Caller ID is so last century

Step into the future with Call Optimizer by Sikka Software

By Sikka Software Staff

As you read this, established and potential new patients are calling your front desk. They all want the same thing: to get quick and professional answers to questions about their dental care.

However, even patients with decades of history with your practice are not usually known to the front desk until they ask, “Who’s speaking?” and pull up the file.

What if you could bypass this time-consuming and impersonal exercise? Sikka Software has a new app, integrated with RingCentral, that automatically displays patient details when they call. Practices can save more than $2,800 a month in staff time by increasing phone efficiencies, as team members no longer need to hunt through files for details. It works as team members no longer need to

Manage and schedule care: Previous and upcoming appointments — as well as recent care notes — are presented, so the patient’s treatment plan can be scheduled and questions can be answered about completed or pending procedures. This ensures your patients receive the best possible care.

Track benefits and balances: Patients often are unaware of remaining dental benefits. With this number displayed, patients can feel confident about the costs they will likely incur during care. Accounts receivable information is also presented, allowing the front desk to initiate payment.

Call Optimizer helps you:

• Know your patient: Call Optimizer automatically displays the caller’s name and contact information. If a member of a family is calling, the front desk staff can select the guarantor or patient in question. With a name and contact information, the front desk can address patients in a personal and courteous manner.

• Manage and schedule care: Previous and upcoming appointments as well as recent care notes are presented, so the patient’s treatment plan can be scheduled and questions can be answered about completed or pending procedures. This ensures your patients receive the best possible care.

A camera designed just for dentists

By Shofu Dental Staff

A recipient of the Pride Institute’s 2015 “Best of Class” Technology Award, the EyeSpecial C-II is the first digital camera designed exclusively for dentistry, according to Shofu Dental, the company behind the product.

Intended for predictable and consistent clinical photography, case documentation, lab collaboration and patient education, the EyeSpecial C-II achieves brilliant images with simplicity and convenience, according to the company. Equipped with a high-quality sensor and unique FlashMatic module — a proprietary system of flashes and filters — this intelligent camera can demonstrate truer color reproduction and an exceptional depth-of-field range.

Like smartphones and tablets, the EyeSpecial C-II is considered highly intuitive and user friendly. It possesses eight pre-set dental shooting modes for efficient dental photography and features numerous smart functions that Shofu asserts can enrich peer-to-peer and lab collaboration as well as patient education.

For instance, the unique isolate shade mode grays out the gingival part of an image to facilitate flaw-less shade matching for both the lab technician and dentist. The draw/edit function enables making notes on images, which can be a value added when discussing a treatment’s options or its progress or when pointing out problematic areas in the treatment modality.

Furthermore, for more efficient visual communication, the LCD screen of the EyeSpecial C-II is larger than displays in typical smartphones and SLR cameras, and it can be operated with a gloved hand.

With proliferation of HIPAA-compliant Bluetooth and wireless dental-office technologies, Shofu’s camera provides the ability to wirelessly interconnect with other systems in the operatory and laboratory. When equipped with a Wi-Fi card, a photograph captured with the EyeSpecial C-II will instantly appear on connected devices, including a computer monitor, laptop or an iPad, turning a dental office or a laboratory into a communication hub.

Designed for comfort and functionality, the EyeSpecial C-II complies with stringent infection-control protocols. The camera is water-, chemical- and scratch-resistant, and it can be swiftly disinfected with a wipe.

Packed with intuitive, cutting-edge functions tailored for dentistry, Shofu Dental asserts the EyeSpecial C-II will help achieve the varied needs of a busy dental office or laboratory, whether it is the dentist, assistant or hygienist performing clinical photography, case documentation, lab collaboration or patient communication and education.