Q & A

Growing Your Practice with Dentrix Enterprise

with Rebecca Wang, Finance and Operations Manager at BDG Dental Services

While it may have been your dream to own multiple office locations and offer a wide range of treatment offerings, expanding your practice's footprint is no easy task—that is, unless you have the right systems in place to help centralize practice data and provide a consistent patient experience.

Here, we sit down with Rebecca Wang, Finance and Operations Manager at BDG Dental Services, to find out how using Dentrix Enterprise, a dental practice management software designed for multilocation practices, has streamlined front and back office workflows between nearly 20 practice locations— empowering Wang and her team members to accomplish more, reel in more revenue, and provide the best possible care to their patients.

Rebecca Wang received her bachelor's degree in Finance from the University of Las Vegas, NV. She joined BDG Dental Services in May 2012 as an internal accounts auditor, and then took on the role of enterprise implementation specialist—developing and researching tools and add-on solutions to maximize the organization's use of the Dentrix Enterprise practice management software. Currently, she is the Finance and Operations Manager for BDG, where she is tasked with measuring and controlling the performance of the organization. She also oversees several other operations, including Dentrix Enterprise, financial operation reporting, and various IT projects.

Rebecca Wang
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Q: How does Dentrix Enterprise streamline front and back office workflows?

A: Before converting to Dentrix Enterprise, we had one computer designated for remote login, which meant that only one staff member could login at a time. Needless to say, this was a huge drag on our productivity. Now, from the moment our patients check in, we depend heavily on our Dentrix Enterprise system to communicate, document, and reference between the front and back offices. In our practice clinics, we use Dentrix Enterprise for everyday tasks such as making appointments across different clinics, taking x-rays and uploading them in the central server, and creating and presenting templated treatment plans. Patients can then sign those treatment plans or consent forms electronically through e-pads, and we can easily post their over-the-counter payments and allocate them to other clinics.

Q: Can you share which specific tools within Dentrix Enterprise have had the biggest impact on day-to-day practice operations from your standpoint?

A: We have been using eClaims and QuickBill for quite some time now and have become big fans of these add-on services. Not only are both programs revolutionary time savers that allow us to spend our workdays more effectively and productively, but using them allows our front-desk team members to shift their focus to providing quality care to our patients. For example, we use Dentrix Enterprise to verify insurance from the detailed notes inside of appointments, reviewing x-rays in the central server to process claims through eClaims; post insurance payments based on transactions and clinical notes; and make recare calls by reviewing patients' last visits and unscheduled treatment plans for all clinics. QuickBill allows us to send professional-looking insurance billing statements to patients electronically, which also takes the process of manually creating, printing, and mailing billing statements away from front-desk team members. These are just a few of the daily functions that we would not be able to perform simultaneously and efficiently in our central location without the help of Dentrix Enterprise.

Q: How does Dentrix Enterprise help you measure KPIs and identify opportunities for growth?

A: We generate reports constantly within Dentrix Enterprise to measure the performances of our group. Every morning, we compile a Daily Tracking Report to review how we performed the previous day, what the coming day's estimated scheduled production is compared with our daily goal, and what our month-to-date production is compared to our monthly goal. Our clinics then use this data to discuss their action plans during morning huddles. Besides our Daily tracking Report, we run various other reports in Dentrix Enterprise to measure our KPIs, such as staff efficiencies, patient referrals, new patient and recare statistics, and our aging goals. These numbers are reviewed by our management team at least once a month to foster continuous improvement and growth.

Q: What advice would you give to practices hesitant to expand how they use their practice management software?

A: Dentrix Enterprise is quite similar to Dentrix in terms of its workflows and functionality, which makes it easy to train team members on how to best use the software. For dental teams who are new to Dentrix Enterprise or looking to expand how they use their systems, Henry Schein One offers expert training and support that can help these practices get the most out of their software. Additionally, a Resource Center on the Dentrix Enterprise website provides helpful training videos, user manuals, and a robust knowledgebase.