

Why is

EXACTTM

the **only choice** for

Practice Management Software

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“I’m more than happy to recommend the system to fellow dental professionals.”

No going back

Dental Practice: St Mary Street Dental Practice, Chippenham

Name: Jannie Tromp & Caroline Nott

Role: Practice Principal & Practice Manager

My first experience of the **EXACT™** practice management system was at a dental exhibition in 2006. Having lived and worked in South Africa all my life, I had only been practising in the UK for 6 years and was in the process of establishing my own private practice and looking to invest in a reliable practice management system.

Previous to this I had been using another system, however this relationship came to an end when the providers merged with another dental company and I was unsure about the quality of service they would deliver in the long-term. Having made contact with Software of Excellence at the exhibition I arranged a demonstration of the **EXACT™** system so I could experience its capabilities first-hand and following this, I decided to introduce the system into my practice later that year.

We are a relatively small private practice with only 4 members of staff, however we each have varying levels of computer and practice management skills so I was pleasantly surprised that we only required two of our three days of training. Our SOE trainer was extremely understanding and patient with our learning needs and clearly demonstrated how we could benefit from the system both as a practice and on an individual level. All members of the team quickly gained the skills to start working with the **EXACT™** system in daily practice.

As a fully private practice, I have found the elements of **EXACT™** to be extremely versatile. There are so many aspects of the system which can fulfil my daily clinical needs as well as our front-desk requirements.

From a clinical perspective I particularly appreciate the 3D charting and animation tools as I now have the ability to present and communicate to my patients the exact image and current condition of their oral health. They find these to be extremely informative; especially those patients who are in need of periodontal treatment and who want to understand where and why this is happening. These visual aids, together with the Presentation Manager module are great educational tools. Patients' understanding of oral health issues increases and drives treatment acceptance. For me, these are essential factors in patient education, helping them to fully understand the condition of the oral health before committing to treatment.

Our Patient Coordinator, Caroline Nott, had never worked in a dental practice nor had regular use of a computer before, yet she has been able to navigate her way around the **EXACT™** system with complete ease. Caroline uses the system on a daily basis and benefits hugely from Recall Manager. This feature allows us to keep up-to-date with our patients' attendance and identify those who have or have not yet made an appointment. Our patient attendance doesn't rely on human memory or a notebook, it's all stored electronically and any member of staff can look up a patient and keep track of their attendance, helping to reduce "no-shows".

To complement this, the array of reports that can be extracted from **EXACT™** helps us to analyse practice activity on a regular basis, including the number of treatments carried out in the month. This information can then easily be exported into an Excel document and used to create analytical graphs that we can use to help us assess our practice performance and guide us in achieving our goals.

Most importantly, the **EXACT™** system has managed to turn my practice into a "paperless" operation. The practice relies solely on **EXACT™**, everything is stored on this versatile system and there is no sign of any paper records. I'm extremely happy with **EXACT™**, it works very well and I'm more than happy to recommend the system to fellow dental professionals.

Once a practice has computerised with **EXACT™** you'll never want to go back!

Technical expertise

Dental Practice: Castle View Dental Practice, Tiverton

Name: Sue Green

Role: Practice Manager

When we originally converted to **EXACT™**, one of my chief concerns was the robustness of the data transfer operation. I needn't have worried, the level of technical expertise from Software of Excellence was of the very highest quality, their communication with us was great and the transition was extremely smooth.

Our move to digital x-rays has made an amazing difference to our practice. We are a 6-surgery NHS practice and as a diagnostic tool the immediacy of a digital solution is incomparable to our previous system. The ability to bring images and x-rays directly into the patient record in **EXACT™**, has proved enormously beneficial in terms of practice efficiency and patient communication.

Essential

Dental Practice: Glasgow, Scotland

Role: Practice Principal

Having a practice management system like system **EXACT™** is essential to staying in control of my four busy practices. The variety of reports available within the system allows me to critically appraise each practice's performance. So now, important data like patient attendance and how treatments are invoiced is easily accessible and I have the opportunity to act quickly and make changes if necessary. Being able to email these reports to my home helps me to remain in full control of my practices, even when I'm not there.

