all resources in the Best Fit window.
- DAISY saves the width of the Organizer after it has been resized in the schedule view.

Other Changes

- The Statement Preview/Statement Review now shows a "CR" on credit detail lines.
- A new "Reminder" filter has been added to the Patient Reminders report (R1025). This allows you to search for words or other text in patient reminders.
- The description for Location Office Type 32 has been changed from "Nurse Fac" to "SNC" (Skilled Nursing Care).
- UCR Fee schedules can now be updated based on information received in Electronic Remits.
- A new "Scheduled?" filter with Y/N options has been added to the Patient Recall Letter merge document.

Current events

Customer service week!

Monday, October 2 - Friday, October 6
Please feel free to send your favorite support team any chocolate or candy!

Staff Meeting

Thursday, October 5
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 13
11:00 a.m. - 12:00 p.m.
Please leave a voicemail during this time and we will return your call as soon as possible.

Staff Meeting

Thursday, October 19
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.

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.

DAISY InCharge

If you are a current DAISY InCharge user but have not yet upgraded to the new chip reader terminal, contact [Lisa Horton](#) to find out how you can save \$100 on each terminal.

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

Have you changed any ID information for your practice?

When you update your practice identification information this can affect certain processing features of your DAISY program. It is important to call DMC to update your information to ensure there is no delay in processing your claims. Some things that could hinder this process would be:

- Tax ID number
- NPI (type one or type two)
- Changing from a social security number to a tax ID number would require that your office sends the insurance company a W9 form in order to update the necessary paperwork.

Section 1557

This is a nondiscrimination provision by the ACA, in effect since 2010, prohibiting discrimination. The final rule, issued in May, aims to educate consumers of their rights and helps covered entities understand their obligations. DAISY now allows participating offices, those who receive Medicaid payments, the ability to put a translation service on the front of recall cards. For more information about the changes being made, please feel free to visit [this](#) website.

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.

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.

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.



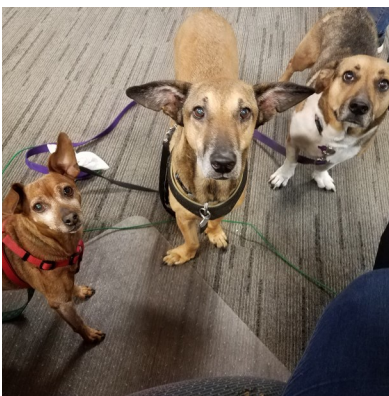


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Meet Cleo!

This pretty girl joined our DMC family just this last year. She belongs to our support team member Rachèll and quickly earned a spot in our hearts. Cleo traveled to Portland from Northern California where Rachèll and her partner, Dan, adopted her from Lexi Dog Boutique and Social Club in Portland on March 27th, 2012. Cleo will be 10 next year and is still as lively and young at heart as ever.

She loves belly rubs, raw hides and of course treats! She is a girl of many talents ranging from rolling over, hand shakes, high or low fives and singing the song of her people. She will happily show you one of her many talents in exchange for a favorite treat.



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.

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.

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

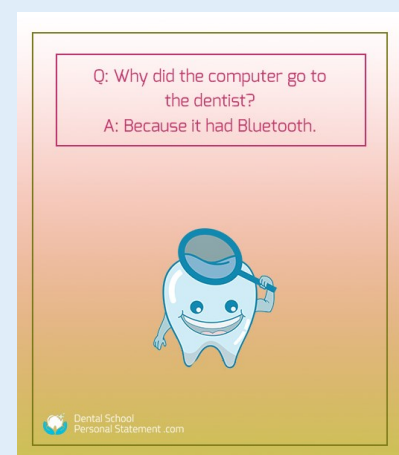
We would love to meet you and show you around. If you happen to be in the Milwaukie area, please stop by and say hello!

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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