

# EAGLESOFT CASE STUDY

“By using Eaglesoft 18 and Schick 33 together, my patients’ oral health improved and my case acceptance increased by 25 percent.”

- DR. MILLARD ROTH



## EXECUTIVE SUMMARY

The combination of Eaglesoft 18 + Schick 33 provides superior image quality, allowing dentists to provide their patients with the most comprehensive oral care. Those are benefits that Dr. Millard Roth, owner of Laguna Hills Dental in California, has seen firsthand. “The combination of Eaglesoft 18 and the new Schick 33 sensors has exceeded my expectations. I have two hygienists, and both of them were very happy that I made the change in my practice because they don’t have to retake images,” Dr. Roth said. “The clarity is better than ever before. It is a very rewarding improvement.”

## CHALLENGES

Every dentist knows how essential image quality is to providing excellent patient care. Detailed images help doctors diagnose more accurately, illustrate potential problem areas to patients, and influence them to accept the proposed treatment to ensure optimal oral health. Years ago, Dr. Roth had purchased the best sensors available and continued using them, not taking advantage of improvements in technology.

“Images were coming out very cloudy, but we had become accustomed to the lower resolution after relying on them for several years,” explained Dr. Roth, “It was common for us to frequently retake images to capture the desired result.”

Additionally, earlier versions of Eaglesoft did not have the capability to change the images’ filters through Schick to highlight specific concerns tailored to each patient’s diagnostic needs.

## HOW EAGLESOFT 18 + SCHICK 33 HELPED

Upon seeing the stark contrast between the older sensors and Schick 33’s image quality within Eaglesoft, Dr. Roth realized the risks of misdiagnosis and promptly decided to make the switch. Since upgrading to Schick 33 + Eaglesoft 18, Dr. Roth feels that he has the clearest x-rays available, providing him with the best capabilities for accurate diagnosis and treatment. The image clarity allows him to see more detail with dental caries, more definition in root structures of teeth, and even more visible margins around crowns.

Dr. Roth uses Eaglesoft’s diagnostic task features frequently. For any Schick 33 image, the features can be changed based on the desired task – the General

## WHY EAGLESOFT

- Manage your entire practice with one system and personalize it for the way that you work.
- Schick and Eaglesoft offer seamless integration with one phone number for industry leading support and one support fee.
- No need for bridges.



Dentistry task is Dr. Roth's default view, but he can additionally choose from Hygiene, Endodontic, Periodontic, and Restorative options. Schick 33's embedded image filters within Eaglesoft are customized to enhance images, providing the most efficient combination of sensor and practice management solution.

Fully integrating Schick 33's optimized imaging with Eaglesoft 18 has allowed Dr. Roth to obtain, store, and manipulate high-quality images directly within his practice management software, without a bridge. Customizable templates make control and personalization simple. With the click of a button, the new image appears within Eaglesoft, with no additional effort required to rearrange images based on the hygienists' preferred image capture sequence.

## RESULTS

Thanks to the unprecedented image quality and improved precision for diagnosis, intricate procedures like root canals and extractions are easier to perform. This is due to the ability to capture the highest resolution image of the entire tooth, including the root.

Having images conveniently displayed beside patient charts within his digital Eaglesoft database has allowed Dr. Roth to educate his patients while he generates their treatment plans. This has led to increased case acceptance, as seeing is believing for patients trying to understand why a specific plan or procedure is necessary. "As a result of upgrading to Eaglesoft 18 and Schick 33 sensors, we've been able to improve case acceptance by approximately 25 percent," Dr. Roth said.

Improved integration also makes it easier to send X-ray images to insurance companies directly from Eaglesoft. Dr. Roth's practice utilizes NEA to ensure secure images and prompt payments. Once the image is sent from Eaglesoft to NEA, the confirmation number appears in Eaglesoft and provided to the insurance company so they can access the image directly in NEA, so tracking the claim is effortless and payment is received faster.

"The implementation of Eaglesoft 18 and Schick 33 has been a highly beneficial process," Dr. Roth said. "Eaglesoft and Schick are both Patterson supported products, so my team has always been able to contact the Patterson Technology Center, and in many cases, speak with the same support representative for assistance with both products. Local representatives have been able to provide onsite training for both products, making it easy for the entire team to learn and ask questions in person when necessary."

Specifically, Patterson Technology Advisors help to demonstrate the best ways to handle and preserve the Schick 33 sensor. Simple investment-protecting behaviors – such as hanging the sensor correctly, using Edge-Ease cushions or cotton rolls when using the sensors to take images on children and removing sensor covers – are all addressed. In addition, the recommended settings for optimal posterior and anterior images and holder positions are differentiated.

Dr. Roth has been a faithful Patterson customer since 1995. He has established close relationships with the dedicated support team, and regularly attends Eaglesoft user group meetings and trainings with his staff to engage in continuing education. He is committed to combining the latest in technology with highly personalized care, and looks to innovative products such as Eaglesoft 18 + Schick 33 to provide just that.

## MILLARD ROTH, DDS COSMETIC AND RESTORATIVE DENTISTRY

Dr. Millard Roth provides a full selection of cosmetic and general dentistry services in Laguna Hills, Calif. His practice offers dental implants, one-visit CEREC crowns, Invisalign, anti-snoring and oral sleep apnea devices, laser periodontal therapy, porcelain veneers, smile makeovers, and more. Dr. Roth offers flexible payment options, accepts PPOs and most insurance plans.

## BUSINESS CHALLENGES

- Accurately diagnosing patients' treatment needs required more effort with lower resolution images.
- Images frequently needed to be retaken to illustrate desired results.

## BENEFITS ACHIEVED

- Superior image quality, resulting in most accurate diagnosis and increased treatment accepted for optimal oral health.
- Detailed images illustrate more defined root structure, making it easier to perform intricate procedures, such as root canals and extractions.
- Eaglesoft's task features contain Schick 33's image filters, customized to rapidly adjust and enhance images.

