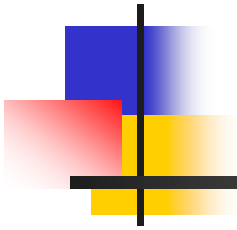


10 (Free!) Ways to Improve Your Patient Care & Practice Profitability using Computers



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"You work smarter! Let your computers work harder!"

"Quick Question & Short Chat" office hours for Dr. Stephenson, 6:45 am - 7 am, Pacific Time; Tuesday thru Thursday;
510-912-0930

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Contact: Linda Piccinini Linda@Nice-Teeth.com (email) 510-483-2164 (voice) 510-483-1671 (fax)

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[Dentistry Today Articles by Bruce A. Stephenson, DDS, FAGD](#)

These articles are in pdf format so you will need Adobe Reader installed on your computer. If you don't have Adobe Reader, [click here](#) to go to their website.

These may take several seconds to load; be patient as they are definitely worth it!

["High Tech Dental Office or Another Winchester Mystery House?"](#) ca 2001

["Paperless Dentistry - The Time is Now"](#) Feb '02

["The Road to Paperless Dentistry"](#) July '02

["Dental Computing - Major Trends and Caveats"](#) Sept '02

["Defensive Driving - When Considering Computer Software, Be Wary of 'Blind Spots'"](#) June '03

["Digital Radiology and Paperless Dentistry"](#) Sept '03

["Internet Safety Precautions"](#) Dec '03

["Operatory Computers - Expense or Investment?"](#) April '04

["Designing Computer Systems from the Ground Up"](#) Feb '05

["Computer Backup, Clones and Stem Cells"](#) April '05

["Digital Panoramic Radiology"](#) Dec '05

["Software Evolution, Not Revolution, for Peek Office Efficiency"](#)

Short Articles and Video's Unique to this Website:

[What's a "Yoon Button?"](#) [Paperless Charting using MS Word](#) [Paper Forms to Digital Forms](#)

[DentForms software from www.MedicTalk.com](#) [Computer Backup, Clones and Stem Cells](#) [RF America Intra-Oral Camera](#)

["Code Blue" Protocol](#) [What Software Do We Use?](#) [Needs Some Research](#) [Remote Control](#)

[Wireless Network Troubleshooting](#) [5 Steps for Success in Dental Computing](#) [Color Laser Printers](#)

[Tx Summary using Dentrix](#) [Recommended Reading List](#) [Business Rules for Dental Computers](#)

["Dusty Chart" Letter](#)

[**Seminars**](#)

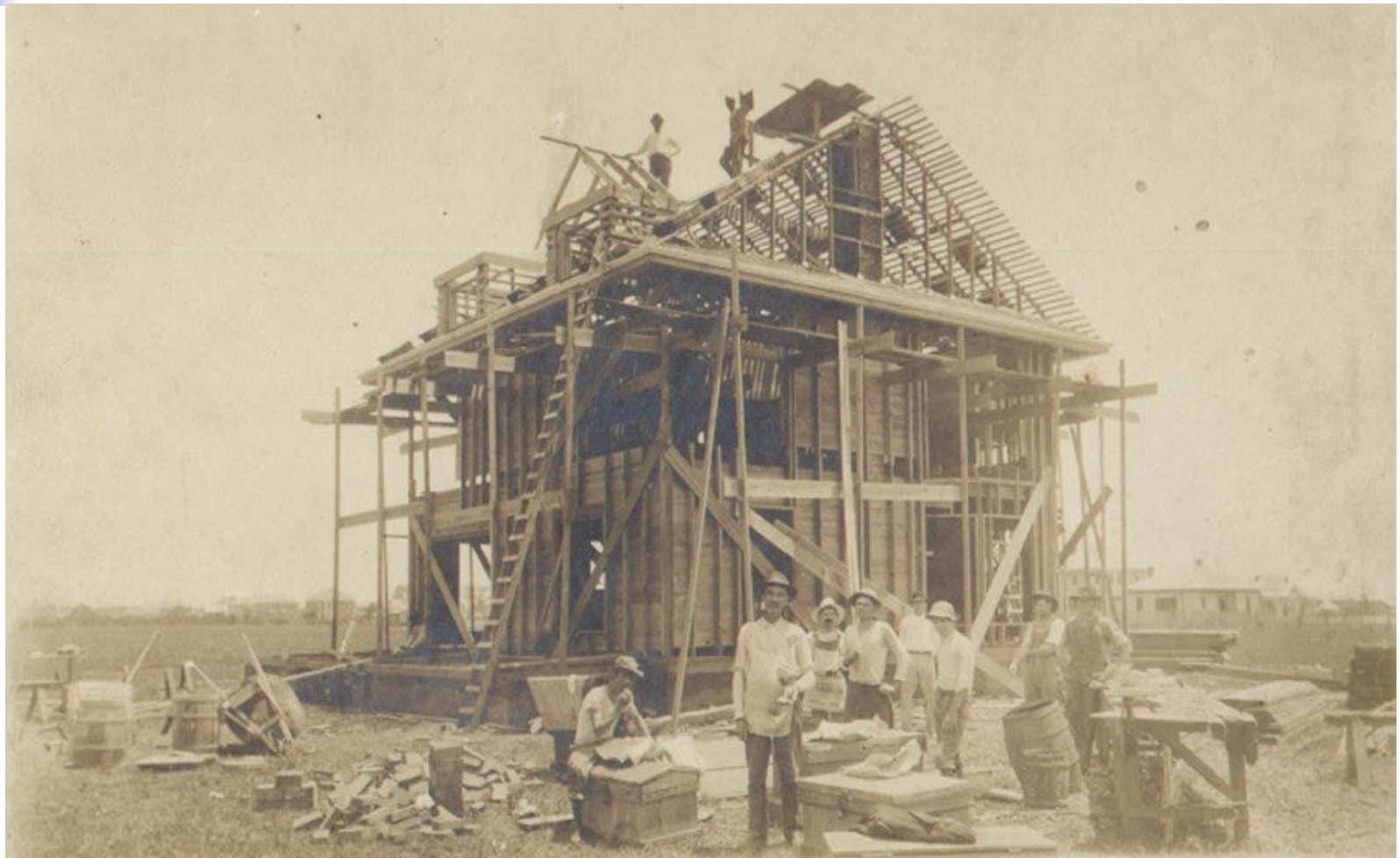
[**Training and "Flight School"**](#)