Goodbye paper, hello digital

Dental Practice: Quirke Dental Surgeons, Wexford

Name: Maurice Quirke

Role: Practice Principal

I first realised we were in need of a practice management system when the practice started to disappear under piles of paper and searching for patient records became a chore. Working with Software of Excellence's **EXACT™** system has changed all that. We no longer have to search through misfiled charts, instead everything we need, from appointment booking to reporting, is now accessible within one easy-to-use system.

My first experience with Software of Excellence was a very positive one. Two UK representatives travelled to the practice to configure the system and ensure that it met the needs and requirements of our practice in Ireland, identifying those features which would and wouldn't be of benefit.

Since then, **EXACT™** has dramatically changed the way I work for the better, particularly in respect of digital imaging. Before, I was working with traditional film but since introducing the **EXAMINE^{PRO}** module, I can take patients' x-rays and store them directly onto **EXACT™** from where I can view, enhance and modify the images for whatever purpose I require.

From a business perspective, we no longer rely on memory to attract and retain patients, **EXACT™** is programmed to send out automated recalls via letter once a week. We then support this by sending appointment reminders via text message 24 hours before appointments. By looking through our appointment book we can see that this text service has greatly reduced our FTAs.

We are extremely happy with the **EXACT™** system and my hopes for the future are that we can start to use the marketing elements of **EXACT™** a lot more. My aim is to collect patients' emails so that we can reach our customer base with a practice e-newsletter on a regular basis.

I can also remotely access the **EXACT™** system from my home which means I now have the ability to keep control of my practice even when I'm not actually there.

Financially Secure Reporting

Dental Practice: Caledonian Dental Care, Perth

Name: Sue McFarlane

Role: Practice Manager

As a Practice Manager, the reporting element of **EXACT™** makes a huge difference to the way we manage our practice finances, there are so many different reports available that I can assess virtually every area of my practice performance.

We calculate our income from patients' money on a daily basis and the reporting tool allows me to break this down into:

- a) How much money has come into the practice and
- b) How patients are paying for treatment; card, cash or cheque.

By transferring this data from **EXACT™** into SAGE I can see how much money is outstanding and compare incomings and outgoings with ease.

From a clinical effectiveness point of view, the 'activity report' accurately identifies the volume of treatment within the practice and which treatments dentists are regularly performing, whilst the 'chair-time analysis' confirms exactly how much time is being generated. All of these help to ensure that the clinical team continue to work profitably and efficiently.

Before we introduced **EXACT™**, the practice had approximately £40,000 worth of outstanding payments from patients. Thanks to the reporting tool I have been able to dramatically reduce this figure and keep on top of finances, so that the practice remains a profitable business. By analysing those who owe money, I can quickly take action and send a reminder letter to the patient. If a second reminder is needed then we issue them with a fee. It is very rare that we get to the third reminder! Nevertheless, by using **EXACT™**, situations like this are now under control and not left to accumulate.

We have now opened a second practice and all of these capabilities have become even more important. Although the new practice is only 100 yards across the road, managing the two would not have been possible without **EXACT™**. We have linked the two practices together through **EXACT™** and I am now in complete control of both practices through one comprehensive system.

EXACT™ - The Way Forward

Dental Practice: Rocky Lane Dental Practice, Manchester

Name: Ben Atkins

Role: Practice Principal

When setting up my first NHS practice 10 years ago my aim was to equip it with 21st Century technology and having worked with practice management systems at previous practices I knew how essential they would be to helping us reach this goal.

The decision to work with Software of Excellence was not difficult. In my eyes they were the main providers of practice management systems and after a brief demonstration of the EXACT™ system I could see how well it would integrate with the workflow of the practice. Now that I am running 3 NHS practices the system has proved more beneficial than I thought possible and we have been able to successfully transform ourselves into “paperless” practices.

Being digital means that all of our patients’ notes are now stored and accessible within one system, eliminating the uncertainty often associated with individual handwriting styles, so that the whole team can clearly read important information.

EXACT™ has improved our patient recall processes and when compared with most practices our approach is pretty unique as we try to reduce the use of paper as much as possible. Rather than using the more common approach of sending a letter, our first step is to send an email, then one month later a text message. These two methods are not only more cost effective; saving on the costs of stamps and more importantly staff working time, but we have found that patients tend to respond more quickly when using this technology. The text messaging service has also been an extremely useful tool for reminding patients of their appointment, reducing our ‘fail to attends’ to a great extent.

