

Three Ways Fuse Is Disrupting the Practice Management Software Market



When it comes to dental practice administration, there's not much worse than working around dysfunction. We've heard it all: stories of double-data entry, systems bogged down with multiple sessions of a practice management software, or hours upon hours of wasted time running reports. Industry professionals are tired of the inefficiency.

With over 12 years as a technology advisor for practice management products, Fuse National Technology Advisor Daniel Easty has witnessed firsthand the challenges faced in practices across the country. And now, with intimate knowledge of brand-new Fuse software, he's excited about how the new functionality will relieve office staff of time-consuming manual tasks and free them up to focus on everything from strategic planning to resource management.

Here, Easty focuses on three ways Fuse is disrupting the practice management software market.

1. Smart Screens

One of the key developments in Fuse software has been the introduction of Smart Screens. Here, you can view, filter, and act on real-time patient information and practice data from every location you manage, in a way that's never been possible before.

Easty explains further.

"The Smart Screens are really an incredible tool. You've got a snapshot that gives you a high-level look at the most important numbers in your practice – everything from receivables, production numbers, insurance claim status, hygiene retention and much more," Easty said. "Then, you're able to take immediate action on that same screen, whether it's reminding a patient of prescribed treatment, or adding a new insurance plan to a patient profile."

Patient Name	Type	Provider Name	Priority	Carrier Name	Date of Service	Submission Method	Total Fee	Status
Charles Baker	Claim	George Young, DDS	Primary	Aetna	04/02/2016	Electronic	\$215.00	Unsubmitted Electronic
Ken Allen	Claim	Robert Horgan, DDS	Primary	Blue Cross Blue Shield	06/04/2016	Electronic	\$160.00	Unsubmitted Electronic
Ken Allen	Claim	George Young, DDS	Primary	Blue Cross Blue Shield	06/04/2016	Paper	\$55.00	Unsubmitted Paper
Lynn Roberts	Claim	George Young, DDS	Primary	Aetna	07/07/2016	Paper	\$55.00	Unsubmitted Paper
Lynn Roberts	Claim	Robert Horgan, DDS	Primary	Aetna	07/07/2016	Paper	\$160.00	Unsubmitted Paper
Barry Brown	Claim	George Young, DDS	Primary	Cigna	07/06/2016	Paper	\$140.00	Unsubmitted Paper
Kelly Brown	Claim	Robert Horgan, DDS	Primary	Cigna	07/06/2016	Paper	\$55.00	Unsubmitted Paper
Walker Brown	Claim	Larry Thomas, DDS	Primary	Aetna	11/16/2016	Paper	\$55.00	Unsubmitted Paper
Walker Brown	Claim	George Young, DDS	Primary	Aetna	11/15/2016	Paper	\$140.00	Unsubmitted Paper
Charlotte Smith	Claim	Robert Horgan, DDS	Primary	Cigna	11/15/2016	Paper	\$140.00	Unsubmitted Paper

Even more, Fuse allows you to access all of your reporting, scheduling, and patient data from each individual location using a simple toggle function.

Easty also spoke about the easy-to-read dashboards that offer real-time information.

"Wherever we go, one of the main issues we've heard is how much time it takes to run reports and cross-reference information before making informed decisions. With Fuse, we've taken a lot of that headache away," Easty said. "People were using old software that really didn't do the best job pulling data together – you had to go find the information as opposed to having it compiled and easy to read on one screen."

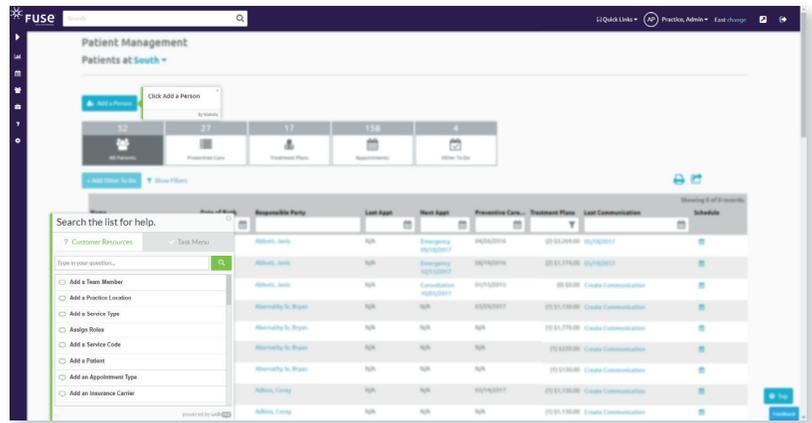
2. WalkMe onboarding and continuing education

Whether you're converting to a new solution or bringing on a new office member, the idea of consistently training team members on practice management software can be extremely daunting. Easty and other specialists heard this feedback from dental professionals – the exact reason why the WalkMe tool was integrated.

"One of the biggest concerns I hear about onboarding is that you've got team members doing things differently, so they struggle to help one another, and there's just no continuity," Easty said. "The WalkMe tool helps train everyone the same way, and then reinforces that same training every time an onboarded employee uses the tool for quick help."

As a step-by-step interactive experience, WalkMe allows the new user to learn key functionality while actually completing tasks. As users gain proficiency, WalkMe is always there, able to reinforce best practices and remind users of the best path to complete their work.

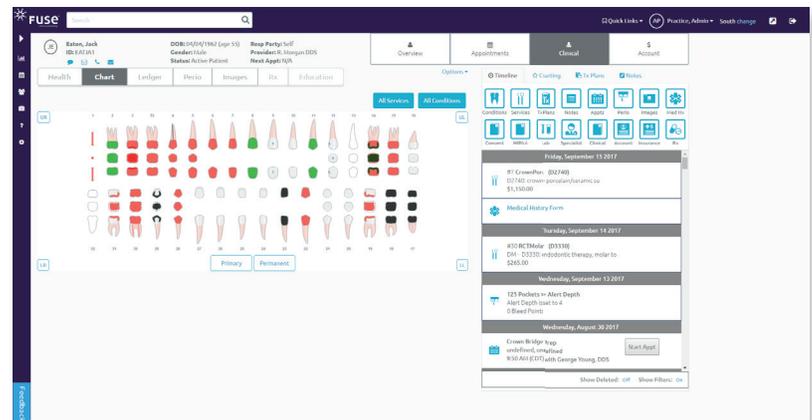
"It's your guide by the side," Easty said. "It helps you onboard new team members quickly and really helps jog your memory, even if you've been using the product for awhile. There are going to be tasks you simply don't do every day, and it's great to have immediate help without having to pick up the phone or consult with someone else in the office."



3. Clinical Timeline

From historical information and billing to imaging and beyond, Clinical Timeline functionality in Fuse makes it easier than ever to get the complete picture on every patient.

"When we look at this overview page, it tells the patient's story," Easty said. "This is the spot where all of the patient's clinical evidence is housed. You don't need to check three or four different places to gather information – I can grab it immediately and get a full understanding of this person's history."



It's true – Fuse allows you to view everything from patient conditions to clinical notes, treatment plans, clinical forms, clinical documents, perio exams, images and more. Plus, it's updated in real time, creating a better experience for you and your patients.

According to Easty, it's not just the organization that Fuse offers, but the data integration and layers of depth available at a moment's notice.

"When a doctor needs to research, they can click on a tooth and get everything from perio readings and images to past referrals and other notes," Easty said. "You can access stored files like letters and emails from specialists. It's truly a remarkable source of information."



Dreamed by dentists. Built by experts.
pattersondental.com/fuse