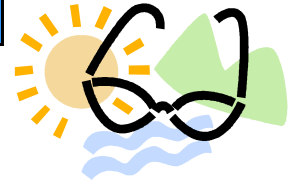




Datacon News

Monthly Newsletter for Our Datacon Clients

June
2008



June 21st is the first day of Summer!

CDA Convention Wrap-up

By Brian Benefield

We always look forward to the CDA conventions because they provide us with an opportunity to meet with so many of you. The recent convention in Anaheim was particularly exciting because we debuted significant new tools soon to be available in the Datacon software.

The perio exam area has a new layout that is easy to use and offers improved graphics that benefit both patients and staff.

The schedule page is no longer limited to just four columns. Depending on your monitor specifications, you can now see up to eight columns at once! Buttons have been added to easily “flip” the page forward and backward.

You will now be able to review a patient’s medical history with just a click (see Medical History article below).

Perhaps most significantly, Treatment Planning has taken a tremendous leap forward. On one page, you will be able to select the desired tooth/teeth, highlight the surfaces, and then use a drop-down menu to select procedures that apply to those specific criteria. That means no more remembering procedure codes! Want more? How about the ability to schedule directly from the Treatment Planning screen? It’s as easy as one click, or you can save the treatment and schedule it later.

All of these features will be released shortly.

As you can imagine, the feedback we received at the convention was terrific. While proud of this progress, we’re even more excited about what is yet to come. The much anticipated clinical tooth charting is not far off!

We just wanted to send a big “Thank you!” to all of you who came by the booth, we appreciate your input and support.

New Feature: Medical History & Medical Alerts!

By Flo Janes & Brian Benefield

Over the years there has been increasing interest in having easy access to a patient’s medical history. Ask and you shall receive! With Datacon’s next software release, you will be able to take advantage of this latest paperless tool.

A patient can fill out a medical history form and the majority of the checked boxes may indicate “no”, but it is the “yes” responses that we want to bring to the staff’s attention. In Datacon all you have to do is add the “yes” responses to the patient’s Medical History page. Once entered, the front and back office can easily review the Medical History and the Chart after selecting the patient from the list of Today’s Patients.

With this feature, you will also be able to add note codes that can trigger a Medical Alert. Soon all Datacon clients will be able to take advantage of this valuable and easy-to-use feature!

PLEASE CIRCULATE TO

Doctor Associate Office Manager Bookkeeper Office Staff

Consultants Corner

Is Your Body Language Helping or Hurting Your Practice?

By Fran Pangakis, owner Pangakis Consulting

Did you know that between 60-75 percent of your communication is nonverbal? We spend so much time on learning what to say when it comes to educating patients and yet when our body language does not match what we are saying verbally, there is a disconnect. If we want to be more successful in getting our message across, isn't time to start thinking about communicating in a different way?

By knowing this and learning how to adapt your body language to improve rapport, build credibility and strengthen relationships can have a powerful impact on your practices' bottom line.

Once you understand some basic interpretations of body language, you will also know how to respond more favorably to others by paying attention to what they're saying without words.

Here are some tips to be aware of when communicating with others.

1. If circumstances require you to appear more powerful, stand instead of sit. Taking up more space sends an unconscious message of superiority and power.
2. Sometimes, when you are around people you don't know, you may want to fiddle with your clothes and hair. This is referred to as "grooming" and playing with your hair or clothes could indicate lack of confidence
3. Crossing your hands over your chest or stomach can be interpreted as being closed-minded or detached.
4. Mirror other's body movement where appropriate. We are attracted to others who are similar to ourselves, so if you want to establish rapport with someone, mirror their body movements. The important thing to remember is to be subtle. If you are obvious in your actions or overdo it, you may create offense.
5. Maintain eye contact. The eyes are the most expressive part of the human body and making eye contact is critical to successful social interaction. It signifies respect and attention. It tells the person you are speaking with, "I am more interested in you than anything else at this time."
6. Be aware of your leg positioning when sitting with a patient. Sitting with your legs crossed and one foot kicking slightly communicates boredom. Sit with your legs slightly apart to indicate that you are open and relaxed.
7. Lean into it gradually. For years communications experts recommended leaning towards others promptly when engaged in conversation as a means of building rapport, but subsequent studies have shown that leaning towards someone too early in a conversation causes a negative reaction by creating discomfort and higher levels of dislike for that person.

Finally, as you begin your quest for communication improvement, start with the basics -- SMILE.

A genuine smile is the first step to opening doors, warming hearts and building trusting, respectful relationships.

Fran Pangakis is a certified training and professional development coach with a focus on leadership, team building, communication, employee selection and HR consulting. Get more information on the web at www.PangakisConsulting.com or call Pangakis Consulting at (410) 302-4377.

Datacon's Hours

Monday Through Friday
8am to 5pm, Pacific Time

Datacon Closed

July 4th Independence Day

Current Datacon Versions

Dental Software—3.5N(110)

pcLink—1.9 (07/19/2007)

pcLink for Mac—1.7

Time Clock—2.1

Please call Software Support
if you need an update!

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Datacon Dental Systems

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Classes

June 2008

New User Seminar *

Wednesday, 6/11/08

Airtight Recall *

Thursday, 6/19/08

Power User Seminar *

Thursday, 6/26/08

July 2008

Analysis Reports

Wednesday, 7/9/08

New User Seminar *

Monday, 7/21/08

August 2008

New User Seminar *

Wednesday, 8/6/08

Airtight Recall *

Monday, 8/11/08

New User Seminar *

Thursday, 8/28/08

* Qualifies
For
CE Credits