EXACT™ is great for managing all areas of the practice; looking at statistics, reporting, assessing chair time and monitoring KPIs, but as an NHS Practice the UDA Manager is one tool that we have come to heavily rely on. UDA Manager helps us to identify exactly where we stand vis-a-vis our contract and allows us to visually manage and monitor our activity more accurately, so that we exactly meet our UDA targets.

Using a computer to keep control of the practice means that I have been able to delegate a huge amount of my time safe in the knowledge that I’m not at risk of “forgetting” vital information. It has freed up my time immensely. I’m hoping that the recently installed Computer Telephony Integration (CTI) which automatically recognises the identification of every in-coming telephone call and automatically displays the appropriate patient record will further improve practice efficiency by reducing valuable time spent on the phone.

Our practice management system plays a vital role in all 3 of my NHS practices. I have been able to develop each of them using the EXACT™ system and I couldn’t imagine working without it. I’m shocked that practices are choosing to work without this innovative equipment. Now that I’m a ‘paperless’ practice I wouldn’t have it any other way!

Good things come to those who wait...

Dental Practice: Dr M K Vasant and Associates, London

Name: Dr M K Vasant

Role: Practice Principal

We went through a 6 year period of working with three different practice management systems, all of which were unsatisfactory on some level and caused disruption to the practice. It wasn’t until a colleague suggested Software of Excellence’s EXACT™ system that we decided to make the change once again. That was 7 years ago and I wish we had started with Software of Excellence from the outset and avoided the hassle of the other systems.

EXACT™ is a sensible yet comprehensive system, it’s clearly made for dentists, whereas other systems felt as if they were office packages, badly adapted and very crude. For example, when using our previous system for charting bridges it felt like it took forever.

We use most of the features of the EXACT™ system and find that whenever we have temporary staff or other nurses working at the practice they are amazed at just how much the system can do. Most dentists have not exploited even half the potential of the system. Personally, I know we can do more with EXACT™, I just need to find the time to do a bit more training!

Of particular benefit is the fact that the patient notes are readily available to all staff and the appointment book is so easy to use, both of these prove especially useful when the patient telephones the practice, as their details can be accessed at the click of a mouse. Internal communication has also improved, as EXACT™ allows staff to talk to each other via instant messaging and post it notes.

From a clinical perspective, I find that the treatment plans are very professional. Radiographs and photos of patients are easily accessible, and showing patients photos of previous cases has really helped our practice marketing and patient communication. Patients can readily see that we provide the type of treatment they need and can easily identify with these “real” patients, as opposed to models in practice literature.

Looking ahead I would like to be able to benefit from better presentation of treatment plans that will visually impress my patients. I have recently heard about “Guru” a new interactive patient education tool also from Software of Excellence which allows the dentist to “stop, draw and teach”, so this will definitely be something for me to consider in the future.

To sum up, I am very pleased that we made the change to EXACT™ and eventually found the right solution for our practice. For something as important as a practice management system you can’t settle for second best.

“Having worked with **EXACT™** for two years, I can honestly say that I wouldn't use any other practice management system within my practices.”

Easy to learn

Dental Practice: 70-71 Welbeck Street, London W1G 0AU

Name: Dr N S Bhuva BDS (Hons) LDS RCS DRD

Role: Practice Principal

Dr Bhuva has used Software of Excellence for 5 years now.

When Dr Bhuva relocated his practice from Oxford Street in 2005 he was still using paper notes, manual x-rays and manual accounting systems. So to keep up with his expanding practice he chose SOE as his provider of choice. This gives patient comprehensive treatment plans as they leave the practice, radiographs to take with them and a full cost analysis.

The computer system is user friendly and very easy to learn. The patients' clinical and financial records are available at a glance.

With the increase in associates and specialist dentists the financial reports have to be easy to use and produce well laid out reports at the end of each month which this system does.

Seamless Integration

Dental Practice: Backwell Dental Care, Bristol

Name: Patrick Kennedy

Role: Practice Principal

I have been using **EXACT™** for the past nine years and have come to rely heavily on this comprehensive practice management system. Having my practice completely computerised is a huge benefit when I'm working at the chairside as it provides instant access to features like the appointment book and patient notes.