[**Free Dental Computing Newsletter**](#)

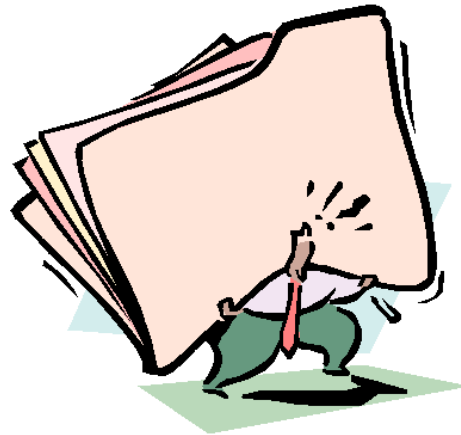
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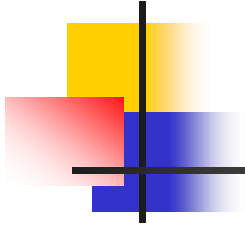
You can build a house without
using electricity ...



And you can run a dental office
without using computers ...



... But its too much work!



Prerequisites:

Bullet Proof Systems

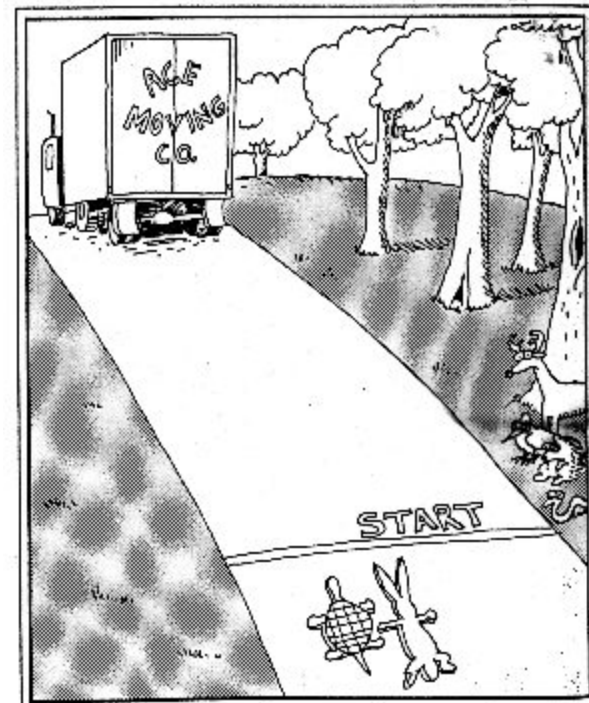


Bullet Proof Systems

- Stable, reliable infrastructure
- Tested, off-site, daily “stem cell” backup
 - “One test is worth 1000 expert opinions”
- Internal and Internet Security
- Appropriate, limited software
 - “home” computing vs. “business” computing
- Training, training, training!



Incremental Change



Changing Software – Don't

“Changing software is rarely necessary but always expensive”



“Don't confuse the carpenter's skills with the carpenter's tools”

“Changing software is rarely necessary but always expensive.”



“But we’ve always done it this way!”

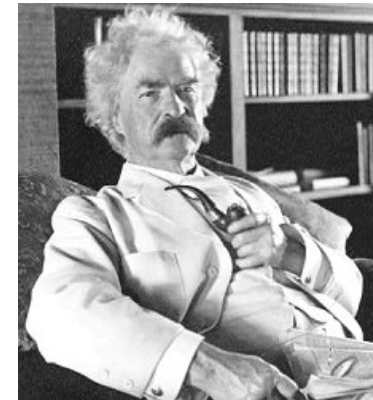


“Whoa, damn it, whoa!”

L.M. Bennett, 1915



“When the human race has once acquired a superstition nothing short of death is ever likely to remove it”





#1:

No more alphabet!

- Aged accounts
 - Oldest balance first
 - Largest balance first
- Insurance aging
 - By insurance company
 - By oldest claim
 - By largest claim
- Referral analysis
 - Number of referrals
 - Amount of referred tx



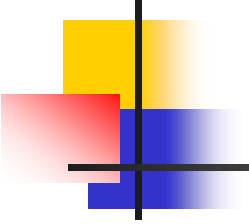
#1:

No more alphabet!

- Aged accounts
 - Oldest balance first
 - Largest balance first
- Insurance aging
 - By insurance company
 - By oldest claim
 - By largest claim
- Referral analysis
 - Number of referrals
 - Amount of referred tx

#2: Cycle Billing





#2: Cycle Billing

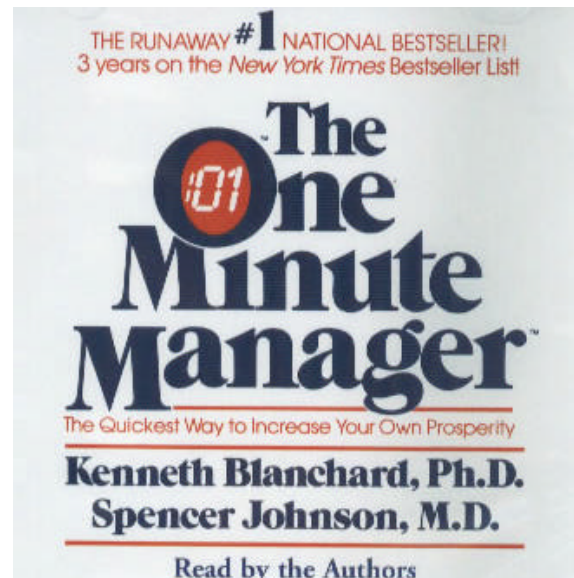
- Monthly billing is too hard and too inefficient
- Weekly
- Cycle by alphabet (easier but not efficient)
- Cycle by insurance payment date
 - Payment on Monday, Statement on Wednesday

#3:

5 Minute Manager – Weekly!



Doctor & Office
Manager



1. A/R (“virtual oversight”)
 1. Oldest balances
 2. Highest balances
2. Adjustments
3. “How full is the schedule?”
4. Month-to-date productions, collects, projections
5. Referrals; who and what
6. Problems?

