

# Oasis Practice Management Software

## Village Dental & Implant Centre

### **Situation:**

Thirty years into running their Adelaide-based dental practice Dr Terry Yuen and Dr Andrew Kow continue to keep up with changes to the dental industry.

This is perhaps best reflected in the upgrade of their facilities just over a year ago, including renovations, new equipment and new practice software practice management software.

After the completion of the recent renovation and upgrade of facilities the new look practice was renamed Village Dental and Implant Centre, a nod towards Dr Yuen and Dr Kow's specialist skills in surgery and implants in addition to their general dentistry.

Village Dental and Implant Centre (VDIC) is an expanding practice, with its two general practitioners (soon to be three), two hygienists, four dental chair assistants, a front desk coordinator and a 'newish' practice manager, Janina Polias. Janina has been in the dental sector for 27 years and joined VDIC in January 2007 after a 13 year stint with a large orthodontic practice in Sydney. That practice was successfully using Oasis software for day to day practice management needs so when Janina was considering a role at VDIC she was pleased to find they had recently adopted Oasis software at the practice.

"In Sydney we had Oasis working to such a high standard that when a patient walked in the door we knew that by the time they walked out again we would be able to present them with a 3-4 page printout with photos and quotes specific to their needs. We were also able to produce a professional report for the referring dentist. Our patients were a little stunned by this efficiency at first; it certainly sets a high customer-service benchmark. I was happy to find VDIC had also made the switch to Oasis not long before I arrived."

Front Desk Coordinator Andriana Kyriacou recalls only too well how VDIC operated before the introduction of Oasis. "We were operating the practice on an older practice management system back then. I can probably summarise by saying it just didn't meet our needs. The features were difficult to use, Hicaps had to be entered manually and so did appointments. The whole thing was outdated, and to be honest the support was terrible.

When Dr Yuen and Dr Kow got a new x-ray machine and digital equipment the decision was made to move to Oasis software to support the changes and also to give us room for growth going forward in the practice. It has been an excellent decision all around. Oasis is so easy to use and yet it can do so much;



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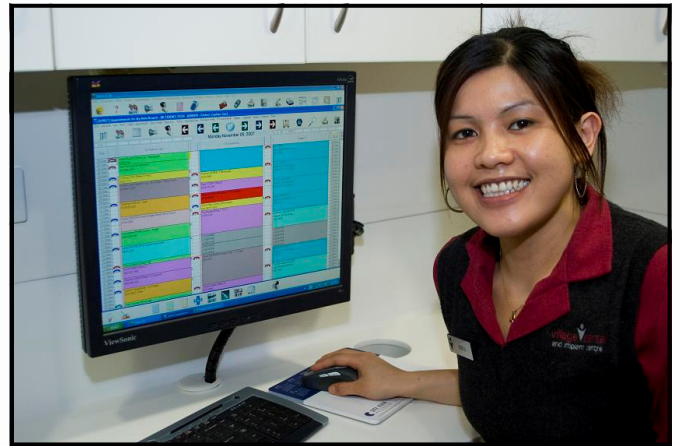
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the appointments feature is awesome and the invoicing and payments package is very thorough and intuitive.

We no longer have to handle accounts manually." Janina agrees. "One feature I particularly love is that it can formulate extensive reports based on whatever criteria you need. This sort of information enables accurate future business forecasting."

"Oasis's word processing abilities are also impressive. It keeps communications professional but also allows us to personalise our service. It is user-friendly even at what might seem to be a complex level, by which I mean it makes things like clinical mouth charting really easy to put together."

One thing both Janina and Andriana are adamant about is the high level of customer support they have received. "We are very well looked after by Oasis support," says Janina. Andriana expands, "I cannot begin to compare the support we had before with what we have now, it is simply in a different league altogether. I think being able to have all the features and functionality Oasis has, yet find it easy to use and know that you have a great support system in place says it all. It is miles ahead of what now seems like a dinosaur way of doing things not so long ago. We have been quick to adapt to it and already we're taking it for granted!"



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