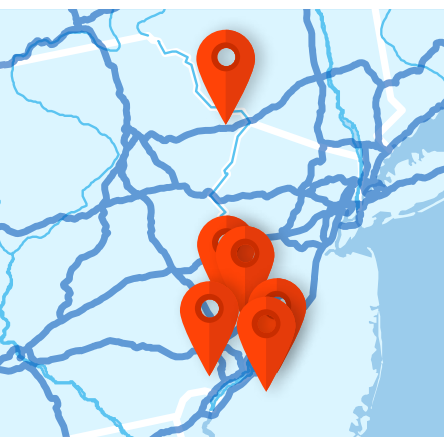


UNIVERSAL DENTISTRY

Six Offices Working as One Practice



ABOUT UNIVERSAL DENTISTRY

- › Six offices: Bensalem PA, Turnersville NJ, Springfield PA, Montgomeryville PA, Willow Grove PA and Cherry Hill NJ
- › One general doctor at each location and one roving periodontist
- › Offering family dental care, cosmetic dentistry, dentures, crowns, caps and implants
- › Founded in 2005; serving more than 50,000 patients today
- › Fee-for-service practice (no insurance)
- › Dentrix Ascend user since January 2017
- › universaldentistry.net

Dental practice management company Universal Dentistry had a growing problem: as they grew from one to six offices, their practice management software couldn't keep up.

Scott von Vital, director of operations for Universal Dentistry, describes it this way: "In 2016, the company had a server at each location. None of them talked to each other. We couldn't log in remotely. Basically, we had no way to treat the database and our patients as one company.

"With six offices, the needs of our practice management changed drastically. We needed enterprise software, one program we could use to manage multiple locations."

Although each office used the same practice management software, doctors couldn't access patient records from another office. The front desk couldn't see doctors' schedules in other offices, either. Copies had to be printed and faxed from office to office. Plus, someone had to maintain the servers (updates, backups, etc.) in six different locations.

PATIENT WORKFLOW TOP PRIORITY

In addition to managing the technical and communication challenges of multiple locations, Scott needed better patient workflow management throughout the company. Universal Dental is a fee-for-service practice, it doesn't accept dental insurance.

"Completing treatment plans and managing patient workflow is our number one priority," he explains. "As we grew, this became a real challenge."

Before Dentrix Ascend, if a patient cancelled an appointment, they could get lost in the system and possibly miss completing their treatment plan.

"With Ascend, we can be proactive and get anyone who missed an appointment back into the schedule and on track for completing their treatment," he says. "We can easily find an opening in another office's schedule if a patient needs it."

INSTANT ACCESS TO NUMBERS

The reporting features in Dentrix Ascend help Scott track the ledger totals for each office and for the entire practice.

"Before Ascend, we relied on the office managers to send the information. Now, we can see office by office, month by month, what's still out there and who we need to call to come in and get their work finished," he says. "And, we can check the numbers at lunch or any time, instantly."

Dentrix Ascend reports have helped the Universal Dentistry management team improve operations and focus on areas that need improvement.

"We're a very data-driven company, and Ascend has given us new access to that information," he adds.



“ONE OF THE BEST DECISIONS WE’VE MADE”

When the Universal Dentistry team started looking for an enterprise software solution that could centrally manage their growing company and provide comprehensive reporting, they found Dentrix Ascend.

“We looked at a couple of different practice management systems, but they required a server in each office,” Scott says. “Ascend offered centralized software and took the cost of hardware out of the equation. It’s easy to roll out another location. You don’t need servers or a tech guy at each office. You just need a computer and an Internet connection.”

Because the system is cloud-based, Dentrix Ascend is constantly upgraded with the latest technology.

“It’s always changing for the better. The product you buy now isn’t the one you’ll be using a year from now,” he says. “It’s one of the best purchasing decisions we’ve made.”

NO DOWN TIME AND OTHER RESULTS

Since installing Dentrix Ascend in January 2017, Scott noticed the difference right away.

“The capabilities

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“With six offices, the needs of our practice management changed drastically.”

DENTRIX ASCEND SAVES THE DAY

What happens when a blizzard shuts down your town and your dental office?

Jamie Prochaska, the office manager in Universal Dentistry’s Bensalem location, saved the snow day with help from Dentrix Ascend.

“I couldn’t get into the office, but I was able to use my computer from home to see who was scheduled that day. I logged into Dentrix Ascend and rescheduled everyone from my couch,” she says.

Jamie called or text-messaged each patient affected by the snow day so their pre-paid treatment could be scheduled without too much delay.

On past snow days, someone would have to make their way into the office somehow, print off the schedule, look up the phone numbers, then take all the information home and start phone calling.

Now, with Dentrix Ascend, Jamie and the other office managers can see all the data they need to contact patients and reschedule them — without going out during a blizzard.

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You don't need servers or a tech guy at each office. You just need a computer and an Internet connection.”

compared to what we had before are just awesome. It's pretty intuitive, too. The interface is easier, especially with the patient ledger and scheduling, than what we were using before,” he says. “We've had no worries about cloud-based software, because we can always access our information. Since we started with Ascend, there's been no down time.”

The production reports for each doctor and each office showed that patients were waiting too long between seeing the general doctor and seeing the periodontist, who visits each location once a month. In some cases, patients were waiting up to two months for surgery.

“We were able to completely revamp the consultation process for our periodontist and

schedule his time more efficiently in each office.

The X-rays and health history are available in each location, and patients don't have to wait as long for surgery,” Scott says.

The business benefits of a centralized patient database, company-wide report generation, and the ability to track production and collections more accurately made Dentrix Ascend a big hit with the Universal Dentistry management team.

“Whatever you need to find out about your business, you can set it up as a report. As far as a tool to manage your business, it's so much better than what we've used before,” he says. “We're able to do so many good things as a result of switching to Dentrix Ascend.”

DENTRIXASCEND

www.DentrixAscend.com

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