#4:

Day sheet completed that day

- All charges
- All in-office paymer
- Insurance payment
- All insurance claims
- All adjustments
- All financial arrangements
- Deposit and deposi slip



"Your talk of promptness seems to have worked - everybody was out of here by one minute after five."

#5: Enter Tx Plans at time of Diagnosis





02 21 2002

#6:

Track Incomplete Tx

Dentrix Treatment Manager

File View Setup Print Help

* Patient	Last TP	TP Total	Ins Est	Pat Est	#	Pri Rem	Sec Rem	Next Appt	NAType	NAR
* Aban, Canares	09/21/2005	2609.00	360.00	2249.00	9	360.00	N/A	04/13/2006	Fixed	TP/CC
* Aborasched, Wafaa	08/09/2005	1570.00	0.00	1570.00	4	N/A	N/A			
* Abreu, Gilberto	11/24/2004	1125.00	0.00	1125.00	5	N/A	N/A			
* Acompo, David R	12/15/2003	750.00	750.00	0.00	2	1500.00	1500.00			
Adams, Clement	04/23/2003	4070.00	1500.00	2570.00	24	1500.00	N/A			
Alexander, Marg...	06/02/2003	2095.00	1431.00	664.00	10	2000.00	N/A			
* Alexander, Robert	09/19/2000	8360.00	2000.00	6360.00	29	2000.00	N/A			
* Anguiano-Clemen...	01/06/2006	1799.00	1199.20	599.80	5	2399.00	N/A	07/06/2006	Fixed	TP
* Asturias, Patricia	03/02/2006	2696.00	0.00	2696.00	7	N/A	N/A			
* Bachman, Dorothy	06/05/1997	2475.00	0.00	2475.00	7	N/A	N/A			
Bailey, Donnie	10/20/2004	2057.00	1341.60	715.40	7	1500.00	N/A			
* Barba, Patricia	02/08/2006	7262.00	1165.20	6096.80	23	1165.20	N/A	08/24/2006	Fixed	TP/CC
* Beard, Beverly	02/09/2006	10214.00	0.00	10214.00	29	0.00	N/A			
* Behrens, Blaire	11/08/2005	4535.00	1292.60	3242.40	7	1292.60	N/A	04/13/2006	Fixed	TP/CC
* Bley, Elizabeth	03/02/2006	5839.00	1500.00	4339.00	23	1500.00	N/A			
Bley, Larry	03/14/2006	894.00	449.00	445.00	3	1500.00	N/A	03/28/2006	Fixed	CC
* Bray, Barbara	02/14/2005	4777.00	1835.00	2942.00	20	1835.00	N/A			
* Breidenbach, Bill	03/14/2006	3403.00	766.50	2636.50	23	976.00	N/A	03/30/2006	Fixed	CC
Breidenbach, Sus...	01/19/2006	1492.00	0.00	1492.00	7	N/A	N/A	05/03/2006	Fixed	TP/CC
Britting, Arthur	06/19/2003	2642.00	0.00	2642.00	5	N/A	N/A			
* Brookens, Carol	02/21/2006	961.00	961.00	0.00	8	1020.00	1500.00	09/14/2006	Fixed	TP/CC
Brown, Anne M	01/31/2006	8434.00	0.00	8434.00	15	N/A	N/A	08/08/2006	Fixed	TP/CC
* Brown, Robert	03/13/2006	2401.00	0.00	2401.00	8	N/A	N/A	07/14/2006	Fixed	TP/CC
* Brown, Tom	08/24/2004	6471.00	0.00	6471.00	24	N/A	N/A			
* Buerke, Melanie	09/12/2005	3123.00	984.00	2139.00	11	984.00	N/A			
* Carpaneto, Jean	02/08/2001	8380.00	0.00	8380.00	18	N/A	N/A			
* Carvagal, Consuelo	02/16/2006	3491.00	2488.80	1002.20	14	Unlim.	N/A			
Carvalho, Dolores	04/02/2002	7128.00	0.00	7128.00	20	N/A	N/A			
Clements, Kenneth	11/21/2005	3765.00	3238.10	526.90	17	1691.80	2476.30	06/01/2006	Fixed	TP/CC
* Cline, James P	03/11/2004	2360.00	1601.00	759.00	7	2500.00	N/A			
* Cook, Muriel	06/08/2005	1065.00	0.00	1065.00	9	N/A	N/A	07/03/2006	Fixed	TP/CC
Cooper, Archie II	10/26/2004	6547.00	526.00	6021.00	21	526.00	N/A			
* Cooper, Cheryl	03/14/2006	4500.00	1470.00	3030.00	16	67.00	1423.00	03/28/2006	Fixed	CC
* Cresap, Amalia	02/01/2006	8135.00	0.00	8135.00	19	N/A	N/A			
* Croley, Diana	05/16/2000	3884.00	1000.00	2884.00	5	1000.00	N/A			
* Dailey, Wanda	12/13/2005	3014.00	783.60	2230.40	8	783.60	N/A	05/15/2006	Fixed	TP/CC

#7:

