



BUSINESS MATTERS

Calling all Beta testers!

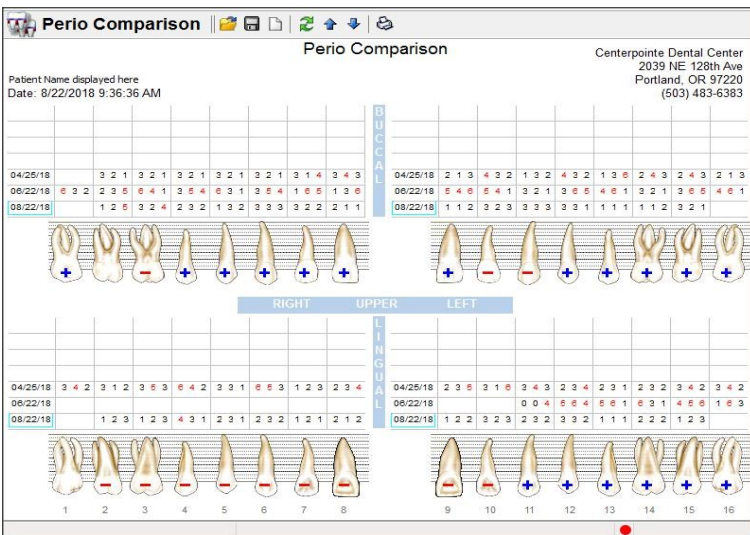
DAISY 5.4 is going to be released soon and we are looking for clients who are interested in trying it out and providing feedback on its new features. We have made a few changes that we think our users will like! Would you like to learn more or sign up to be a beta tester? Please contact Jessica Hansen on our DAISY support team by clicking [here](#). We greatly appreciate all our users who sign up to be a beta tester!

For more information on what's new in DAISY 5.4, please click [here](#).

Perio exam comparisons

Periodontal charting is the best way to track and diagnose your patient's gum health. Having a graphical representation, such as DAISY's Perio Chart, is especially useful when it comes to patient education. When you top that off with the ability to compare your patient's last seven exams, you may be down right giddy. We don't blame you, we think it's pretty cool too.

A DAISY user can compare up to seven exams for a patient by opening a perio exam and clicking on the View menu at the top. Click on Perio Exam Comparison and use the CTRL key on your keyboard to select the exams you wish to compare.



Current events

Office Closure

Monday, September 3
In observance of Labor Day. Please leave a voicemail during this time and we will return your call as soon as possible.

Staff Meeting

Thursday, September 6
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, September 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.

Staff Meeting

Thursday, September 20
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





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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.

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. Click [here](#) for more information from TSYS.

Need training? We can help!

If you are new to DAISY software, want to expand your knowledge of DAISY, or maybe want to learn about a new feature, training is key. To schedule your DAISY training session, contact DAISY support at 800-368-6401 or [email](mailto:lisa.horton@dmcdental.com) Lisa Horton.

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

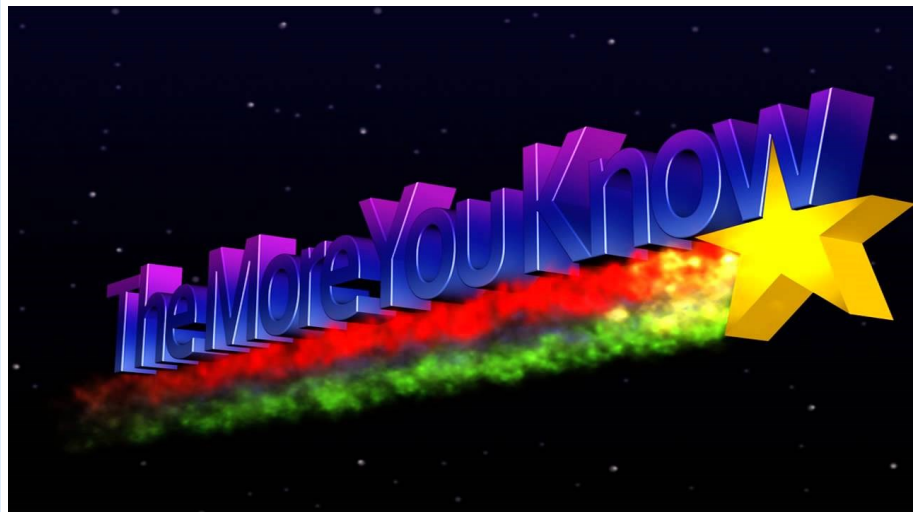
Inactivating accounts vs. inactivating patients

Did you know that when you inactivate an account, it automatically inactivates all the patients under that account as well? It's designed this way in order to help an office be more efficient.

For example; you have a family of five, they are all under one account and move out of state. You may not wish to fully delete their account but rather inactivate it. Instead of opening each patient under that account, you may inactivate the account as a whole, subsequently inactivating all the patients residing under that account as well.

That theory, however, does not work in reverse order. If you inactivate all five patients under the account, the account still remains active but with no active patients. Therefore that account will appear on any report or window where active accounts are shown.

Things to know: Inactive accounts with a balance will still show up in statement manager allowing you to still send a statement. If you are inactivating the only patient on an account, inactivate the account instead.



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Meet the staff: Nicole Hartley

Nicole joined our Astra family as a System Support Specialist in early August and comes to us with ten years of experience in the technology and customer service industries.

Nicole was born and raised in Milwaukie, Oregon and is the fourth generation of her family to reside in the Portland Metropolitan area. She is a graduate of Rex Putnam High School in Milwaukie, Oregon and began her career in customer service and technology shortly after graduating in 2005.

Nicole recently traveled to Europe last summer, visiting Amsterdam, Rome, Florence, Sicily, Venice, and the Amalfi coast. She enjoys crafting and creating art; and some of her favorite musical artists include Jimmy Buffet,



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!



The Eagles, and Kings of Leon. Nicole loves the outdoors and is happy hiking, camping, and exploring all of the beauty that Oregon has to offer.

Please join us in welcoming Nicole to Astra Practice Partners!



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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