



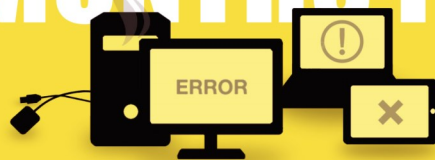
BUSINESS MATTERS

Calling for hardware support? Our phone menu options are changing.

Good news! In our continuing effort to better serve your practice needs, we will soon be adding a new phone menu option specific to hardware related calls.

Effective January 3, 2017, when you call DMC you will 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.

Get a Hardware Support Plan and Receive 3 MONTHS FREE



If you are not already aware, we now offer comprehensive hardware support for your practice. These new support packages are robust, including everything from hardware and network support to data protection and more.

If you have any questions about our hardware plans, please contact Rebecca Lanxon at: 800-368-6401 or via email at: sales@dmcdental.com.

Current Events

Office Closure—Thanksgiving

Thursday, November 24 and Friday, November 25—Please note, all claims or statements sent before the closure will not be processed until Monday, November 28.

Staff Meeting

Tuesday, November 29
10:30 a.m. - 11:00 a.m.

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

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.

Staff Meeting

Friday, December 9
12:00 p.m. - 1:30 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.

LIVE CHAT

GET SUPPORT NOW





BUSINESS MATTERS

Important News

Section 179 - Take advantage of tax breaks now

Section 179 can help you save money while upgrading your equipment and software.

Contact DMC sales at 800-368-6401 or sales@dmcdental.com for an equipment consultation and to get more information regarding our hardware plan options.

DMC HR Management Services

Want to focus on dentistry instead of managing a practice? We can help with that! 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.

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

Gearing up for the end of the year? Here is a report to consider.

The Treatment Plan Procedures Not Done report is a great way to find all the patients who have not yet completed their treatment plans but also those who may still have benefits remaining. Thus giving you a great opportunity to further assist your patients and offer them a chance to be seen before the benefits expire for the year. To run this:

1. Open Reports
2. Choose the Treatment Plans folder
3. Right-click on the TX Plan Proc. Not Done and select Properties.
4. Click reset
5. Filter by the Pri. Benefits Remain tab *note* this filter requires a dollar amount, for example \$100.

Report: 2003		Tx Plan Proc. Not Done						
Abbott, Emily 456 NW 9th Loop Camas, WA 98607		Age: 44	Acct: 13393	Bal: \$0.00				
		Home: (360) 708-3396	Last Svc:					
		Work: (503) 982-4035	Next Svc:					
Treatment Proposed: 03/31/16								
Procedure	Description	Tooth/Quad	Status	Fee	Pri. Est	Sec. Est	Est. Pat. Resp.	
D1110	Prophylaxis, Adult		Proposed	91.00	0.00		91.00	
			Proposed	\$91.00	\$0.00		\$91.00	
			Total	\$91.00	\$0.00		\$91.00	
Able, Christine								
87654 E 87th Ave Portland, OR 97266		Age: 63	Acct: 12935	Bal: \$211.00				
		Home:	Last Svc: 05/18/09					
		Work:	Next Svc:					
				Ben. Remaining:			Pri. Ins. \$1,500.00	
				Deduct. Remaining:			\$50.00	
				Annual Max			\$1,500.00	
Treatment Proposed: 05/18/09								
Procedure	Description	Tooth/Quad	Status	Fee	Pri. Est	Sec. Est	Est. Pat. Resp.	
D9940	Occlusal Guard-By Report		Proposed	385.00	0.00		385.00	
D2330	Resin-1 Surface-Anterior	22 F	No Show	132.00	105.60		26.40	
D2330	Resin-1 Surface-Anterior	23 F	No Show	132.00	105.60		26.40	
D2330	Resin-1 Surface-Anterior	24 F	No Show	132.00	105.60		26.40	
D2330	Resin-1 Surface-Anterior	25 F	No Show	132.00	105.60		26.40	
D2330	Resin-1 Surface-Anterior	26 F	No Show	132.00	105.60		26.40	
			Proposed	37%	\$385.00	\$0.00	\$385.00	
			No Show	63%	\$660.00	\$528.00	\$132.00	
			Total	\$1,045.00	\$528.00		\$517.00	

I forgot to run my daily reports yesterday...

1. Open Reports
2. Choose the Daily Closing folder
3. Right-click on the report (e.g. Payments) and select Properties
4. Click Reset

Note: When back-dating your reports, it's important to click the reset button to ensure accuracy.

5. Filter the Posting Date tab for in the period & then select Yesterday. Each report has its own unique filter settings, so this must be done for each report individually. Don't forget to correct the posting date back to its original setting after running yesterday's reports. Generally, the posting date filter should be "in the period, Today."





BUSINESS MATTERS

Meet Sam Dyer!



Sam is the Director of Marketing and Communications here at DMC. He has been with Delta Dental for 8 years and has been a valued member of our DMC team for quite some time. He has worked extensively with Healthy Grid and Loloz as well as DMC.

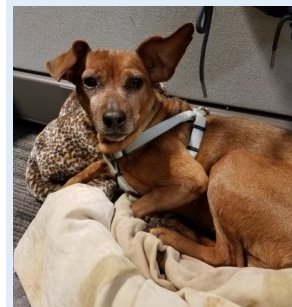
Sam grew up in Salem, Oregon where he graduated high school. He then went on to get his Bachelors degree from University of Idaho, and his master certificate in Internet Marketing from University of San Francisco. He began his career in marketing working at Omac Advertising in the Salem area. He then found his calling in Portland, working at two advertising agencies as well as the Portland Tribune and Community Newspapers as the Web Advertising Manager before making his way over to Delta Dental.

Sam and his wife are the proud parents of eight year old twins, a girl and a boy. In his spare time he enjoys spending time with his family and painting. His favorite travel destination thus far has been New Zealand and he is a big fan of the Portland Trail Blazers.

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 Lilly!



Lilly is an eight year old miniature pincher who belongs to our system support specialist, Veniese. Lilly recently started with DMC and is already very

loved by our team. She loves to snuggle, will dance when you say the word "walk" and will never say no to a treat or scratch of the ear. She loves to come to work to see her friends but especially her co-worker Bentley.

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.

To read more about the Kemple Memorial Children's Dental Clinic and its Screen & Seal program, visit their website: <https://kempleclinic.com/>

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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