

Complete Clinic News

September 2015

News and Notes

Changes available September 23

You will now have the ability to record cellphone, employer, work phone, and email address for a second owner (spouse, partner, child, etc.) The appointment calendar has been modified to track and report appointment status and confirmations. You now have the ability to add appointments for new clients without having to create a client record when the appointment is booked. When you install the update the additional fields required to track this information will be automatically added to the client file and the calendar file by the CCS installation program.

As a result of these changes we can now offer you an optional fully automated eReminder service at a competitive price. See the right column or the white paper at our website for additional information about this service.

Patient ID Cards

If you are looking for an effective low cost marketing tool, check out Patient ID Cards under "Solutions" at our website. They keep your name in front of your clients and their friends and the clients really like them. All you have to do is take a photo of the patient, import it to the system and send us a file once or twice a month. We take care of printing the ID cards and mailing them to your clients as though they directly came from you.

Telephone Support

If you need help with your system or have a software questions, please call our assistance line at 800-989-6576. It is always monitored and is the only number we can guarantee you will receive a callback from. Our other numbers are not always monitored especially on weekends.

Software Updates

If you have an internet connection at your facility, you should always install software updates from within our system. It is quicker with fewer chances for error. It also includes a pop up display that shows your serial number and activation key in case you don't have it memorized. This is available in releases since 5/7/2015.

Announcing eReminder Service

On September 25, 2015 CCS is launching a competitively priced subscription automatic eReminder service that is fully integrated with Complete Clinic Software. This service provides automated client reminders via email, text message and voice for appointments and vaccines and services along with an annual birthday greeting. The goal of this service is to provide a cost effective way for you to use the power of the data within your Complete Clinic files to improve and preserve your revenue base. To provide this system, we have partnered with an established dental practice software company who has a proven track record of using this system in the dental profession.

Appointment Reminders

In the eReminder system, we do a sequence of communications to remind clients of appointments.

First, we send an email as soon as you create an appointment as a "save the date" email. We do not ask for confirmation in this email. This e-mail has an attachment that the patient can click on to place the appointment on their calendar. This works with any calendar like Outlook, Google or iPhone

Second, we send a "Please Confirm" e-mail three mornings before the appointment with the practice name, phone number, appointment date and time. We asked them to click the "Confirm Appointment" button in the email or reply to this e-mail to confirm the appointment. If we receive a confirmation, we do not send subsequent reminders until the day of the appointment. The number one rule here is "do not annoy the client".

Third, if they do not reply to the confirmation e-mail, one day later, two mornings before the appointment we send a text message to each unconfirmed appointment having a cell phone number with the same appointment information. In the text message, we ask them to reply to confirm. Again, if they reply, we do not send subsequent reminders until the day of the appointment.

Fourth, if we still do not have a confirmation, two evenings before the appointment we do an automated voice call to their cell phone number, if provided, or their home phone number if not. We ask them to press one to confirm or three to reschedule.

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System Login

Don't forget the system can also be configured to permit user logins. When a user logs in, they can then access any procedure that is equal to or below their security level without having to enter their password. If they leave the terminal, they should go back to the main screen and click on log out to prevent unauthorized access. For more information on security features in the system see the April Newsletter of call software support.

CCS On-Line Store

Don't forget you can now purchase labels, label printers, bar code scanners and credit card swipers directly from our website. If you have suggestions for other products you would like to carry, please let us know.

Past Newsletters

We have added past newsletters to the website. To view them, go to menu choice Customer Support / Whitepapers. Past newsletters are at the bottom of the page.

Need a New Computer?

If you need one or more new computers, and would like a quote, go to www.completeclinic.com menu choice Solutions / Hardware and click on "Request a Quote". Fill out the short questionnaire and fax it to us. We will respond usually within 24 hours. Any equipment we configure will not be the cheapest, but it will be quality, well built, hardware that will keep your business running.

Reminder

Windows XP is obsolete. It still works, but your risk from using it increases every day because Microsoft no longer issues security enhancements. We highly recommend you replace this as soon as possible.

Credit Cards

Did you know you can authorize Credit Cards directly from Complete Clinic Software? Save time by conveniently obtaining credit card authorizations directly from your check out form. No double entry required. Save money with our highly competitive processing rates. Call William at Software Support for more information. He has over 20 years of experience with credit card processing.

Barcode scanners

Save time and reduce errors with barcode scanning. See our website under Solutions/Barcode Scanning for ways you can utilize barcode scanning in Complete Clinic Software.

eReminder Service *(continued)*

Finally, on the day of the appointment (**and this is the most important part**) the system sends every appointment a text message 60 to 90 min. before the appointment as a last-minute reminder. **This is the reminder that virtually eliminates no-shows.** Clients really appreciate this reminder. Many of our partners Clients have told their practices that they would've missed the appointment without this last-minute reminder. Why does this work so well? **Because everybody reads every text message they receive on a cell phone.**

Vaccines and Services - eRecalls

First, each week we will gather from your patient database all of those patients who are due 3-4 weeks from now who do not have an appointment scheduled in the next 30 days. We will send them an e-mail and text message stating that they are almost due for vaccines or services and ask them to call your office to schedule an appointment.

Second, each week we will send an e-mail and text message to all patients who are three weeks overdue for their vaccines or services and ask them to call your office.

Third, each week we will compose a list of patients and their phone numbers who are six weeks overdue and we will e-mail that list to your practice. We feel it is very important that your staff call these patients at that particular point in time.

Fourth, each week we will send an e-mail and a text message to all patients who are six months overdue. Finally, each week we will scan your database for patients who were seen one year ago this week but have not had an appointment since then. We will send them a "We miss you" e-mail.

Studies show that recalls are the life blood of most practices. We have worked hard to make a recall system that is as effective as possible. Most practices, when staff have time to do recall, use postcards and phone calls to remind patients to make an appointment. Unfortunately today, most people don't read postcards or answer their phones. With our eRecall system:

- No one has to remember to do it. It is entirely automatic.
- No one will say "I'm too busy to work recall." It takes no staff time.

For additional information or to sign up for the service, please visit our website and click on Solutions then eReminders.

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