



BUSINESS MATTERS

DAISY 5.0 is here!

We have now scheduled all our offices to receive the update before the end of the year. If your office has not yet been updated and you would like to know when it is scheduled; please feel free to contact our [support team](#). Some new features include:

- **Password Reset Reminders**— Daisy 5.0 now comes with a Password Reset Reminder feature that can be turned on or off, as well as maintained for frequency. 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**— It will now remember specific settings in claim history, allowing you to close the window and resume work later without having to reset filters.
- **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.
- **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.
- **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

If you are curious whether your office is already updated, you can check by going to the Help menu in daisy and clicking on About.

Current Events

Staff Meeting

Thursday, November 3
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, November 17
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.

Office Closure—Thanksgiving

Thursday, November 24 and Friday,
November 25

Staff Meeting

Thursday, December 1
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

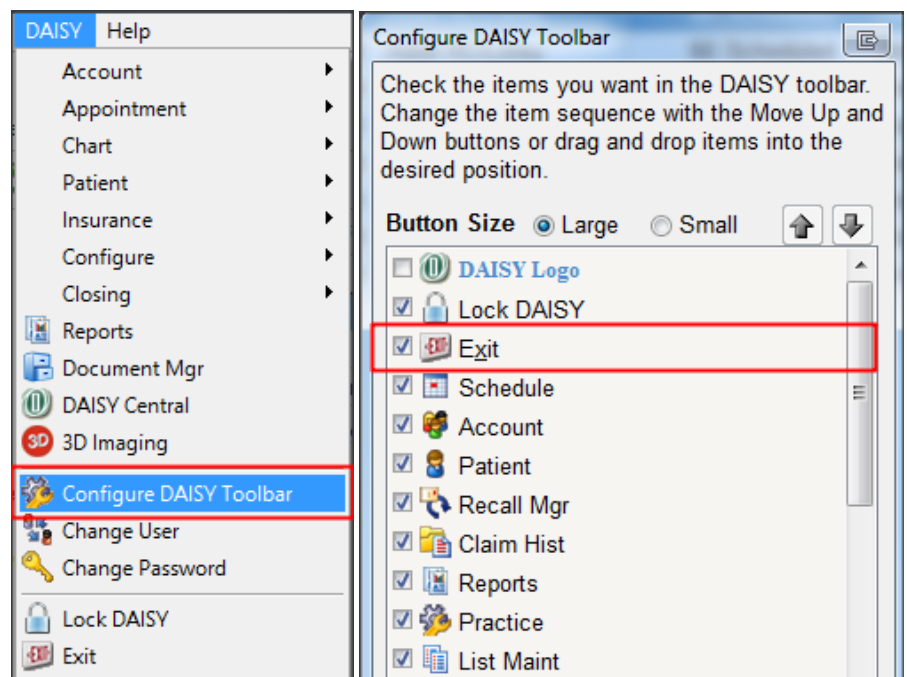
Benefits of digital attachments:

Faster delivery, unlimited use
No more "lost" attachments
Use any digital imaging system

Are you exiting daisy or just simply closing the window?

Our development team here at Daisy strives to keep things working as efficiently as possible. To help achieve this, we have designed Daisy to stay logged in at all times, regardless of whether or not a user currently has a window up. When users click on the red X icon at the top, right hand corner of any Daisy screen, it simply closes that window but does not actually log you out of Daisy. Instead, to formally exit the program, users must click on the Exit button or option from the Daisy drop down or File menu.

When doing this, it will require the user to log back into Daisy with their username and password. It can also be added as a button to a users Daisy toolbar, making the process even more efficient. To do this, go to the Daisy Drop Down menu, then click on Configure Daisy Toolbar. Then scroll down until you see the Exit option, and check this box to add it to the Daisy toolbar.



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Meet Dan Mironichenko

Dan is a member of our technical support team focusing on the administration of our redundant backup solution, anti-virus installations and supporting our sales team with shipments. He has been with DMC for almost four years and is a valued member of our team.



Dan was born in Izmail, Ukraine and grew up in a small village called Broska, near the Danube River. He speaks fluent English, Russian and Ukrainian. Dan and his family came to the United States in early 2000 where he graduated from David Douglas High School with high honors in 2006. In 2010, he graduated from Mt. Hood Community Collage with an Associates of Applied Science degree in Computer Information Systems. He then went on to attend Oregon Institute of Technology where he graduated Magna Cum Lauda in 2013.



In his free time, Dan enjoys an active lifestyle of weight lifting, running and skydiving. He completed his ground and aerial training with Skydive Toledo just earlier this year. He enjoys a wide variety of music in many genres such as hip hop, rap, and country music, however his favorite being instrumental piano, violin and Spanish guitar.

WEO Media - Free webinars!

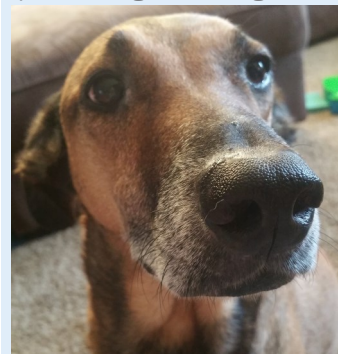
Online Reviews & Reputation Management
 Wednesday, November 9
 5:00pm - 6:00pm
 Click [here](#) to register
 Online reviews are quickly becoming the new word of mouth. Does your practice have a strategy in place to gather reviews? In this webinar we'll cover strategies to gather reviews as well as discuss how to respond and combat negative reviews.

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!

Meet Bentley!

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 is the most patient dog, tolerating lots of love from a



busy two year old at home. He loves to get attention and belly rubs. He will happily greet you if you ever stop by for a visit!

Monday – Friday 8 a.m. – 5 p.m.

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

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