Accurate Financial Arrangements

Dentrix Trojan Viewer - Insurance (DELTA DENTAL OF CALIFORNIA)	
Employer Name: ALAMEDA COUNTY EMPLOYEES Employer Addr: VARIOUS DEPARTMENTS 1405 LAKESIDE DR OAKLAND CA 94612 Employer Phone: (510)272-6442 Eligibility Phone: (888)335-8227 Mail To Name: DELTA DENTAL OF CALIFORNIA Mail To Addr: PO BOX 997330 SACRAMENTO CA 95899	Carrier Name: DELTA DENTAL OF CALIFORNIA Carrier Addr: PO BOX 997330 SACRAMENTO CA 95899 Carrier Phone: (888)335-8227 Carrier Code: DDPSA1 Policy #: 2155-1011 E-Claims: YES Payer ID: 77777 Trojan ID: 0199515
Uni-Claim: YES Asgmt of Benefits: TO DENTIST IF PARTICIPANT OTHERS TO PATIENT Plan Year: CALENDAR YEAR Deductible: \$0.,	Plan Maximum: \$600., Ded Carryover: NOT APPLICABLE
Payment Base: LISTED FEE IF PARTICIPATING OTHERS LOWER Preventive %: 25, Basic %: 25, Major %: 25, WAIT 1 YEAR,	
Ortho Maximum: „NO ORTHO COVERAGE Ortho Deductible: Ortho %: Ortho Age: CONVERSION NOT AVAILABLE SEE NOTES FOR EXPLANATION „NOT COVERED	
Crowns Cov: GOLD ALLOWED ON MOLARS PAID AT THE BASIC PERCENTAGE Dependent Cov: 19,23, Prior Extractions: „WAIT 1 YEAR Proth Replacemnt: 5, UNSERVICEABLE, 1 YEAR	
Full Mouth X-Rays: 5 YEARS X-Rays: CONVERSION NOT AVAILABLE SEE NOT Predetermination: „NOT REQUIRED	Cleanings: 2 PER YEAR Sealants: CONVERSION NOT AVAILABLE SEE NO
Remarks: THE FILE CONTAINS REMARKS FOR MORE THAN 1 CATEGORY Notes: Sealants Basic to age 19. Seal perm 1st and 2nd molars. Sealants virgin occlusal surface. Sealants once every 3 years. Fluoride by review. Bitewings 2 per year to age 18. Bitewings 1 per year over 18. Vfy waiting periods with elig. XRAY'S REQUIRED: Major Perio Endo OS. Panorex by report. Post comp paid Basic. Nightguards not covered,	

Treatment Plan for Bruce Stephenson

Tuesday, March 07, 2006

Estimate Total Treatment:	\$4,500.00	
Estimated Insurance Copayment**:	\$1,500.00	
Estimated Number of Appointments:	3	
Estimated Patient Portion**:	\$3,000.00	
7.5% Senior Discount OR Prepayment:	\$337.50	\$4,162.50
15% Senior Discount AND Pre-payment:	\$675.00	\$3,825.00
Interest Free Monthly Payments:	\$750.00	
60 Months Payments:	\$104.65	
Payment at Each Visit:	\$1,000.00	

Payment Options

Financial considerations should not be an obstacle to obtaining health service. We understand that people like flexibility in organizing their finances so we provide several different payment options.

- 7.5 % Discount for Payment in Full when the Appointment is Scheduled**
- Bookkeeping courtesy of 7.5% for payment in full by cash, check, Visa or MasterCard when the first appointment is scheduled.
 - We will submit all claims for you if you have dental insurance
- 7.5 % Senior Citizen Discount**
- 65 Years old without dental insurance
 - Can be used with the 7.5% discount for payment when the first appointment is scheduled for a combined discount of 15%
- Interest Free Option**
- Fast, confidential service by phone provided by an outside financial company
 - Multiple Interest Free Terms available
 - Minimums as low as \$300
 - No interest charges if paid within the specified time period
- Flexible Monthly Payment Option**
- Fast, confidential service by phone provided by an outside financial company
 - No initial payment
 - Payment plans up to 60 months with monthly payments at a fixed rate; additional payment plans are available
 - Prepayments can be made anytime without penalty
- Payment at Each Visit**
- We can divide your total treatment cost, less any anticipated insurance co-payment, by the number of appointments required
 - You can pay this amount at each appointment by cash, check, Visa or MasterCard
 - We will submit claims to your dental insurance carriers
 - We will wait for payment for 45 days after we submit claims to your insurance carriers; after 45 days we request you pay any outstanding balance and wait for any co-payment from your insurance carrier.

**Regarding Dental Insurance Co-Payments



Computerized Appt Scheduling

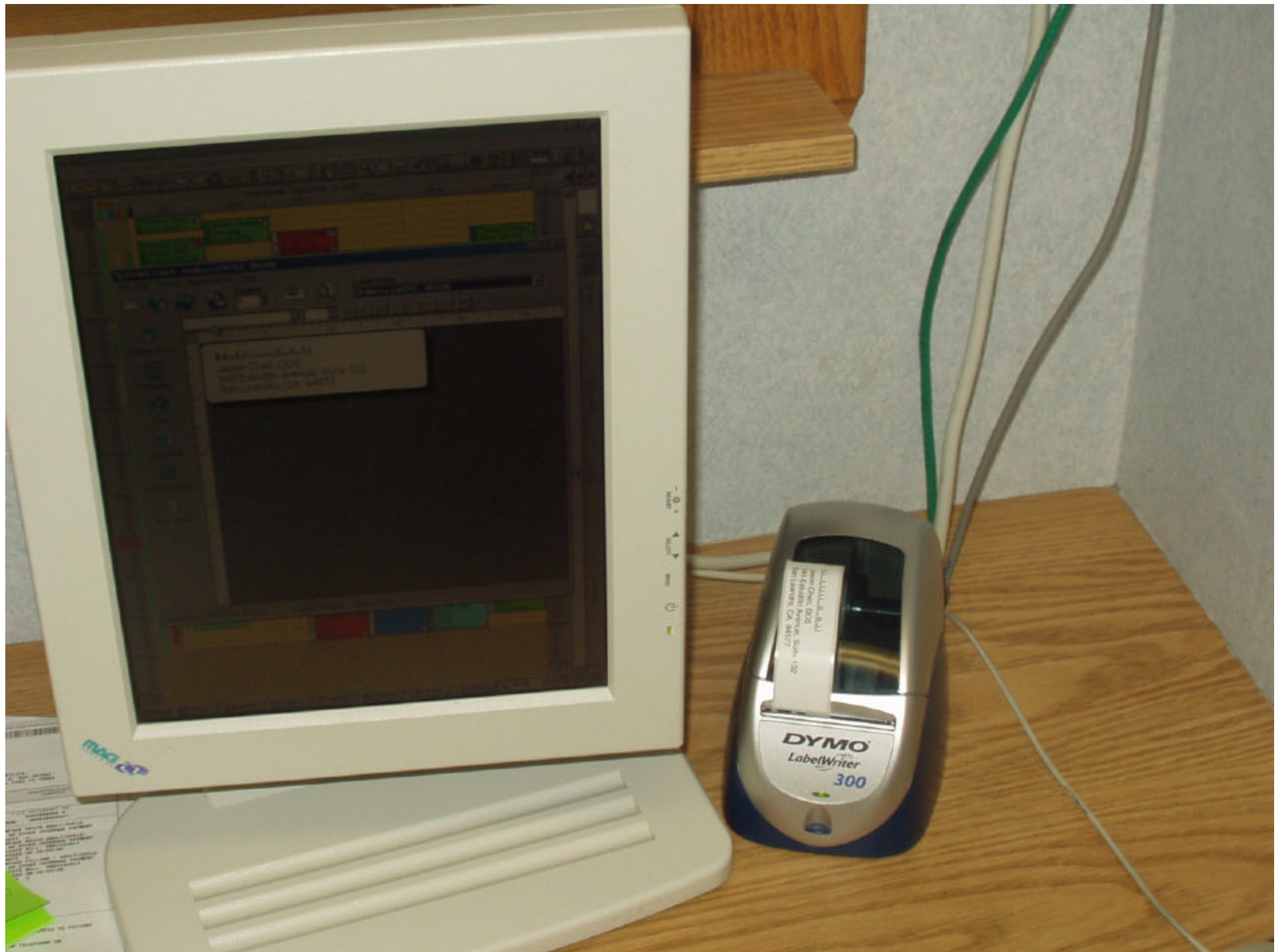
- Appt book controls what happens in the back office
- Tx is “pulled” into appt
 - Appts are easy to move
 - Production and “time-x” moves with them
 - Automatically maintain unscheduled appts
- Printed Appt cards