EXACT™ has proven to be extremely beneficial to both the practice and our patients. By sending appointment reminders to patients 3 days before their appointment is due we have managed to significantly reduce levels of "fail to attends". Even when patients are unable to attend, we are at least aware of this several days in advance and can respond instantly by rescheduling and filling the available slot, therefore minimising the negative impact on our appointment book.

EXACT™ works seamlessly in my practice and has never let me down. I couldn't imagine practice life without it!

It ticked all the boxes

Dental Practice: Broughton Ferry

Name: GS

Role: Practice Principal

We set up Panmure Dental Care around 3 years ago, but it took us until August 2009 to finally get round to installing **EXACT™**. Our practice was, until this time run completely on a paper basis; paper records, manual recalls etc, and although we felt we had quite an effective and robust system, the amount of paperwork generated by 2 full-time dentists and a hygienist was really quite staggering.

Part of our financial plan for the practice was to buy some kind of capital equipment every year and last year our choice was to invest in a computer system. We currently have around 3000 registered patients, around 90% of which are NHS and we concluded that without a practice management system we would not be in a position to take advantage of opportunities that might come our way in the future.

Our choice of **EXACT™** was not the result of a painstaking search, it was quite simply the first system we saw. It ticked all the boxes in terms of capability. Simon, our BDM, was helpful and knowledgeable when he came to demonstrate the system and we thought 'Why spend time looking at anything else when this system seems to have everything we need?'

Although the installation did require us to close for a couple of days we were able to work around the situation and all-in-all the transition was very smooth. Because we were using paper records the transfer of data was obviously a source of some difficulty. However, we managed to obtain basic information on our patients from the Dental Practice Board and the Software of Excellence technical team transferred this data into **EXACT™**. Since then we have been able to update and augment this basic data on a regular basis as we see our patients.

Our 3-days of training were very valuable and during this time we learned everything necessary to get us up and running. Since then we have worked our way round the system which, because it is quite intuitive, has not caused us too many headaches. In our case any problematic issues were dealt with very effectively by the telephone technical support team at Software of Excellence, which in our experience has been of a very high standard.

Over the past 6 months we have found **EXACT™** to be particularly efficient for managing recalls and this has made a big difference to our appointment book. The main difference between **EXACT™** and our manual system is that information is available instantaneously so the practice operates much more efficiently and we make better use of our staff time.

We have also utilised **EXACT™** in the surgery as well as in reception and recently have started to use intra-oral cameras enabling us to bring images directly into **EXACT™**, meaning treatments can be easily explained at the chairside, helping patient information and education. Our treatment plans have also improved, we can very easily create individualised plans that can be printed or emailed to patients.

In summary I have found **EXACT™** to be a really excellent system; intuitive, efficient and it has really increased the productivity of our practice. In fact, the only question **EXACT™** hasn't helped us solve, is what we should do with all the extra space, once taken up by our paper records.

A real time-saver

Dental Practice: Bath Street Dental Clinic, Glasgow

Name: Rita Ahmad

Role: Practice Principal

We recently installed **EXACT™** into our second practice and the help and support we received from the Software of Excellence team was second-to-none. They spoke to us in a very easy-to-understand manner, no jargon involved, and have been quick to follow-up our queries.

EXACT™ has enabled us to become a completely paperless practice, dramatically improving our front-desk management. At the touch of a button, the whole team can access everything they need from patient information and accounting, to reporting and producing estimates – it's become a real time-saver.

From an in-surgery perspective, the EXAMINE PRO digital imaging feature has made patient education a far easier process. Patients are more willing to proceed with treatment now that they can see exactly what we are seeing.

Having worked with **EXACT™** for two years, I can honestly say that I wouldn't use any other practice management system within my practices.

Go Digital with **EXACT™**

Dental Practice: D J Maguire BDS & Associates, Portadown, County Armagh, BT63 5AA, Northern Ireland

Name: Derek Maguire

Role: Practice Principal

There was a time when I ran my practice management using a home-made database which simply included all our patient contact details and was used to help us “remember, remind and recall”. As the practice expanded it became outdated and the practice was knee deep in paper. I knew that if the practice was to grow and be more successful we needed an increased level of organisation, so I took a deep breath and decided that implementing a dedicated practice management system and digital imaging solutions would be the answer to some of our problems.

