datacon
DENTAL SYSTEMS

# Datacon News

Monthly Newsletter for Our Datacon Clients

February 2013

# We're Listening, and We Like What We Hear!

*by Buddy Kurz*

Your comments are valuable to us. We like to hear about what you need and how we are doing. There have been many positive comments about the new software and we appreciate hearing them. As to what you need, no doubt by now you've noticed the enhancements (some small, some not-so-small) that have been popping up in your software. Some of the enhancements you see are part of our long term plans for evolving the software, others are the direct result of your comments or requests:

•You now have the ability to update your own software, on your own schedule. (If you have a Mac server this takes about one minute.)

•You can customize User Menus and Schedule Views

•You can keep track of your Lab Cases

•You can set up chart note templates to streamline the charting process

•Datacon Mobile continues to improve with more patient demographics and referral information.

•Your system is getting smarter:

Your system can now communicate with our system to let us know when it needs attention. Each day, your system accumulates information about your software version, results of diagnostic reports, error messages, and system status which we can review to identify problems or trends before they become a problem for you.

•Your Time Clock software is changing too:

A recent enhancement to your Time Clock software is the addition of Sick and Vacation Accrual. This slick feature makes it possible to have your computer keep track of the use and accrual of leave time. No more headaches of hand figuring and review with each individual employee. Every employee can see his or her accrual rate, usage and current accrual right from their Time Clock screen. With a complete suite of accrual methods available, your office policy just got a little easier to administer.

Employee Sick and Vacation Accrual Report from 1/01/12 to 2/01/13 Page 1
Betsy Assistant

| Monthly | Vacation Time | | | Sick Time | | |
|---|---|---|---|---|---|---|
| Ending Date | Accrued | Used | Balance | Accrued | Used | Balance |
| 1/01/12 | 32.50 | 120.00/yr | 160.00 Cap | 13.25 | 40.00/yr | 60.00 Cap |
| 1/31/12 | 120.00 | | 152.50 | 3.33 | | 16.58 |
| 2/29/12 | --- | | 152.50 | 3.33 | | 19.91 |
| 3/31/12 | --- | | 152.50 | 3.33 | | 23.25 |
| 4/30/12 | --- | | 152.50 | 3.33 | | 26.58 |
| 5/31/12 | --- | | 152.50 | 3.33 | | 29.91 |
| 6/30/12 | --- | | 152.50 | 3.33 | | 33.25 |
| 7/31/12 | --- | 40.00 | 112.50 | 3.33 | | 36.58 |
| 8/31/12 | --- | | 112.50 | 3.33 | 8.00 | 31.91 |
| 9/30/12 | --- | | 112.50 | 3.33 | | 35.25 |
| 10/31/12 | --- | 40.00 | 72.50 | 3.33 | 8.00 | 30.58 |
| 11/30/12 | --- | | 72.50 | 3.33 | | 33.91 |
| 12/31/12 | --- | | 72.50 | 3.33 | | 37.25 |
| 1/31/13 | 87.50 | 40.00 | 120.00 | 3.33 | | 40.58 |
| Report Totals | 240.00 | 120.00 | 120.00 | 56.58 | 16.00 | 40.58 |

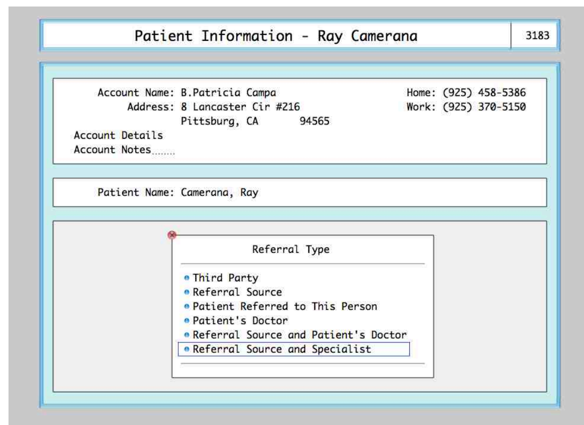
End of Report

We've always had the ability to output Certified Payroll Time Cards but based on client input, we've added the ability to allow your employees to print out their own Certified Payroll Time Card. This allows your employees to review and sign their time cards before turning them in to you.