Dentrix Appointment Book

File Options View Status Setup Appt Lists Help



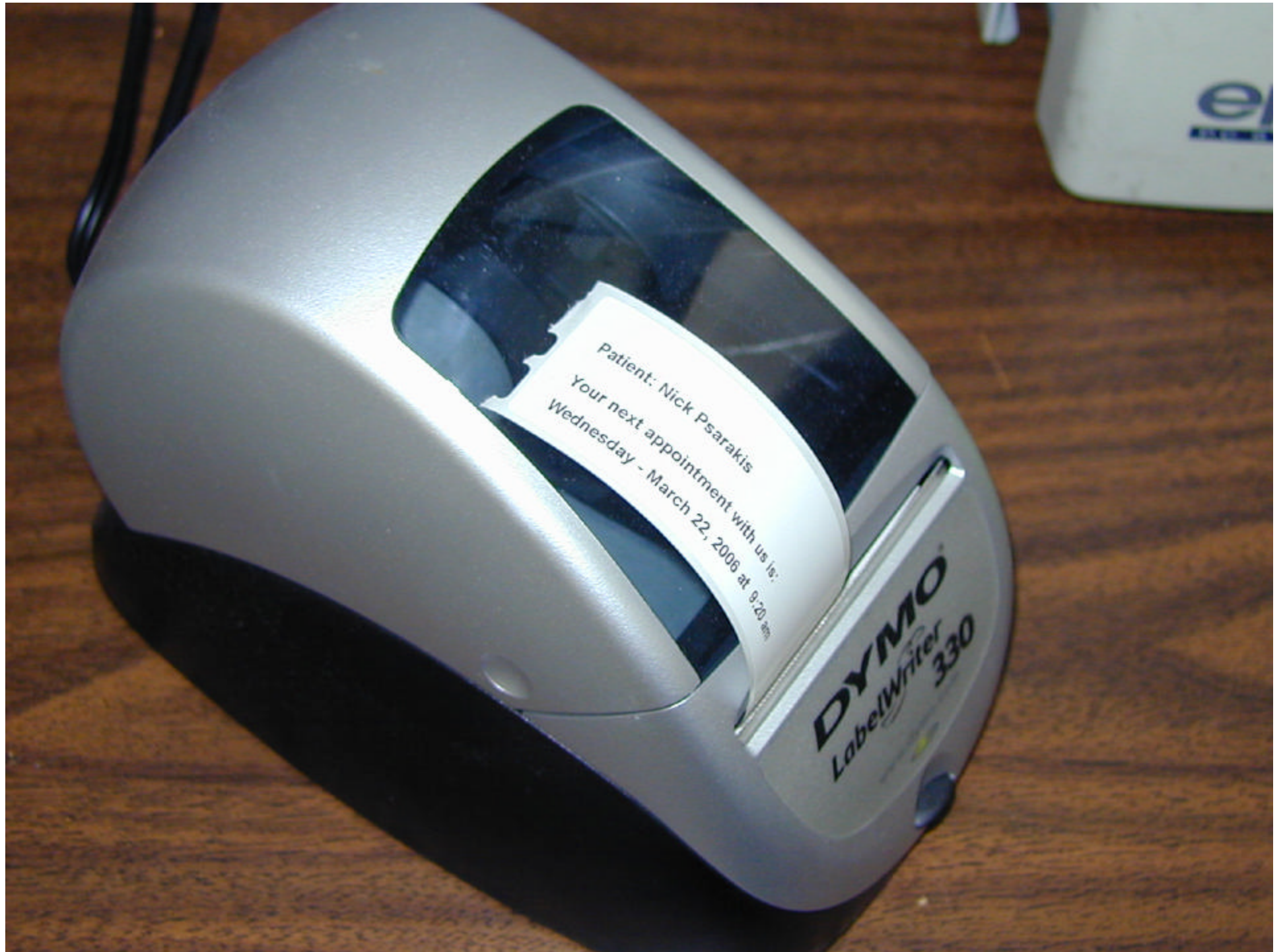
Month	Note	DOT8	OP-1	OP-2	OP-3	OP-4	OP-5	OP-6	010523
7:00am			Canright, June Cp3#8, Cp3#9, Add H:562-4538 BAS1 02041 Productive						
8:00am			wk: 569-40-2406			Herrera, Margaret Cont, ProAd H:483-5044 CDH1 085		Tassano, Jamie bench, Cont, ProAd H:638-8756 SSQ1	
9:00am				Spears, Rhoda DentAd H:(916)395-3550	Woods, Kelly CompExam H:(510)278-5969 JCK1 065 Productive	Herrera, Margaret Re-X, Tooth loose (wants to	Moss, Jerry Cont, Re-X, PNX, ProAd SSQ1 H:727-0353 CDH1 0248 Productive	Forde Sr., Patrick J bench, Cont, ProAd H:352-9416 SSQ1 093 Non-Productive	
10:00am			Psarakis, Nick Try- full try in with bar H:582-5138 BAS1 00	Lunge, Emilyn Re-X (fillings??) H:(510)638-2918 BAS1 044 Productive			Rule, John Cont, ProAd H:568-5476 CDH1 093 Productive	Jones, Theresa L bench, Cont, ProAd H:489-5588 SSQ1 079	
11:00am			Moore, Betty Porc#4 H:357-8606 BAS1 01063 Productive					Lee, Chiung Y Cont, ProAd H:(925)686-3623 SSQ1	
12:00pm			wk:357-6197				Miu, Kevin Cont, ProAd H:582-9613 CDH1 085 Productive	Stompro, Christa Cont, PeriMain H:(707)538-3461 SSQ1 0114 Productive	
1:00pm		Florez, Carmen Loca#8, Loca#9, Loca#13 H:(510)670-0372 BAS1 01791 Productive		Walton, Teresa Re-X, 4BW's H:352-3123 BAS1	DDS Chen, Jason Lunch H: JCK1 00		Briqas, Patrick Cont, ProAd H:864-1313 CDH1 085 Deacon-Hake, Carol A lunch H:782-0777 DLT1 00	R.D.H. Cross-Ratto, Nadine G lunch H:865-6588 SSQ1 00	
2:00pm			DDS Stephenson, Bruce A no bruce H:430-9820 BAS1 00		Doren, Irina Drop off PUD to send to C Smith, Thomas Cp3#9, Cp3#10 H:521-9077 JCK1 0392 Productive		Haque, Lara E Cont, Re-X, 4BW's, H:352-5653	Prola, James bench, Cont, ProAd H:483-0744 SSQ1	
3:00pm			wk:483-2164 547-72-0165		O'Neal, Alzora Cp1Post#32, Pontic#30, H:(209)836-3071 JCK1 02974 Productive wk:(510)346-1712 571-11-4393		Alexander, Linda Cont, ProAd H:357-0100 CDH1 079	Lova, Gloria bench, Cont, ProAd H:(510)526-6409 SSQ1 093	
4:00pm							Haque, Lacey Cont, Re-X, ProAd, 4BW's H:352-5653 CDH1	Jones, Terissa Cont, Re-X, 4BW's, H:489-5588 SSQ1	
5:00pm							Haque, Lisa Cont, Re-X, 4BW's, ProAd H:352-5653 CDH1 0169		



