

HELP THROUGH THE PRACTICE COMPUTERISATION SELECTION PROCESS

WHICH SYSTEM IS BEST FOR MY PRACTICE?

The installation of an effective modern practice management system is vital to the success of your practice. You must be able to completely rely on ALL aspects of the system to actually RUN your practice... from billing, recalls, banking and managing your cashbook through to operatory charting, integration of external devices such as intra oral cameras and digital x-ray systems.

First and foremost, you are buying a computer system...

The selection of a new computer system is a complex, technology-based decision which most dentists feel unqualified to make. Data Vision Australia (DVA) has been providing SA dentists with a complete practice management solution for more than 12 years. Our clients rely on us to provide them with comprehensive assistance... hardware, software, staff training, ongoing local support and professional advice and consulting.

We have identified 16 of the most important aspects of dental practice computerisation...

The 16 curly questions you must ask a prospective practice system supplier

1. What happens when I need help.?

Support is an invisible thing... a little like insurance. You don't realise how valuable it is until you need it. With all DVA systems, you have access to our technical support staff, 12 hours a day, EVERY day of the working week – from 8am to 8pm. You will need help with any system... it's how you receive your support which is valuable to you.

2. How much training will I receive?

Every supplier should give some training and it should be ongoing. With a Data Vision system, you and your staff have **unlimited staff training** for the original staff for the first 12 months from installation if on a support plan. You need help and our technical staff are there to help you.

3. What if the new system does not live up to the standards discussed and agreed?

EVERY Data Vision system is unequivocally covered by our unique money-back guarantee, protecting you against possible loss of face or economic loss. It provides you with total security. Most other systems only guarantee the hardware against the manufacturer's faults.

4. Can you convert the data from our old system to OASiS format?

We have been able to extract many data files from other systems so rekeying is kept to a minimum. It can be a better solution to start from scratch if your data is corrupted in any way... but if it can be converted, we can do it! Most other

suppliers do not have the technical skills to assist you in this area.

5. When my computer breaks down, what is your service promise?

95% of Data Vision calls are answered immediately and we guarantee to return ALL calls within the hour. Direct access to local technical support is available 12 hours of every working day. Try talking with users of other systems you are considering and find out about the response times they experience. Then call a Data Vision client and you'll see the difference.

6. What service can I expect if my computer breaks down?

If your computer breaks down, and we can't fix it for you over the phone, we GUARANTEE to be at your office within 4 working hours of your call. Other computer warranties only provide for the computer to be returned to the supplier's office.

7. Can you supply loan equipment if mine needs repair?

Data Vision promises to provide you with a loan computer if yours cannot be repaired within 24 hours, whenever possible. Printers are the most service-required component and without a printer your practice system grinds to a halt.



Best Practice, for your practice

Authorised OASiS distributor and technical support provider in SA the NT



OASiS

8. Do you handle ALL aspects of my computer system?

We provide a COMPLETE solution. You benefit from the skills and expertise required to prepare a logical installation plan, build the equipment to precise specifications and integrate the entire program providing you with a stress-free installation. Guaranteed! Most other system suppliers sell parts of the system and subcontract out the work they don't want or aren't capable of handling.

9. Do you offer a full data recovery service?

If your data becomes damaged in any way, if your computer is stolen (as happened to one of our clients) or the hard disk where data is stored fails (all of the above can and does happen), then your backup is the only way of recovering data. Firstly, we provide a complete data restoration service. More importantly, as part of our ongoing commitment to your practice, we ask you to send your backup tapes to us regularly to check data integrity.

10. How will your new system improve my cash flow and surgery production?

The Data Vision system can improve your cash flow with no more missed invoices, overdues are sent on a daily cycle basis and end of month accounting bottle necks are no more!

DVA means surgery production is also improved significantly through greater control over automatic recalls so not one patient will ever slip through your fingers. Secondly, we track ALL incomplete work. Never again will you lose patients who have not completed treatment, providing you with a permanent stream of happy patients. Many other systems are simple accounting programs, which have been designed to invoice and recall, but not much more.

11. Will the new system provide an average of 50% reduction in overdue debtors?

With the unique inbuilt OASiS overdue accounting system, overdues are produced automatically and on time every time. Based on our experience with many practices, the average debtor reduction experienced is about 50% compared to a manual system.

12. Can your system produce professional invoices on blank paper to reduce printing costs?

With the Data Vision system you can print to literally any printer. And all printing (lettercard included) is done with one run through our printer system, reducing your printing costs and simplifying administration.

13. Is your software completely Australian made? Can I expect to be able to upgrade my software to keep pace with technology?

It has supplied Australian dental practices with practice management software for more than 25 years. OASiS proudly boasts the largest installed user base of dentists in Australia. No one else comes near! As OASiS has such a long-standing reputation, you are assured that the software will be kept up-to-date. Eight versions of the software have now been produced over the past 25 years and users who currently operate with Version 1 can upgrade straight to Version 8. All data migrates from one version to the latest.

14. How many continuous years of computer system experience have you provided to SA dentists?

In South Australia, Data Vision has been in operation for 12 continuous years, providing professional offices with high quality computer solutions. To our knowledge, we are the only professional supplier to bring that service to your practice. OASiS has been producing dental software in Australia for more than 25 years.

15. What assurance do I have that new equipment will integrate with my new system?

The OASiS Integration module provides you with the flexibility that you need. You can integrate virtually any brand of intra oral camera to OASiS, plus immediate integration for digitised X-Rays, including Schick, Seimmens, Digora, Sidex and others. OASiS gives you an open platform.

16. Should I buy my new practice management system from my dental consumables supplier?

No. Professional computerisation is needed. You go to a professional lab for your crowns because that's their specialty and they will always be there to support you... that is all they do. In the same way, ask yourself if your supplier has expertise in Windows Server, VISTA, XP, 2000, Linux and communications to be able to provide you with most suitable solution to your computing needs?