

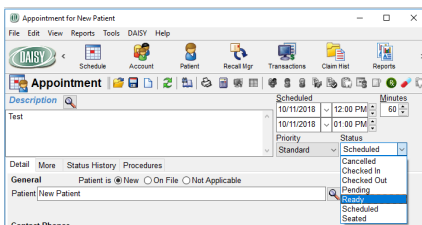


BUSINESS MATTERS

DAISY 5.4 What's New

DAISY 5.4 is ready to be and will be released in the next week. Here is a sneak peak of what's coming to DAISY 5.4:

- New appointment statuses: front office staff can now track when a patient arrives, is ready to be taken to be seated and when they are actually seated. We believe this feature will help in making your practice even more efficient.



- The New Account Wizard now allows you to add multiple phone types, including, mobile phone numbers.
- New imaging bridge option to ScanOra. This will bridge all your patient data straight into ScanOra.
- Automatically archive inactive patients. DAISY now allows you to automatically inactivate patients with no activity over a set number of years. This is manageable at the practice configuration level, thus making your reports more accurate.
- When viewing documents in the Document Manager Panel, you will now see a fly over hint to see the documents full title. If the document name is too long, it will be cut off. Now you can see the full title just by hovering .
- New format for Change Healthcare claim status reports will make them easier to read.
- Change Healthcare eligibility is TLS 1.2 compliant. Eligibility requests communications will now be transmitted at a higher level of security.

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

Current events

Staff Meeting

Thursday, November 1
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, November 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, November 15
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

Thursday, November 29
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





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](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

Are you expecting a DAISY update? Leave your computers powered on!

As a reminder, the DAISY auto update process will install the DAISY update at approximately midnight on your scheduled date. Below are some considerations regarding the auto update process:

- Do not power off your DAISY server and workstation(s) on your scheduled date.
- Save all work and exit all DAISY windows on your scheduled date.

Your office is notified 7 days in advance of your update. You should see a pop-up when you login that notifies you of your scheduled update. If you click Yes to this pop-up, you will not see it pop up again. If you click No to this message, it will pop up every time you log in reminding you of your scheduled update. Each unique DAISY user will see this pop-up. We suggest making a note of your scheduled date and setting aside some time to review what's new in the upcoming version.

Info



You are scheduled to receive an update after 10/31/18. Would you like to know What's New?

If you power off overnight, your system will perform the update once it's powered on. This process could take up to one hour, impacting your morning routine. If you restart during the update process, this will start the update process over again. You will not be able to use DAISY during the server installation. As always, our customer service team is ready to answer any questions at 800-368-6401, via LiveChat, or by [email](mailto:customer.service@dmcdental.com)



BUSINESS MATTERS

Meet the staff: Su Saechin



Su joins our Astra family as a System Support Specialist. He began his career at Moda in 2014 as a Customer Service Representative, where he quickly climbed the ladder towards success. With over eight years of customer service experience, we know he will be a strong asset to our support team.

Su grew up in Portland, Oregon where he graduated from David Douglas High School. His family is originally from Laos and immigrated to the US in the 1980's, before settling down in Oregon.

Su is an avid football fan with his favorite player being Peyton Manning. His favorite movie is Remember the Titans, and he especially loves spending time with his son and helping him practice his sports. Some other hobbies of his include fishing and snowboarding and his favorite travel destination thus far has been South Beach, Florida.

Su finds daily inspiration from his father whom he states "taught him to be a father to his son." If given one free hour a day, he would choose to spend as much time as possible with his ill father.

When asked what values he would build a company on, his response was work ethic, leadership, and team spirit. One important skill he thinks everyone should master is active listening. If Su could share a meal with four people, living or not, he would choose to spend it with his paternal and maternal grandparents whom he has never met. Su's favorite quote is "A champion is not defined by their wins but by how they can recover when they fall." - Serena Williams.

Please join us in welcoming Su to our Astra Practice Partner's team!

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?

Did you know 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

10505 SE 17th Ave.

Milwaukie, OR 97222



www.dmcdental.com