



# BUSINESS MATTERS

## Introducing Astra Practice Partners

We are excited to introduce **Astra Practice Partners**. As member of our Moda, Inc. family of companies, Astra provides financing, technology and HR solutions to help your dental practice manage your back-office needs.

In the past, we have operated as three different dental service companies—**DMC** (Dentists Management Corporation), **DCC** (Dental Commerce Corporation), and **Moda Health Services**. As Astra, we offer all the great products and services that each of these companies provides to help your dental practice run effectively and efficiently so you as the dentist can focus on what you do best—care for your patients.

Rather than you spending your precious time and energy managing multiple relationships with separate companies, Astra is now your single point of contact for all your front and back-office needs.

With more than 30 years in the dental industry, Astra combines our well-connected industry relationships and dental expertise with dental-specific solutions and support to help you grow your dental practice, improve profits, and achieve your long-term goals.

Feel free to reach out to our team with any questions about Astra. Please call Greg Hansen at 503-412-4045 or email [greg.hansen@astrapracticepartners.com](mailto:greg.hansen@astrapracticepartners.com)



**ASTRA**  
PRACTICE PARTNERS

## Current events

### Staff Meeting

Monday, March 26

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.

### Oregon Dental Conference 2016

Thursday, April 5: 11:30 a.m. - 6:30 p.m.

Friday, April 6: 10:00 a.m. - 6:00 p.m.

Saturday, April 7: 9:30 a.m. - 1:00 p.m.

Mark your calendar and plan to join us at the 2018 Oregon Dental Conference. Astra Practice Partners will be in booth 802.

### Staff Meeting

Tuesday, April 11

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.

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

**LIVE CHAT**

GET SUPPORT NOW





# BUSINESS MATTERS

## 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](#) 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](#) 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](mailto: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

## DAISY 5.3 early adopters wanted!

DAISY 5.3 is going to be released soon and we are looking for clients who are interested in trying it out and providing feedback on its new features. We have made several changes that we think our users will like! Would you like to learn more? Are you already asking yourself - "Where do I sign up?" please contact Jessica Hansen on our DAISY support team by clicking [here](#). We greatly appreciate all our users who sign up to be a beta testers! Some of the new and improved features are:

- The ability to copy and paste clinical notes from one patient to another. Periodontal charting now allows you to enter comments in the perio exam screen. Comments also print on the Perio Graphic Chart report.
- There is a new quick access icon on the appointment details screen that allows the you to quickly launch a patient's insurance plan. Thus making scheduling and insurance plan managing more efficient.
- A new report has been added to the schedule allowing you to view and print a list of all the upcoming appointments for that patient or account.
- The appointment route slip will now include the last recall type and date.

For more information on what's new to DAISY 5.3, please click [here](#).

## 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 Astra 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 SSN to a TIN would require that your office sends the insurance company a W9 form in order to update the necessary paperwork.

## 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](#) Lisa Horton

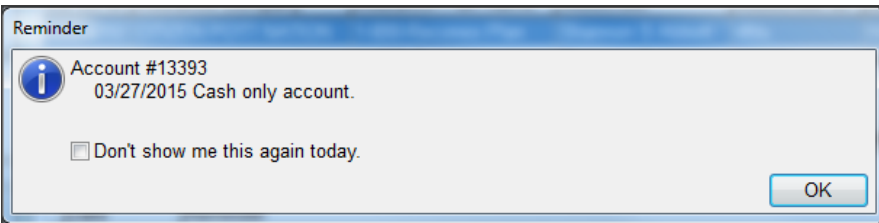




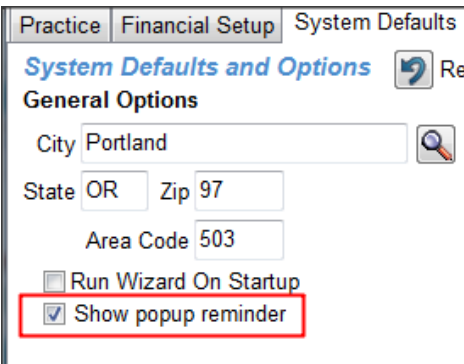
# BUSINESS MATTERS

## Got Pop-up Reminders?

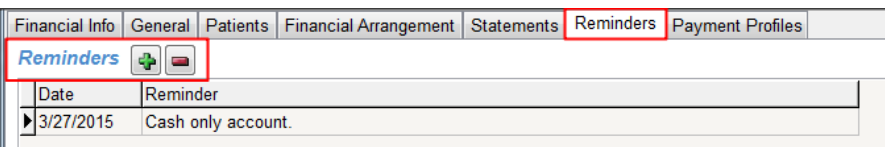
Reminders attached to patient or accounts can open in a pop-up dialog box. The reminder box opens whenever you access a patient or account that has a reminder attached to it. Additionally, when you access a window associated with a patient (e.g. –Treatment plan, appointment, patient history, etc.) the patient/account reminders also open in a pop-up dialog.



To set up pop-up reminders first turn them on in Practice Configuration by checking the box “Show pop-up reminders” under the system defaults tab.



Next, add your reminder to either the account or the patient window (whichever applies to your situation.)



## 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@astrapracticepartners.com](mailto:daisysupport@astrapracticepartners.com)

10505 SE 17th Ave.

Milwaukie, OR 97222



[www.dmcdental.com](http://www.dmcdental.com)