We were running a busy, 8-surgery practice and I realised that installing such systems was going to cause some disruption to the practice; however I also knew that making this change was the first step to helping resolve our issues and becoming a 21st Century practice.

Having been used to a simple database, my main concern was how the team would respond to using a sophisticated system like **EXACT™**. We knew that the dentists and dental nurses would support each other whilst in surgery but our receptionists would not only be dealing with the prospect of working with a new system, but would also be juggling incoming calls and patients at the same time.

In view of this we decided to benefit from two of Software of Excellence’s expert trainers, who spent valuable time with us in the practice, installing the system and showing everyone how we could use it to its full potential, according to our own individual needs. Fortunately, the majority of the staff took to **EXACT™** like a ‘duck to

water’ and this is definitely a result of the outstanding level of service and expertise we received from the Software of Excellence team.

As with all new things there was a learning curve for us to navigate, but after we had been using **EXACT™** for about 3 months it became apparent to the whole team that there was no way we could go back to how we had been working before.

Practice Growth!

EXACT™ has certainly had an impact on the growth of the practice and we now have 16 active systems, helping the practice run smoothly, ensuring a consistent workflow.

As well as the benefits of the system for each of the 8 surgeries, we also have one dedicated to the digital imaging room and one for the practice manager. I personally have a system both in the practice and at home. Having access to such important data at home means I can keep in control of the practice even when I’m not there. Colleagues particularly benefit from being able to view a patient’s radiograph and clinical photograph for example, so that we can discuss the best course of treatment even though we may be in two different locations.

But it’s the front-desk where **EXACT™** has really proven its worth. All incoming calls are diverted to the first **EXACT™** point where all our patient queries and appointment bookings are handled in a separate office, this leaves the 3 receptionists on the front-desk to deal with any patients arriving or leaving the practice. Obviously, they are also available if a second, third or fourth call comes in, but it is amazing how implementing one procedure to handle the majority of incoming calls can free up our front-desk staff. Now they can concentrate on doing what they do best – taking care of the patient.

Complete control!

It’s reassuring to know that when working with a computerised practice management system everything we need to know about our patients or the practice is stored electronically. Our first job when we computerised was to move all appointments from our hand-written appointment books onto **EXACT™**. Admittedly this took a

“If we hadn’t have made that change to **EXACT™** I dread to think where we would be today!”

couple of weeks, but I have known other practices to take months, and I believe that this was a result of the ease-of-use of the system combined with the dedication of the receptionists. We have also implemented a strategy which ensures the medical histories and lab dockets are saved onto the system, so that we can avoid as much paper as possible.

Apart from the mandatory NHS forms, the only sign of paper in the practice is when we recall patients. We post an initial letter which encourages them to ring and book an appointment, then a day before their appointment, **EXACT™** automatically sends them an SMS reminder. This level of control and intuition from one system has halved our ‘fail to attend’ statistics which has had a massive impact on the practice. We are currently in the process of gathering email addresses from patients and together with the text messaging service will soon be adding this into our recall process. This should further reduce the use of paper, and costs of postage and staff time within the practice.

To support this we have been particularly impressed with the automated ‘Appointment Tickets’ which the system produces. Having created these in line with our practice branding we are able to complete them for the patient, detailing when their next appointment is and who it is with. This electronic format has eliminated the errors often associated with handwriting and written appointment booking, and we are confident that the information the patient receives is exactly the same as we have on our system.

The Results Are Clear!

When we installed **EXACT™** we also seized the opportunity to integrate digital imaging solutions within the practice. The **EXAMINE^{PRO}** digital imaging feature has benefited us greatly, it is so easy-to-use and I wouldn’t dream of going back to taking manual x-rays, for several reasons.

I no longer have to purchase the film or the materials to process the x-rays, making considerable monthly savings.

I don’t have to wait in line along with other colleagues for my x-rays.

I don’t have to worry that any digital images could be misfiled somewhere in the practice. They are now safely filed away in one electronic system under the patient’s file and can be easily accessed, either in the practice or at home.

I am in complete control to sharpen, magnify or lighten my digital images.

And it has become a great educational tool. We can instantly show patients the state of their oral health on-screen, highlighting areas of concern. This has certainly helped to increase treatment acceptance.

