

Dolphin Management 5.5



Legend Series

Legend Series: Roncone Modules • Zuelke Financial Expert™ • Charlene White's SOS • McLaughlin Dental VTO



Ms. Charlene White
Practice Management Consultant

Charlene White's SOS Systematic Office Solutions

Make Charlene a part of your staff! Charlene White's SOS helps maximize workflow, increase efficiency and take control of critical areas of your practice. Features include a statistical monitoring system that quickly compares your practice numbers to Charlene's benchmarks; effective scripting for your appointment coordinator; scheduling templates perfect for any sized practice; and a guide for implementing an effective recall system. Comes with a companion 60-minute DVD and a \$400 voucher for Charlene's Complete Marketing Tool Kit for The Orthodontic Team.



Microsoft Partner
Gold Application Development



Charlene White
Focus - Action - Benefits

 **Dolphin**
Imaging & Management Solutions
a Patterson Technology



The Charlene White's SOS software module brings all the benefits of Charlene White's knowledge and experience into your practice on a daily basis. Developed specifically for Dolphin by Charlene White at Progressive Concepts Orthodontic Consulting & Management Solutions, key practice tools such as managing recalls, analyzing statistics, scheduling, and even employee scripting are or are included in this user-friendly system.



Companion DVD

Practice Management Scorecard:

This screen displays key practice statistical information such as:

- Exams and Start Numbers
- Exam to Start Ratios
- # of active patients
- # of active patients with no real appointment
- # of OBS patients
- # of OBS Recalls with No Appointment or Recall Appointment in the Future
- % of No Shows
- % of Reschedules
- Number of New Patients who did not show for their Appointment
- Number of Full or Partial Debands
- Number of Retainer Checks Seen
- Production Per Day
- Load for any date range, easily print or email

Number of Exams	6
Number of Starts	3
Exam to Start Ratio (Should be 55% or higher)	50.0%
Number of Exams converted to Recalls	2
Exam to Recall Ratio	33.3%
Number of Active Patients	59
% of Active Patients with No Real Appointment (Ideally Should Be No More Than 5% of Your Active Patient Number)	15.3%
Number of Observation Patients	9
Number of OBS Recalls with No Appointment or Recall Appointment in the Future (Should Be No More Than 10% of Your Total Observation Number)	1
% of No Shows (Ideally Should Be 7% or Less)	0.7%
% of Reschedules (Ideally Should Be 15% or Less)	1.6%
Number of New Patients who No-showed	2
% of New Patients who did not Show for Their Appointment (Ideally Should Be 5% or Less)	15.4%
Number of Full and Partial Debands Completed	2
Number of Retainer Checks Seen (Should Be Debands x Two)	2
Production per Patient Day (Should Be \$9,000 or Higher)	\$2,655.68

Practice Management Scorecard

Deband Analysis:

- Easily display information for Debanded patients for the selected time period.
- Displays Patient Name, Band & Bond Date, Deband date, # of Months in Tx, # of Regular Appts, # of No-Shows, # of Emergencies, Total Treatment Fee with records
- Load for any date range, easily print or email

Deband Analysis							
Patient Name	Band & Bond Date	De-band Date	Number of Months in Treatment	Number of Regular Appts	Number of No Shows	Number of Emergencies Repairs	Total Treatment Fee w/ Records
Daren Koplin	09/01/2007	11/20/2009	29	22	1	2	\$4,890.00
Josie Anderson	08/15/2008	11/30/2009	16	11	2	1	\$4,480.00
Nancy Augustino	04/03/2008	11/27/2009	22	18	0	0	\$4,630.00
George Curios	02/07/2007	11/27/2009	24	21	3	3	\$4,630.00
Averages:			22	18	1.2	1.5	\$4657.50
							Per Visit: \$198.16
<i>Good Goals to strive for:</i>			<i>22 - 24</i>	<i>18 - 20</i>	<i>1 - 2</i>	<i>1 - 2</i>	<i>\$200</i>

Deband Analysis

Recall Effectiveness:

- Calculates your Recall Effectiveness for the selected time period
- Load for any date range, easily print or email

Recall Effectiveness	
Number of observation recall patients in the practice:	440
Multiply by the annual frequency of the average visit: (i.e. 1 = one a year, 2 = two a year)	x 2
Equals ideal number of total observation appointments for the year:	880
Actual number of observation appointments seen:	396
Divide the actual number by the ideal number to get your recall effectiveness: $396 \div 880 = 45\%$ recall effectiveness	

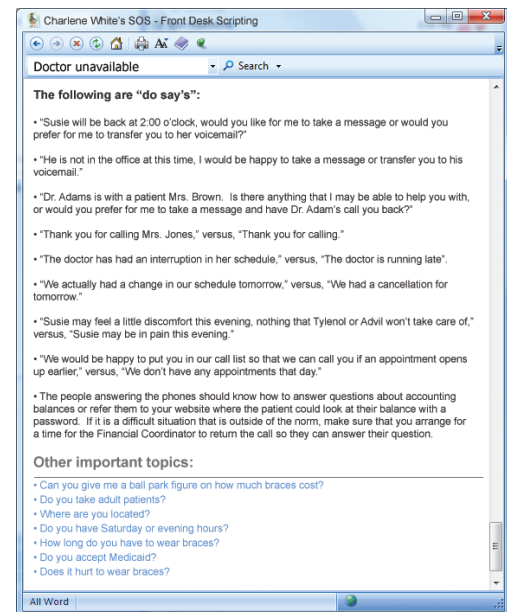
Recall Effectiveness System

Front Desk Scripting:

- Scripted dialogue addressing common patient questions and concerns

Schedule Templates:

- Includes pre-designed schedule templates that can be easily imported into Dolphin Management



Front Desk Scripting