



BUSINESS MATTERS



ASTRA
PRACTICE PARTNERS

Dental experts who know the dental environment.

Astra Practice Partners (formerly DMC) provides back-office services that allow you to focus on the revenue generating side of your practice. As a member of the Moda, Inc family of companies, Astra offers finance, technology and human resources solutions to help you run a more efficient and profitable dental practice.

Don't manage your front and back office alone. Let Astra Practice Partners take care of the business side of your practice so you can focus on what you do best - care for your patients.

Calling for software or hardware support - knowing your office identification number.

In our continuing effort to better serve your practice needs and be as efficient as possible, please have your office ID ready when you call us. This will allow our software and hardware support team to quickly locate your office records and assess your needs. If you have ever experienced a technical support issue, you will appreciate faster access to our most experienced hardware and software support specialists.

Selling your practice?

Change is never easy and transitioning your practice from one owner to another probably seems daunting. Let us help lighten the load by guiding you through the requirements for transferring your DAISY software. Our expert team can help this transition go as smoothly and seamlessly as possible. We understand the process for selling a practice and are sensitive to each offices individual needs. Please feel free to reach out to our team if you have any questions at all.

Need training? We can help!

If you are new to DAISY software, or you want to expand your knowledge of DAISY, training is the key. Or maybe you are going to start using additional features and performing tasks that are not as familiar with.

Need to schedule some DAISY training? Contact DAISY support at 800-368-6401 or [email](mailto:lisa.horton@dmcdental.com) Lisa Horton.

Current events

Staff Meeting

Thursday, May 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

Friday, May 4
10:00 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

Tuesday, May 8
10:30 a.m. - 11:30a.m.

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

Staff Meeting

Thursday, May 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.

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 sales@astrapracticepartners.com



DMC
Dentists Management Corporation



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News and services

Astra Human Resources

Want to focus on dentistry instead of managing the HR responsibilities of your practice? We can help with that! Astra HR allows you to focus on what you really love about being a dentist. Click here to email [Karen Wilson](mailto:karen.wilson@astrapracticepartners.com) and find out more about HR Services.

Astra can now accept ACH payments

We are happy to announce that we can now accept payments for your Astra bill directly from your bank account. Please call or [email](mailto:oksana@astrapracticepartners.com) Oksana Ilinich for more information.

DAISY InCharge

If you are a current DAISY InCharge user but have not yet upgraded to the new chip reader terminal, contact sales@astrapracticepartners.com 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:

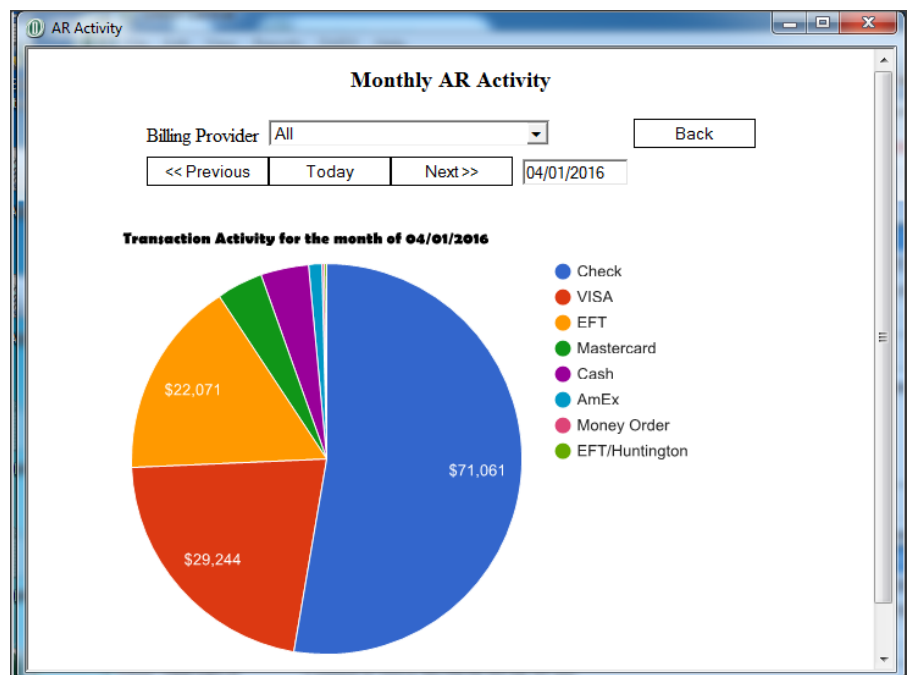
Faster delivery, unlimited use
No more "lost" attachments
Use any digital imaging system

Expanded goal tracking

This report was introduced in DAISY 5.0 and is so helpful we thought it deserved another shout out.

Our AR Activity pie chart shows charge, payment and adjustment activity for a selected month. The totals can be viewed and filtered by billing provider based on service date.

Double-clicking on a "wedge" of the chart expands the corresponding section. For example, double click on the Payment wedge and you see a new pie showing only payment activity. This provides a clear visual of how the majority of your payments are being received. The pie chart wedges are color coded according to the legend on the right side of the window.



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Oregon Dental Conference 2018

Thank you for visiting us at our new booth. We hope to see you next year, April 4-6, 2019!



From left to right:

Christy Jackson, Paul Metteer, Dennis Dailey, Oksana Ilinch, Daniil Mironichenko, Rachèll Couch, Jennifer Bell, Karen Wilson, Beth Filz, Paul Angers, Jessica Hansen, Greg Hansen, Tom Wynkoop.

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!

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.

Volunteer opportunity!

Do you enjoy working with children or getting to know the people in your home town? The Tooth Tax is an excellent way to get to know patients in your community, help the less fortunate and demonstrate a commitment to service in the community where you live and work. Click [here](#) to learn more!



Monday – Friday 8 a.m. – 5 p.m.

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

daisysupport@astrapracticepartners.com

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www.dmcdental.com