Macintosh Plus
John Doe, DDS
100 California Avenue, Suite 112
Berkeley, CA 94707

DYMO
LabelWriter
300

John Doe, DDS
100 California Avenue, Suite 112
Berkeley, CA 94707



Patient: Nick Psarakis
Your next appointment with us is:
Wednesday - March 22, 2006 at 9:20 am

DYMO
LabelWriter
330

(510) 483-2164

Fax: (510) 483-1671



BRUCE A. STEPHENSON, D.D.S.

345 Estudillo Avenue, Suite 102 • San Leandro, CA 94577

www.nice-teeth.com

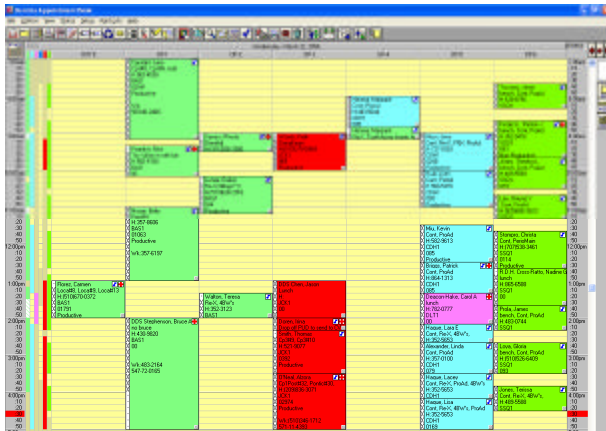
Patient: Linda M Piccinini

Your next appointment with us is:

Thursday - September 15, 2005 at 7:30 am

Booked Production

- Goals
- Staff bonus
- Keeps staff informed (and motivated?)



