DentiMax

The Complete DentiMax Training System:

The **5** Step Plan

Our job is not complete until your entire staff is up and operational with DentiMax, comfortably using the software to its fullest extent. Even then, it is rare that an office doesn't experience employee turnover, making additional training necessary.

To address the very real needs and challenges of today's practices, our complete training system is designed to help your team quickly understand, learn and use DentiMax in a way that increases your production, collections and overall patient satisfaction. In fact, our end goal is for you and your staff to love DentiMax—our five-step training program is how we are going to do it.

1 Software Installation and Setup

If you are on our cloud, your account credentials will be set up on our end and delivered to you within 1-2 business days of your purchase. If you choose our on-premise/local system, and as long as you have a high speed internet connection, with your permission, our technicians will "remote" into your computers and install DentiMax for you. You don't have to install anything. That's right—we install everything for you!

In addition, before your team has on-site training, we spend some one-on-one time with your main front desk employee(s) customizing the software's settings to fit your practice's unique needs and preferences. Via the internet, we work with your designated employee to set up the right amount of operatories in the appointment book, enter the information for your electronic claims, and set up additional features that may be helpful to your practice, such as Electronic Prescriptions, Patient Communicator, Online Eligibility, Electronic Statements, etc.

2 Two Days of In-Office Training

When it comes to learning how to use the software, nothing is as personal and efficient as in-office training for you and your staff. With in-office training, one of our seasoned trainers spends two complete days training you and you staff on DentiMax. Your assigned trainer will share some hand tools with you such as a training checklist, software hot keys, and a list of common reports to focus on.

On **Day One**, we train your front desk on all of the practice management areas of the software, including the following:

- Using the Patient Ledger
- Sending Insurance Claims
- Sending Patient Statements
- Using the Scheduler

- Entering Payments
- Using Reports
- Tracking Referrals
- Using Patient Recall

On **Day Two**, we spend time with the back office (and front office, if you wish) training on all of the clinical areas of the software, including the following:

- Creating and modifying Treatment Plans
- Accessing digital X-rays from within the Charting Screen

- Entering Clinical Notes
- Recording Perio Measurements
- Acquiring Intra Oral & other images

3 "Go Live Day" Support

There is nothing quite as fun and exciting as going "live" with a new system. Even though you and your staff have already received thorough training, a DentiMax trainer is standing by via text/internet, on this most important day with a dedicated cell number for your use. If your office has a question on the "go live day," we are already "there" with the answers and the help you need.

4 Advanced Training

After two weeks of using the software "live," your team is ready for advanced online training. In this training session, we address all the questions that your staff may have from the first few weeks of using the software and then train your team on the software's more advanced areas. This advanced training provides your staff the expertise and confidence needed to use the software's powerful features to their fullest extent.

5 Five Weeks of Software Success Assurance

Your software is installed and set up, your staff is trained, and you have gone "live" with the DentiMax Practice Management software. With patients coming in every day with different variations of real life questions and needs, your staff will continue to have questions and we will be there to answer them.

After going live, we call your staff each day for the next three days and then call each week for a total of five weeks. If your staff has software questions, we are there to resolve them quickly and correctly. This five-week period includes the advanced training of Step 4. Additionally, your staff can send text messages to their trainer during this time period. The text messages are answered quickly and, if needed, the trainer calls back to review items from previous training sessions.

We want you and your staff to successfully transition to DentiMax and love it. This five-step training program accomplishes this goal: we don't leave anything to chance. Learning something new can take time. This training program lets us be there with you and your staff all along the way. We look forward to taking this journey with you!

Training Pricing

One Hour of Online Training $99
5 Step Plan $2,999
If you are on the Complete or Max Package:
25% Discount on Online Training
20% Discount on 5 Step Plan

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