

BELMONT DENTAL CARE

Simplifying Practice Efficiency, Productivity and Profitability



After working with different dentists since 1992, Dr. S.P. Hosena opened Belmont Dental Care in Long Beach, California in 1999. While he had been familiar with and in the past used earlier versions of the Easy Dental practice management software from Henry Schein, when he finally fully implemented the latest version of Easy Dental, it had a major impact on his practice's growth and success.

Streamlined Processes, Increased Revenue

Designed as a practice management software that's easy-to-use and easy-to-own, Easy Dental lets dental practices schedule appointments faster, record treatment plans easier, simplify billing, and easily manage insurance tasks with just a few clicks. It enables practices to be more efficient, more productive, and save time and save money. And like Belmont Dental Care learned, it enables practices to make more money too.

The patient billing element of Easy Dental and the payment table updates it automatically retrieves from major insurance carriers revealed that Belmont Dental Care had been undercharging for the various procedures and services it provided. "From the automated insurance fee schedules in Easy Dental, we learned that across the board all of our fee schedules were way too low," says William Burnett, office manager for Belmont Dental Care. "With just one push of the button, we were able to update our fee structure to match the standard rates and instantly increase our revenue stream by about 20 percent."

Easy Dental also simplified and expedited the overall billing and insurance claim process as well. For example, when filing a claim, instead of having to manually scour through each individual insurance company's hundreds and hundreds of different billing codes for different procedures, Easy Dental automatically provides those codes and generates the necessary claims for Belmont Dental Care. So, rather than the ten to fifteen minutes it used to take to manually create a claim, Belmont Dental Care can now create one in a minute or less with Easy Dental. Perhaps, even more important, the claims are more accurate and complete, which results in faster processing and payment.

"Easy Dental has streamlined our billing and insurance processes so they are so much faster now," Burnett says. "We no longer have to go back and forth with the insurance company to get them all the information they need. It has cut down that whole process by more than half the time. Instead of having to wait thirty days or more to receive an insurance check, we now have a turnaround of two weeks or less."

Easy, Efficient Scheduling

The scheduling module in Easy Dental makes it as easy as a click of a button for Belmont Dental Care to quickly create appointments, move appointments, track alert information for scheduled patients, and reschedule cancelled appointments from any of the computers in its practice. It also lets them see all of the week's appointments for any or all of its operatories, track unscheduled appointments, and review the scheduled production for each day of the month.

Benefits

- Increased overall practice efficiency and productivity while saving time and money
- Instantly increased revenue stream by about 20 percent
- Reduced insurance claim creation from 15 minutes down to under 1 minute per claim
- Improved insurance payment turnaround from 30 days to under 2 weeks
- Made appointment scheduling easier, faster and more convenient
- Increased quality of patient care
- Saved 5 to 7 minutes per patient in charting, freeing up 2 extra hours per day
- Grew from a \$70,000 a year practice to a \$1.5 million a year practice

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~William Burnett
Office Manager
Belmont Dental Care
Long Beach, California

“Easy Dental makes scheduling much more efficient, convenient and faster,” Dr. Hosena says. “If a patient calls for an appointment, the schedule is right there in front of us no matter which room we’re in. You can look their record up by last name, first name, or phone number. It makes it easy to see what appointments are available. It alerts you if they need to take medication before the appointment. It even tells you if it’s their birthday. All the information you need is right there from a bird’s eye view.”

“It’s just incredible how simple scheduling is with Easy Dental,” adds Burnett. “The whole system makes things flow so well in the office. It saves us time and our patients spend less time waiting on the phone.”

Significant Practice Growth

The digital clinical charting provided by Easy Dental gives Belmont Dental Care a simple and efficient way to enter existing, recommended or completed treatments or conditions. It also lets them quickly see whether treatments or procedures have been completed or planned. Easy Dental also provides the practice comprehensive online perio charting, which allows the dentist’s assistants to easily and quickly enter exam data, such as probing depths, bone loss, bleeding and separation points, and other exam information. Dr. Hosena indicates that by using the charting in Easy Dental it saves him about 5 to 7 minutes per patient. With the about 17 patient visits a day, that ends up giving the doctor almost two extra hours a day in either productivity or free time.

The reporting capability in Easy Dental also helps Belmont Dental Care improve its productivity levels. It lets the doctor and his office manager easily see if their meeting their daily, weekly or monthly goals. They can do month to month, or year to year growth or productivity comparisons. It also lets them see where they stand in terms of collections against production.

“With a glance, Easy Dental gives me a real sense of where we are and where we should be,” Dr. Hosena says. “In the privacy of my office I can view the Easy Dental practice analysis reports, financial reports, production reports, and aging reports on collections. It’s a big help and easy to use.”

Perhaps one of the most important contributions that Easy Dental has made is that it has enabled Belmont Dental Care to significantly elevate the overall quality of care that it provides its patients. That in turn has made it easy for the practice to attract new patients and further grow its business.

“While it hasn’t happened overnight, Easy Dental has definitely increased the production of our small practice from doing \$70,000 a year to \$1.5 million a year,” Burnett says. “It allows us to run with a leaner staff, and be more productive with that staff. We looked at competing products, but Easy Dental fit our needs the best. It’s a great system, and probably one of the best decisions we ever made.”

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