Treatments which need sending to the Health Service for “Prior Approval” are sent via the Electronic Data Interchange (EDI). **EXACT™** has enabled me to email cases and attach digital images so that cases can be approved accordingly. Now that we no longer rely on the post, there is no concern that vital information may be lost and the whole approval process has definitely been speeded up. The benefits of **EXAMINE^{PRO}** are clear and the results are as good as being face-to-face with the patient. I am sure any practice sending their treatments to the Health Service would benefit from this service.

To sum up, working with **EXAMINE^{PRO}** has made the whole process of working with digital images, quicker, more consistent and definitely better for my whole practice.

Paperless Practice!

It’s been 3 years since I made the change to digital and I can honestly say it was probably one of the best business decisions I have made. It took around a year for all signs of paper to be completely removed from the practice but I can honestly say it’s an absolute joy to be working as a virtually paperless practice. If we hadn’t have made that change to **EXACT™** I dread to think where we would be today!

Comprehensive and extensive

Dental Practice: Cramlington Dental Practice, Northumberland

Name: Richard Grant

Role: Practice Principal

Having been a long-term and happy user of Advance, the jump to **EXACT™** in 2006 was a steep learning curve. At times, it all seemed too much but perseverance paid off and the system soon became second nature.

The choice of **EXACT™** over other systems on the market was an easy one. **EXACT™** is comprehensive and extensive. My requirements were for a system which would handle every aspect of practice management, keep accurate clinical records and look after appointments - and do all of these things well. With a busy mixed-economy practice, we were not prepared to look at any system that wasn't all-embracing. **EXACT™** fulfilled that requirement.

After settling in and getting our heads around the features, we now know what to do in day-to-day use. The main areas of use are what you would expect, appointments and diary, the clinical module, recalls and reminders etc. But **EXACT™** has much more than that, for example we are currently converting our communications to email and text messaging and look to a substantial saving in postage. And their Presentation Manager product for the generation of graphic estimates, letters and leaflets which include pictures, x-rays and boiler-plate text is superb.

With a large and comprehensive system, you'll need hand-holding from time to time and this you will get from 'Support', the staff there are all experienced in dental practice, many of them being ex-dental nurses and managers and all of them able to help out any situation. Where a solution is not immediate, 'Support' will log on later and sort you out then.

There are a number of enhancements being planned for **EXACT™** which include the revision of some of the more fundamental and essential elements. These are being planned in conjunction with user feedback to come on-stream in the next few months and will ensure that **EXACT™** remains the best dental administration system in the market.

No system is perfect but **EXACT™** is as close to what you will ever get, the main competitor coming nowhere near in terms of its range of features. The decision to convert to **EXACT™** is one I do not regret.

Conversion Made Easy

Dental Practice: Laura Jones Dental, Co. Antrim

Name: Samara McWilliams

Role: Practice Manager

I converted to the **EXACT™** practice management system in 2007 after experiencing several problems with my current provider and have never looked back. Even when the Software of Excellence representative demonstrated the **EXACT™** system to me I was instantly impressed with what they were showing me. **EXACT™** seemed far more advanced and the working layout appeared to be more user-friendly than other practice management systems I had used, and most importantly...everything worked!

In order to get the best out of the **EXACT™** system we made the decision to close the practice for a week and benefit from the support of the Software of Excellence team. I couldn't have asked for a better level of service. In one week, the engineers fitted the system in place before we started some comprehensive hands-on training with Software of Excellence experts, who demonstrated which tools would prove most beneficial according to both our individual and practice needs.

From a Practice Manager's perspective, I have found the Reporting tool to be most beneficial. We calculate our earnings at the end of each day and the array of reports available within **EXACT™** allows me to identify exactly how much money has come into the practice and how patients are paying for their treatment. This level of control offers me security and peace of mind when managing the practice's finances and ultimately helps keep the business running smoothly and profitably.

To complement this, the text reminders and recall manager have helped to ensure that we maintain a regular income by keeping our appointment book full. Although we have no real preference to recalling our patients through, letter, email or text, we have clearly seen the benefits of the text service and it has without doubt reduced our 'fail to attends'.

EXACT™ has transformed the way we work in the surgery too, as the dentists are benefiting hugely from the digital imaging module **EXAMINE^{PRO}**. Now they have the ability to take patients' x-rays and store them immediately within a computerised system, rather than use traditional film and file them away within the surgery, as was the case before.

