Launching a new software program can produce many emotions, from excitement to trepidation to sheer relief. No matter how much you test, rehearse and prepare, you never know what might occur during the live event. We are happy to report, that the release of our DenChart™ Periodontal Voice Charting program in the first quarter of 2009 has exceeded expectations.

Since the release of DenChart™, we have had successful installations from Massachusetts to Texas. Those installations consists of over four hundred licenses in fifty three locations on both UNIX and Windows® platforms. Ninety percent primarily received training via a single webinar session. Ninety-nine percent of the installations are using the voice activation feature with great results.

One of our largest installations to date is at Drs. Lefcoe, Weinstein, Sachs & Schiff & Associates this past November. With practices throughout Virginia, Drs. Lefcoe, Weinstein, Sachs & Schiff & Associates is a large multi-location practice that has utilized the Dentech UNIX system for thirteen years. All of their data is centrally located for access from any location. The practice is also using the Dentech Clinical Notes program, along with AccessPro for document storage and imaging by Kodak®. With fifteen doctors and thirty four hygienists on staff, it is imperative for their practice to be completely digital and to eliminate all paper charts. DenChart™ represents a big step forward in reaching their goal.

Due to the complexity of four locations, a great deal of preparation was required by both LWSS staff and Softech, Inc. prior to installation and implementation of DenChart™. For it to be a smooth transition, the staff, including Robin Greene, Administrator, Stella Langley, Manager and their IT person Scott were instrumental in the initial planning. Over one hundred workstations were loaded with DenChart™ in less than two days.

In October each location had two DenChart™ licenses put into place to provide initial Train the Trainer webinar instruction for each office manager. With this additional instruction, essentially, each manager will be able to answer questions within their office. Training a staff of over one hundred required Softech to send four trainers to Virginia, with one assigned per location. LWSS required the entire staff, including doctors to participate in the training session, therefore, it took place on a Sunday. All aspects of training were covered including keyboard, mouse and voice entry. Given that most data entry will be completed by the hygiene staff, each was assigned their own personal headset. By the end of the day over one hundred staff were trained and ready to take DenChart™ live on Monday.
You asked…
We Answer!
What You Can Do.

Recently, we have had several inquires about utilizing the email capabilities within DENTECH to send letters, reminders, newsletters and cards to their patient database. Along with the fore mentioned, you can use email to deliver messages about special dental promotions and new advances in dentistry.

Additional benefits of email:

- Cost effective. Reduces postage and phone charges.
- Recall and appointment reminders will reduce phone calls and staff time.
- Patient responses within minutes of email received.
- Introduce new services and products to patients.
- Send announcements about the practice.
- Notify patients about schedule changes.
- Market your practice.
- Is totally customized by your office.
- Promote your new website.
- Link your Dentech software to Microsoft Word (2002 or later) and Microsoft Outlook only (2002 or later). Outlook Express is not compatible.
- For both DENTECH UNIX and Windows®

With the growing trend for dental offices to be more technologically savvy, using your email is the way to go! Please call to Stephanie Aube to inquire about email setup and training @866-221-6081 x234 or email stephanie.aube@dentech.com
We assume that most power outages occur in the spring and summer months due to inclement weather. However, many interruptions happen in the winter months from snow, wind and ice storms. Each of those conditions play havoc with power lines and the electricity being supplied to your computer equipment. If you do not currently have a Uninterruptible Power Supply (UPS), you may want to consider investing in one or two for your office.

A Uninterruptible Power Supply is an electronic device that continues to supply current for a certain period of time during a drop or loss of power. Typically, a standby UPS is the most common and cost effective type used for PCs. If a power problem should occur, the UPS will transfer over to the battery and supply ample time for a proper shutdown of your system, given it happens while someone is present. UPS units also protect against electrical problems such as spikes, surges, sags, brownouts and blackouts. If you would like additional information, contact us at 800.233.4998.

**Additional facts about the UPS:**
- All power outlets on the back of an UPS are not connected to the battery.
- Depending on the size of the UPS you could have 6 total outlets with only 2 on battery backup.
- If a server is plugged into one of the other 4 and you lose power it give the indication the your UPS has failed.
- The same is true with a surge protector, they can be labeled switched and un-switched the former being fused and the latter being unprotected.
- If the fuse or the circuit breaker is tripped, your switched outlets will be dead.

### Quarterly Tip

**Improve Your Windows System Performance**

**What would cause my system to become sluggish moving from one screen or application to another?**

There can be several reasons why your computer system all of a sudden slows down. The culprits could be the likes of malware, spyware, adware, etc. Another cause for your system to become sluggish, could be caused by an Anti-Virus program that will scan files and this uses system resources. When an Anti-Virus program is installed, it is important to have the exceptions entered into the program to prevent the virus software from continually scanning it. If you installed your own Anti-Virus software, the exceptions were most likely not entered, thus causing a slow down.

So what are exceptions and what do they do? Wikipedia.org definition: Exception handling is a programming language construct or computer hardware mechanism designed to handle the occurrence of exceptions - special conditions that change the normal flow of execution. Softech, Inc. definition: They basically tell the antivirus software that a application is safe, and therefore does not need to be scanned.

Below is what can be entered into the Anti-Virus programs exclusions or you can simply call Dentech Support at (866)549–8702.

**Seven:**
- `\DTWIN` (x=the drive that the DTWIN folder resides on)
- `\C:\Windows\Prefetch`
  (Add any folder for imaging programs)

**Client:**
- Any mapped drive letter, i.e. ( z: )
- `\C:\Windows\Prefetch`

**Note:** Due to issues we have encountered with Norton and AVG Anti-Virus software, Softech, Inc. has had good success and recommends Trend Micro Anti-Virus program.
With the system fully operational on Monday, DenChart™ automatically updated the patient tooth chart from the Dentech treatment history. Now all that was initially required of the hygiene staff was a Periodontal Screening Recording (PSR). However, the functionality worked so well, and they became so proficient, they started recording mobility and staining as well. The hygienists were excited as to how quick and easy it was to use voice commands. The DenChart™ voice capability proved to be key to the overall operation that within a 24 hours of going live on DenChart™ all four locations had completed a very impressive 536 exams.

A useful characteristic for a practice of LWSS size, is the ability for each user to create and store their own usage sequencing setups. Other proprietary technologies such as the Voice Triplet Command™ and the Resume Command™ has considerably reduced exam times, while clinical note dictation delivers a faster and more accurate vehicle for adding exam notes. As a result, practices typically experience significantly improved efficiencies in completing their exams.

While some like to stick there toe in the water, others like to jump in with both feet. When it came to implementing DenChart™ Periodontal Voice Charting into their four locations, the practice of Lefcoe, Weinstein, Sachs & Schiff & Associates dove in head first. They realized they were in a unique position because the ability of DenChart™ to successfully run voice charting in a large wide area UNIX network.

Through improved data capturing technology, and advanced voice recognition commands, DenChart™ has unsurpassed capabilities and power for dental practices of any size. If you would like more information regarding DenChart™ call 800.233.4998 ext.239.