



# BUSINESS MATTERS

## Did you know? Recall made easy!

Running recall reports in DAISY is as simple as 1, 2, 3. You can easily get a list of all the patients due for recall in the current month, next month or even those overdue from last month or the year to date. Simply open any Patient window and go to the Reports drop down menu, then click on Recall Listing, choose your timeframe option, then choose your specific provider or All Providers.

This will automatically filter for any patient whose recall due date falls within the specified time frame chosen.

You can run the Recall by Patient report from the Report Gallery in a similar way. Open the Report Gallery, select the Recall folder, then right click on the Patient by Recall report and choose properties. Always hit the reset button, then scroll through the filters until you reach the Recall Due Date filter. Then filter for your desired time frame. For instance, if you would like a list of the patients who are overdue and should have been seen in the previous year, you can run it by Recall Due Date is in the period of Prior Calendar Year. This will show all the patients who never scheduled their recall appointment as well as those who may have scheduled but never showed up for their appointment.

If the patient was seen for their recall in that time as normal, their next recall due date would automatically have been changed and therefore you are looking at the most accurate view of your overdue recall.

## Current events

### Staff Meeting

Thursday, February 8  
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

Tuesday, February 13  
10:30 a.m. - 11:30 a.m.

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

### Staff Meeting

Thursday, February 22  
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, February 23  
11:00 a.m. - 12:00 p.m.

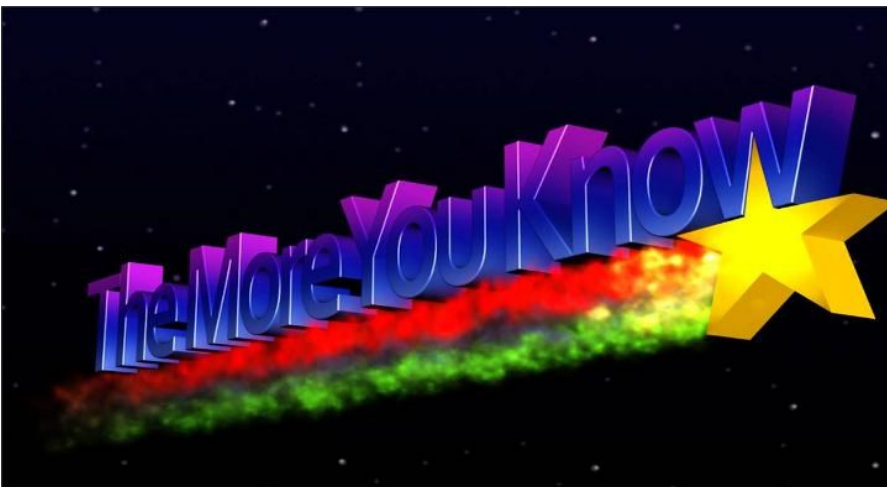
Please leave a voicemail during this time and we will return your call as soon as possible.

## 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](mailto:sales@dmcdental.com).



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Dentists Management Corporation



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## News and services

### DMC Human Resources

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

### DMC can now accept ACH payments

We are happy to announce that we can now accept payments for your DMC bill directly from your bank account. Please call or [email](mailto:oksana@dmcdental.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@dmcdental.com](mailto:sales@dmcdental.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

## Did you know? DAISY features

DAISY is always striving for excellence, one of the ways we do this at DMC is to make every effort to be innovative thinkers and stay ahead of the curve. Recently an online article was posted by a software company regarding some upcoming changes. In short, those were: health history, password reset and auto payments.

Did you know that DAISY already has these features in place? We offered DAISY InCharge with the option for payment profiles in early 2012. This allows your patients to store a credit card or bank account information for quick and easy payment processing.

We offered an extensive overhaul to health history in spring of 2014. This allows you the option to send patients a secure email with a link to fill out health history forms before they even come to your office, thus helping the general work flow and efficiency of your office.

Last but certainly not least, we implemented an option for password reset reminders in fall of 2016. Office managers and doctors can choose to remind users to update their passwords every 30, 60, 90, or 120 days, therefore keeping your system even more secure and HIPAA compliant.

## Have you changed any ID information for your practice?

When you update your practice identification information this can affect certain processing features of your DAISY program. It is important to call DMC to update your information to ensure there is no delay in processing your claims. Some things that could hinder this process would be:

- Tax ID number
- NPI (type one or type two)
- Changing from a social security number to a tax ID number would require that your office sends the insurance company a W9 form in order to update the necessary paperwork.





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## Meet the staff: Paul Metteer

Paul is our Lead Technical Support Analyst. He started working with Moda Health Inc. (formerly ODS) in 2001 and then joined the DMC family in 2003. He has dedicated his entire career to the healthcare industry.



Paul attended Portland State University and Georgetown. He has a Bachelor of Arts from Mount Angel College as well as a Bachelor of Science from Loma Linda University.

Paul is the youngest of five siblings and grew up in Milwaukie, Oregon. Paul speaks German and can read French and his favorite travel destination is England; he is quite fond of the history surrounding the English monarchy. He is a gifted cook and especially enjoys gumbo and cassoulet. When not whipping up a tasty meal, Paul can often be found working on various home improvement projects, enjoying a movie, going on a hike or attending the Symphony. He is an avid dog lover and is happy to have his canine coworkers in the office daily.

When asked “who inspires you and why?” his response is “my father, as despite his being gone many years, I think of him nearly every day and recognize a lot of him in my actions and how I treat people.”

We are incredibly grateful to have Paul as a part of our DMC team, please say hello next time you call in!

## 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. Even if you are relatively familiar with DAISY software, maybe you are going to start using additional features and performing tasks that are not as familiar.

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

## In the area? Stop by to say hello and get a tour!

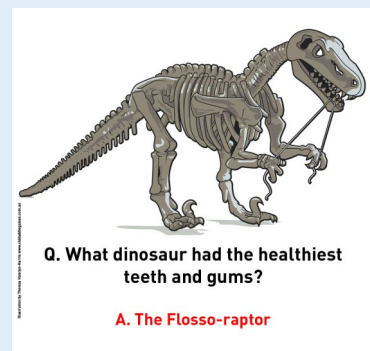
We would love to meet you and show you around. If you happen to be in the Milwaukie area, please stop by and say hello!

## 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 Taxi 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@dmcdental.com](mailto:daisysupport@dmcdental.com)

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