As with most things, there was a learning curve to working with the **EXACT™** system, but 3 years on it is now an integral part of processes and has improved the efficiency of the entire team at Laura Jones Dental, helping us all to work more efficiently; managing our time, cash flow and patient recalls.

EXACT™ stood out head and shoulders above the rest

Dental Practice: East Street Dental Practice, Andover

Name: Paul Kenny BDS, LDSRCS

Role: Practice Principal

I have worked in general practice for 31 years. For the last 22 years I have had my own practice in Andover, Hampshire. It is principally a private practice with a very small commitment to the NHS (essentially children patients that I had before the new contract was introduced).

For the last four years we have also been a vocational training practice, with newly qualified dentists spending a year with me, completing their training in general practice. Our foundation dentist works mainly in the NHS, however this is the last year that I plan to undertake training. One of our previous foundation dentists, Amelia Thorne, is already working as a private associate and she will be increasing her time at the practice when I finish vocational training.

It is only in the last 18 months that we installed a computerised practice management system. Prior to this the practice was completely paper based. The decision to computerise was decided for several reasons. I was aware that it was increasingly important to keep thorough, comprehensive and legible records, several of our nurses had previous positive experience of computerised practice management and I wanted to eventually incorporate digital imaging into our practice.

I had demonstrations of several different software systems and **EXACT™** stood out head and shoulders above the rest. **EXACT™** was also recommended by several colleagues who were already computerised. Based on our experience so far, I am sure I have made the right decision, because it runs perfectly and fulfils all our needs. **EXACT™** allows the user to customise the software, so in the early days there is a bit of fine tuning to do, but we were helped through this process by SOE and there have been virtually no occasions when we have hit any problems. If we do require any advice, the software support from SOE is excellent. I have delegated responsibility for liaising with SOE to one of our nurses, Paula Burgess, and she has managed to sort out everything successfully. If we do have a problem, SOE can access our computers remotely, and as they can undertake the process for us it makes the whole thing hassle free.

One area where **EXACT™** excels is in the presentation of treatment plans and fees. Both NHS and private patients appreciate the transparency of this process and it gives patients an opportunity to reflect on the options offered at their leisure. **EXACT™** has also revolutionised our reception processes. Firstly there is an enormous time saving because there is no longer any filing and retrieving of paper records. The appointment booking is easy, with the system guiding the receptionist to appointment spaces and although mistakes in booking were not common before, now they simply don't happen. This has produced a significant reduction in the salary bill as one person can easily run the reception area, whereas previously I needed an additional part time receptionist. At the end of the day reconciling payments and our day book could occasionally take some time, now the software does this at a push of a button and takes seconds.

When I audit our clinical records it is reassuring to see how comprehensive they are, with prompts to check medical history, report on radiographs, and check periodontal and soft tissues. It is easy in the course of a busy day to forget to note things down on paper records or sometimes written notes are not legible, even to the person that wrote them. With **EXACT™** that is a thing of the past and it is comforting to know that we are complying fully with contemporary standards of record keeping. If there is a problem, the defence organisations often have difficulty defending claims where record keeping is poor. You may not have done anything wrong but you cannot prove it. **EXACT™** gives me peace of mind.

Another area where **EXACT™** has proved very helpful is with referral and patient letters. Previously I would spend a significant part of Sunday morning writing letters. That is now a thing of the past as the letter templates make it quick and easy to write the letter while the patient is in the surgery. Now my Sunday mornings are free to go running with friends.

Looking back, I think why didn't I do this sooner? I suppose I appreciated some of the benefits that would come with computerisation but I hadn't realised how much better it would be. The efficiencies we are now enjoying thanks to **EXACT™**, far outweigh any investment I have made in the system.

Finally, when my business partner retired, I became custodian of his records and we had an enormous job moving them into the practice loft, just in case he needed them in the future. When I retire I will simply leave with a small hard drive in my pocket and no worries about the records going missing.

Excellent product!

Dental Practice: Lighthouse Dental Practice

Name: Teresa Biggs

Role: Practice Manager

We are delighted with the new text messaging service we have from Software of Excellence. It has already proved such a useful addition to the practice. Our failed appointments have decreased and it also keeps patients informed if the dentist is running late or we have to cancel an appointment quickly. Our patients have also appreciated the service.

So anyone who is not sure, go ahead it is an excellent product!



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