2	Opening A/R:				
3	Current A/R:				
4	Date	Carol	Nadine	Lora	
5		Bonus	Bonus	Bonus	
6				Julie, Linda, Terry, Perchie, Bruce Bonus	
9	Wednesday-01	\$29.10	\$27.60	\$0.00	\$0.00
10	Thursday-02	\$0.00	\$0.00	\$0.00	\$101.96
11	Friday-03	\$0.00	\$0.00	\$0.00	\$0.00
12	Saturday-04	\$0.00	\$0.00	\$0.00	\$0.00
13	Sunday-05	\$0.00	\$0.00	\$0.00	\$0.00
14	Monday-06	\$0.00	\$45.00	\$0.00	\$0.00
15	Tuesday-07	\$0.00	\$0.00	\$0.00	\$31.60
16	Wednesday-08	\$0.00	\$43.50	\$0.00	\$0.00
17	Thursday-09	\$0.00	\$0.00	\$0.00	\$74.40
18	Friday-10	\$0.00	\$0.00	\$0.00	\$0.00
19	Saturday-11	\$0.00	\$0.00	\$0.00	\$0.00
20	Sunday-12	\$0.00	\$0.00	\$0.00	\$0.00
21	Monday-13	\$0.00	\$0.00	\$0.00	\$0.00
22	Tuesday-14	\$0.00	\$0.00	\$0.00	\$0.00
23	Wednesday-15	\$0.00	\$0.00	\$0.00	\$0.00
24	Thursday-16	\$0.00	\$0.00	\$0.00	\$0.00
25	Friday-17	\$0.00	\$0.00	\$0.00	\$0.00
26	Saturday-18	\$0.00	\$0.00	\$0.00	\$0.00
27	Sunday-19	\$0.00	\$0.00	\$0.00	\$0.00
28	Monday-20	\$0.00	\$0.00	\$0.00	\$0.00
29	Tuesday-21	\$0.00	\$0.00	\$0.00	\$0.00
30	Wednesday-22	\$0.00	\$0.00	\$0.00	\$0.00
31	Thursday-23	\$0.00	\$0.00	\$0.00	\$0.00
32	Friday-24	\$0.00	\$0.00	\$0.00	\$0.00
33	Saturday-25	\$0.00	\$0.00	\$0.00	\$0.00
34	Sunday-26	\$0.00	\$0.00	\$0.00	\$0.00
35	Monday-27	\$0.00	\$0.00	\$0.00	\$0.00
36	Tuesday-28	\$0.00	\$0.00	\$0.00	\$0.00
37	Wednesday-29	\$0.00	\$0.00	\$0.00	\$0.00
38	Thursday-30	\$0.00	\$0.00	\$0.00	\$0.00
39	Friday-31	\$0.00	\$0.00	\$0.00	\$0.00
40					
41	M-T-D	\$29.10	\$116.10	\$0.00	\$207.96
42	Net Production to date	\$49,760.71			
43	Collections this Month:	\$74,371.51			
44	Average of Prod & Coll:	\$62,066.11			
46					
47					
48					

December 05 / Jan 06 / Feb 06 / Mar 06 / April 06 / Sheet3 / goals / Sum 01 / Proc

Ready

#8:

Post from the back

(10% loss between front and back office)



#9:

"Paperless"

- Easiest and most productive change you can make

"If you hold a cat by the tail you learn things you cannot learn any other way."

Mark Twain





Paperless / Chartless Dentistry

- Do not scan in your old charts!
- Do not type your progress notes!
- Voice isn't really here yet
- Putting your progress notes into your computer system is one of the hardest hurdles for dentists yet one of the easiest and most profitable things you can do for your practice.



MS Word "AutoCorrect" Demo



#9:

Patient Letters

- Welcome letter (with completed reg form)
- We Missed You (1, 2, and 3)
- Dusty Chart letter
- Thank You for Referring letter
- Refund letter
- Financial Arrangements
- Collections letters

March 20, 2006

Bruce Stephenson
3484 Revere Avenue
Oakland, CA 94605

Dear Bruce,

Thank you for calling today and **welcome to our practice!** We feel that the people are really what make this practice special. Not just the people who work here but the people who come here for their care. We think we have one of the nicest dental "families" in the world and we are glad you have decided to join us!

Your examination appointment is scheduled **for Monday, March 20 at 11:00am** and you will be in the office about one hour. If you are unable to make this appointment, please notify me at least 24 hours in advance so I can give this time to someone else. Please be sure to complete the **medical history form** I have enclosed and include any prescription medications you are taking. Also please check the information on the back of the form and make any deletions or corrections necessary.

During your appointment, we will do a thorough examination and if any treatment is necessary we will discuss your options and what can be done to prevent problems in the future. **Our goal is to provide conservative, excellent, comfortable care.**

You will find that our office is one of the most technologically advanced in the entire country.

- ✦ **Digital x-rays that use 80 to 90 percent less radiation** but allow us to see things that are invisible with conventional x-ray film.
- ✦ **All of our records are computerized** so they are securely stored, backed up off-site, and can be retrieved instantly from any computer in our office. You will never have to wait while we "look for your chart."
- ✦ **Magnified digital cameras and special fiber optic lights** allow us to more clearly see inside your mouth so we need fewer x-rays.
- ✦ **We always do oral cancer exams** and when indicated we use "chemiluminescence" and brush cytology to help identify suspicious areas.
- ✦ **The latest minimally invasive techniques** remove the least amount of your tooth when we repair decay.
- ✦ **Crowns in a single visit** – no more temporaries, second appointments in two weeks or second injection of Novocain!
- ✦ **Save teeth from the need for a crown** because we can provide a smaller restoration that looks like a tooth, wears like a tooth, but actually makes the tooth stronger than it was before it got a cavity
- ✦ **"One-Day Hollywood Smiles"** because we apply our skills and technology for single appointment cosmetic dentistry

Thank you, again, for joining our dental practice. We all look forward to showing you what modern dentistry has to offer you on **Monday, March 20 at 11:00am**

Most Sincerely,

Linda Piccinini, RDA
Practice Manager

Medical History

Name: **Bruce Stephenson** Age _____ Weight _____

1. Name of Primary Care Physician: _____ Date of last complete examination: _____

2. Are you currently being treated by any physician for any disease or condition? **(yes) (no)**
If yes, please explain: _____

3. Have you ever been a hospital patient? **(yes) (no)** If so, for what and date: _____

4. Are you **allergic** to **(Circle)** Penicillin, Codeine, Demerol, Valium, Erythromycin, Aspirin, Tylenol, Latex Gloves, or any other drugs, non-prescription drugs, or materials: _____ **(yes) (no)**

5. Have you **taken** any of these **drugs** in the past 6 months: **(Circle)** Aspirin, Coumadin, Anticoagulants (Blood Thinners), Steroids, Cortisones, Heart Medicine. **(yes) (no)**

6. Have you used any Recreational/Street Drugs in the past 6 months? **(yes) (no)** (This information will be kept strictly confidential.)