Your comments, suggestions and communication help to take the software in the direction your practice is moving.

Thank you, and keep those comments coming.

## Referrals for Specialists




Many of our clients are specialty practices and one of the reasons for this is the strength of our referral tracking and reporting. We have the ability to have multiple referral sources for a patient, keep track of referrals to other practices, and identify various third parties that may wish to receive correspondence or notifications about the patient. Some of our specialty practices have unique reporting needs and we have made some improvements to support this. The issue we have addressed relates to referrals between specialists vs referrals from the general dentist. The goal is to identify the general dentist as the primary referral source and still track referrals from other specialists without having the software think there is a new source. To this end, we have added an option on new referrals titled "Referral Source and Specialist". This referral will not change the patient's referral source for the purposes of running reports or creating documents but it does identify the event and track fees separately in addition to those already accumulated for the primary referral source.

## Credits in Receivables

One of the enhancements we made with the 3.6D software update was the addition of a system option for separating credit balances into their own receivables category. Credits on each account are aged just like other balances and may appear in the 30, 60, 90, or over 120 day category depending on how long they have existed. When you review the Account Ageing List you can go to the end of the list to see these credits. When a Collections Report is printed you have the option of whether or not these credits get included in the report. There are also options for whether or not statements are sent to patients with credit balances.

When aged receivables for the practice or an individual doctor are viewed on screen or shown on the Control Sheet, these aged credits can combine with aged amounts due and make it appear that the collectible old balances are lower than they actually are. If you have lots of credit balances this is not desirable so we have added an option to the system to change the ways credits are stored and displayed on screen or on the control sheet. This option changes how individual accounts are added into the receivables categories and places all credits in their own category. When this option is changed and the receivables are re-totaled, the aged receivables will represent money owed to the practice and the credits category will represent pre-payments or overpayments. If your office would like the make this change you will need to change the option in *Miscellaneous Options* under *System Stuff* and then run a program to re-total the receivables. On an older Alpha Micro server this might take several hours. If you are among the majority of our clients who are using a Mac server this might only take several minutes. In either case, we can setup your system to run this program after your backup completes or you can arrange for us to run it while you are out of the office.

Aged Receivables

| | |
|---|---|
| Current | 62566.59 |
| 30-60 | 28716.73 |
| 60-90 | 12034.49 |
| 90-120 | 3330.70 |
| 120+ | 12481.38 |
| Credits | 5998.03cr |
| Total | 113131.86 |
| Pmnt Plan | |
| Insurance | 176797.00 |

## A Little Training Can Benefit Anyone

We at Datacon know that there is always something new to learn about our software. Once you think you know it all, we change it again. Even if you have not chosen to use some of the newer features such as Lab Cases and Datacon Mobile, long time staff may be using methods that worked well many years ago but have become outdated as the software has evolved. We are always looking for ways to make the software easier to use and there are many great new tools and shortcuts for saving you time with your daily tasks and many new ways to customize your system.

Every quarter our software support entitles you to 45 minutes of free training. This is done over the Internet and you can choose any topic you would like for us to go over with you. The intent of this training is to make sure everyone is aware of the changes we are making. It is also frequently used to bring a new staff member up to speed on our software. If you are using older software we can offer a demonstration of some of our newer features running on one of our systems.

## Classes and Events

### Classes

**New User Training** *
**Scheduling** *
**Recall** *
**Paperless Training**
**Power User Training** *
**Doctor's Only Training**

* Qualifies for CE Credits

Call today to schedule your training!

### Schedule

**Monday, 2/18**
President's Day
Office Closed

In addition to the quarterly training included with your software support benefits we offer a variety of other classes including New User training, Paperless training, and Doctor's Only training. These classes usually range from 2 to 3 hours.

We feel regular training can help your staff to be more efficient with our software and this would clearly be a benefit to your office. Call us today to schedule a training!