

How I Got My Husband Back

By Christine and Dr. Paul Helpard

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Paul and Christine Helpard live in Comox on beautiful Vancouver Island, British Columbia. Paul is a 1996 orthodontic graduate of the University of Iowa. He is a Diplomate of the American Board of Orthodontics. Christine is a Physical Therapist who completed an MBA in 1996 at the University of Iowa. She is currently a stay-at-home mother to their three very busy children.



Christine Helpard's orthodontist husband was held hostage by his practice. Together, they tell us how Dolphin set him free.

Christine: I still remember when my husband, Paul, informed me he would like to become a specialist. He deliberated between pursuing oral surgery or orthodontics. I was thrilled when he chose orthodontics because I thought no more “on call,” and no more “emergencies.” What I didn't know about was the “homework” involved with orthodontics.

Who knew that he would come home late every night, have dinner, spend an hour with the kids and then retreat to his study to dictate and treatment plan until late at night. This became so routine, we thought it was acceptable.

Then my husband purchased Dolphin Imaging and Management software. And he started making use of its capabilities. He uses form letters—no more dictating. He plans treatment in the consult room and uses his pre-set treatment plans in Dolphin Treatment Card. Patients love Aquarium and his case acceptance has greatly improved. He comes home now at the end of the day and his work is already done. The only problem I have now is that I no longer have control of the TV remote.

Paul: I began my Dolphin experience using Imaging. It was great from the beginning. I was encouraged to branch into Dolphin Management by practice management consultant Karen Moawad. She was not only instrumental in getting me started, but also in getting me set up. Let me tell you how specifically I use it to save myself time in conjunction with Karen's practice management strategies.

1. I use Dolphin Imaging and Dolphin 3D with my i-CAT to show images to the patient at the time of the new patient exam and treatment planning session. These images are shown on a large screen in the consultation room. We have created an extensive New Patient exam questionnaire that is completed in front of the parent. From this questionnaire we are able to generate a very complete consultation letter to the family and general dentist. We have created playlists in Aquarium that mirror my treatment plans to allow more ideal explanation of proposed treatment. The family letter is printed and given to the family as part of their exit package. In addition they are given a copy of the photos to supplement the letter. My conversion rate has never been higher. I used to wait until the end of the day and dictate all of these letters individually; they were then sent to a dictatypist and then returned to me for review. After review they were printed and mailed. This whole process took no less than a week to complete and took up a great amount of time.

2. I have established about 25 treatment plans, including all associated visits and appointment intervals. One of the treatment plans is chosen at the time of the new patient exam so that when the patient elects to start treatment, all necessary details for scheduling are organized. I used to individually devise treatment plans and gave no consideration to appointment sequence. The Dolphin treatment plan process has resulted in more efficient treatment with more on time finishes than ever before.

3. Now I have a lot more family time. ■