7. **Circle** any of the following conditions you have **had** or **still have**:

AIDS	ALLERGIC RHINITIS	CHROMOCYTOMA	HEART DISEASE	CHRONIC COUGH
ANEMIA	CANCER	CANCER (MALIGNANT)	PALPITATIONS	HEART PACEMAKER
ASTHMA	CANCER (BENIGN)	ANGINA PECTORIS or CHEST PAIN	ANGINA PECTORIS or CHEST PAIN	HEART SURGERY
ATHELECTASIS	LEUKEMIA	ANKLE SWELLING	HEART VALVE REPLACEMENT	HIGH BLOOD PRESSURE
TB (TUBERCULOSIS)	EMPHYSEMA	HEART ATTACK	DRUG ADDICTION	KIDNEY DISEASE
BILE DUCT DISEASE	SINUS RHYTHM	IRREGULAR HEART BEAT	ULCERS	KIDNEY DYSFUNCTION
BLEEDING DISEASE	DIABETES	PEDICAPED MITRAL VALVE	GLAUCOMA	
BLOOD TRANSFUSION	CORONARY TREATMENT	HEAVY METAL		
EXCESSIVE BLEEDING	HYPERLIPIDEMIA	HEPATIC (A, B, or C)		
BEFORE EARLY	EPILEPSY (SEIZURES)			

8. List any other conditions not mentioned above: _____

9. Do you **have** or **have you had** any **TMJ** (Temporomandibular Joint), lower jaw joint problems, locking, popping, clicking or pain? **(yes) (no)** If yes, please explain: _____

10. Have you ever had any artificial **Implants** such as heart valves, joints, (hip, knee, elbow) or **Transplants** such as heart, liver, kidney, etc. **(yes) (no)** If yes, please explain: _____

Please list any medications you are taking and the reason you are taking them:

Medication Name	Reason for taking medication

FOR WOMEN ONLY (#11-#12)

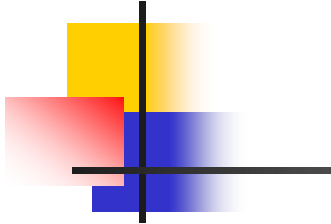
11. Are you pregnant, or possibly pregnant, or trying to get pregnant? **(Circle) (yes) (no)**

12. Do you take birth control pills? **(Circle) (yes) (no)**
If you take **birth control pills** and are given **Penicillin** or a similar antibiotic during the course of your treatment, please be advised that antibiotics and other medications can make your birth control pill less effective and result in an **unwanted pregnancy**.

I verify the information given on this form is accurate and complete to the best of my knowledge. I authorize this practice to obtain from, or release to, any medical/dental provider, insurance company, or any other agency, any **information** as needed in regards to my health care.

Patient's Signature Date
(Parent or legal guardian if patient is under 18)

Doctor's Signature



March 20, 2006

Please take just a second to see if the information about you below is correct and make any corrections or additions if necessary. Thanks!

Name: Bruce Stepherson

Address: 3484 Revere Avenue

City: Oakland 94605

Email Address: bruce@oneappointmentdentistry.com

Home Telephone: 430-9820

Work Telephone: 483-2164

Social Security Number: 547-72-0165

Birthdate: March 19, 1946

Employer Name: Krispy Kreme Doughnuts Corp.

Employer Address: , 00000

Primary Insurance Carrier: Guardian

Secondary Insurance Carrier:

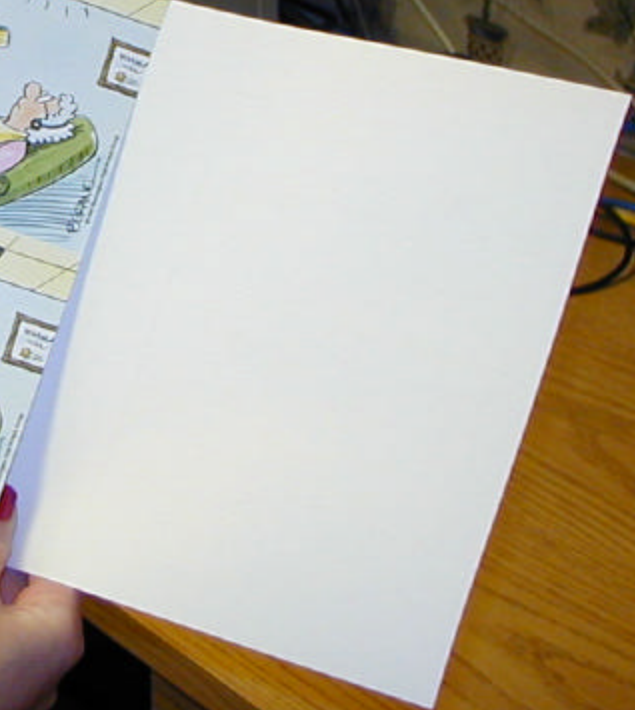
Referred to our office by: Dr. Jose Patino



#10:

Computerized Recall

- Appt Confirmation Post Cards
- "Due Now" recall cards
- "3 mo Overdue" recall cards
- "6 mo Overdue" recall cards
- Dusty Chart letter
- Multiple Recall Timers
- Email recalls & confirmations (~\$200/mo)

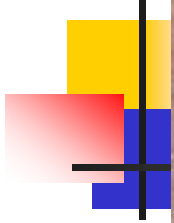


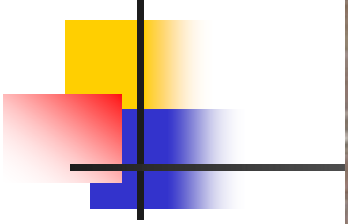
#11:

Digital Photography and Color Printers

- “Personal” digital camera works well
- “Dental” digital camera ~\$1200
- Virtually any inkjet color printer works well
- Color lasers give “magazine quality”
- Radiology software is the ideal place to store them
- Programs like Photoshop Elements can do essentially all manipulations and only cost ~\$100











10 Ways to Improve Practice Profitability with Computers

1. No alphabet
2. Cycle billing
3. Weekly 5 minute manager
4. Day sheet done that day
5. Enter tx plans at time of diagnosis
6. Computerized appt scheduler
7. Post from the back
8. Paperless
9. Patient letters
10. Computer recall (and emails)
11. Digital photography and color printers

Prerequisites

- Bullet Proof Systems: stable, reliable infrastructure
- Incremental changes are much easier
- “Changing software is rarely necessary but always expensive.”



“But we’ve always done it this way!”



“Whoa, damn it, whoa!”

L.M. Bennett, 1915

