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

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

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
Short Articles and Video's Unique to this Website:

What's a "Xoon 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


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 Free Stuff, Articles & Links

Contact: Linda Piccinini Linda@Nice-Teeth.com (email) 510-483-2161 (voice) 510-483-1671 (fax)
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!”

L.M. Bennett, 1915

“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 payments
- Insurance payments
- All insurance claims
- All adjustments
- All financial arrangements
- Deposit and deposit 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
#6: Track Incomplete Tx

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#7: Accurate Financial Arrangements

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<tr>
<td>Employer Phone:</td>
<td>(510)272-6442</td>
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<td>Eligibility Phone:</td>
<td>(888)335-8227</td>
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Treatment Plan for Bruce Stephenson

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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
  - Minimum 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 plan 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 carrier.
  - 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
Patient: Nick Psarakis
Your next appointment with us is
Wednesday - March 22, 2006 at 6:30 pm.
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?)**
#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 Stepherson
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 Stephens

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)
   Yes, please explain: __________________________________________________________

3. Have you ever been a hospital patient? (Yes) (No) If so, for what and date: __________________________

4. Are you allergic to (Check All that apply) Penicillin, Codeine, Denaton, Vancomycin, Erythromycin, Aspirin, Tylenol, Laxative, or any other drugs, non-prescription drugs, or materia medica? (Yes) (No)

5. Have you taken any of these drugs in the past 3 months: (Check All) Aspirin, Omeprazol, Antihistamines (Sed and Non), Statins, Contraceptives, Heart Medicine, Use (Yes) (No)

6. Have you used any recreational/street drugs in past 3 months? (Yes) (No) (This information will be kept strictly confidential.)

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

   [Table]

   8. List any other conditions not mentioned above: __________________________

9. Do you have or have you had any TMI (Temporomandibular Joint), lower jaw joint problems, locking, popping, clicking, pain? (Yes) (No) If yes, please explain: ________________________________________________

10. Have you undergone any surgical procedures such as heart valves, joints, hip, knees, surgery or transplants such as lung, liver kidney, etc. (Yes) (No) If yes, please explain: ________________________________________________

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

   [Table]

   FOR WOMEN ONLY (Q11-Q12)

11. Are you pregnant, or possibly pregnant, or trying to get pregnant? (Check) (Yes) (No)

12. Do you use birth control pills? (Check) (Yes) (No)

   If you are taking medication and are given another medication by your doctor, please be aware that interactions and side effects may occur. Review your instructions and if you cannot understand them, consult your pharmacist or doctor.

   I certify that the information given on this form is correct and complete to the best of my knowledge. I authorize this practice to obtain from, to correlate to, any medical, dental, provider, insurance company, or any other agency, any information as needed regarding my health care.

Patient's Signature: __________________ Date: __________

(Parent or legal guardian if patient is under 18)
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 Fatino
#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