

Software Comparison Buyer's Guide for Practice Management Systems Offered by **Windent OMS**

	Windent	System X	System Y
TABLET PC FUNCTIONS AVAILABLE			
Is there a specialized touch screen posting module formatted for tablet PCs?	Y		
If so, is it formatted to handle multiple functions from one screen?	Y		
Can it handle these functions?	Y		
Handwritten Patient Notes and Charts	Y		
Dictated Clinical Notes to Eliminate Transcriptionists	Y		
Voice Activated Chart Notes	Y		
Automated Chair-Side Posting and Letters Requests	Y		
Automated Chair-Side Prescription Requests & Appointment Scheduling	Y		
Ability to Customize a Consent Form Chairside	Y		
Ability to Allow Patients to Sign Consent Forms Electronically	Y		
Ability to Allow Patients to Sign HIPAA Forms Electronically	Y		
AUTOMATED NARRATIVE OPERATIVE REPORTING			
Does the software offer a Narrative Operative Reports module?	Y		
Can you customize your own templates?	Y		
How easily can you generate automatic Operative Reports with the module?	Simple		
TWO- WAY HANDHELD INTERFACES AVAILABLE			
Can you download patient data to a Palm Handheld?	Y		
Can you download patient data to an iPAQ or Pocket PC?	Y		
Can you "upload" (sync) data from a Handheld to your System automatically?	Y		
ELECTRONIC CLAIMS OPTIONS AVAILABLE			
Are Dental claims handled electronically by the software?	Y		
Are Medical claims handled electronically by the software?	Y		
Are Government e-claims, i.e. Medicare, Medicaid, handled by the software?	Y		
Can you electronically send x-rays to insurance carriers?	Y		
REFERRAL TRACKING & REPORTING			
Can you display referral production and collection data in a pie chart or bar graph?	Y		
How many referrals can be entered for each patient?	8		
Is there a report to show Production & Collections by referral source?	Y		
Can you track patients you have referred to other providers?	Y		
Can you automatically merge treatment data into referral progress reports?	Y		
Can you easily generate referral thank-you letters for all patients and referrals?	Y		
Can you edit your own referral letters and progress reports in your office?	Y		
Can you add new letters or report formats on your own?	Y		
CASE MANAGEMENT			
Does the system help you market your services before treatment is accepted?	Y		
Can you quickly identify good prospects for treatment?	Y		
Does the system give you detailed tracking options once treatment is started?	Y		
Is there an Implant Tracking function within the software?	Y		
REPORTING			
Does the system come with a sample set of reports? If so, how many?	300+		
Can you define periodic reports in advance to print at a specific time?	Y		
Can you export reports directly to Excel, Word, and other formats?	Y		

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SCHEDULING			
Can you designate areas of the scheduler for specific appointment types?	Y		
Can you schedule unlimited columns per provider per location?	Y		
Is there a goals tracking module that enables you to advocate goals by column, appointment type and day?	Y		
Can you add patient notes to a patient's record to print on the schedule listing?	Y		
Can you print daily schedules in multiple formats? If so, how many?	18+		
Can you print patient routing slips for each appointment?	Y		
LETTERS			
Can you e-mail correspondence directly to referral sources?	Y		
Can you e-mail correspondence directly to patients and accounts?	Y		
Does the system come with a sample set of letters? (How many letters)	200+		
Can you print directly to various paper trays for letterhead and envelopes?	Y		
Can your office enter standard letter templates specific to your practice?	Y		
Can you edit the existing letters in your office?	Y		
Can you merge digital x-rays into letters?	Y		
Does the system interface with Microsoft Word for mail merge?	Y		
Does the system interface with Microsoft Excel?	Y		
Can you merge patient data elements into letters to personalize them?	Y		
IMAGING SYSTEMS & INTERFACES			
Does the system have a built-in Image Manager?	Y		
Can you view multiple images from a patient's record screen?	Y		
Can you compare and contrast multiple images?	Y		
Can you categorize and search for images by type?	Y		
Can you edit images to show expected post-treatment results?	Y		
Can you pull an image "type" from across all records for presentation?	Y		
Can you scan x-rays into patient records?	Y		
Can you view multiple images from a patient's system record?	Y		
Can you integrate images or digital x-rays from any system into patient records for quick reference and consultation with patients?	Y		
Gendex, Planmeca, Instrumentarium,	Y		
Sirona, Schick, and more	Y		
Call for a complete list: 800.466.9218			
ADDITIONAL INTERFACES			
Trojan Insurance	Y		
Web services for online patient registration and online referral forms	Y		
Automated Credit Card authorization and transaction billing	Y		
Electronic Signature devices for credit card transactions, HIPAA forms, etc.	Y		
Televox appointment and recall confirmations	Y		
TIME PAYMENTS			
Can you customize a payment plan for specific accounts?	Y		
Does the system automatically generate monthly charges due?	Y		
Can you levy finance charges on past due time payments?	Y		
Can you integrate online credit card payments?	Y		

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ELECTRONIC PATIENT MONTH END STATEMENTS			
Does the software allow for off-site statement generation?	Y		
Are the reply envelopes provided and addressed to your office?	Y		
TRANSACTION POSTING			
Can you post charges, payment and adjustments from one screen?	Y		
If not, how many additional screens are required?	None		
Do you have the option to apply payments to specific procedures?	Y		
Can you enter bulk checks easily?	Y		
Can you edit bulk checks easily if you make a mistake?	Y		
Can you enter treatment plans?	Y		
When treatment starts, can you pull from the treatment plan & post automatically?	Y		
Can you track treatment by phases?	Y		
Can you enter new posting codes on your own?	Y		
Does the system automatically handle medical-dental cross coding?	Y		
Is there a built-in ICD-9 cross-reference by procedure when posting?	Y		
Can the system calculate insurance benefits based on Carrier-Specific Fee Sets?	Y		
How many different insurance plans/fee sets can be accommodated?	Unlimited		
Can insurance plans be tracked at the procedure code level?	Y		
Is there a report available to detail profitability by plan?	Y		
FINANCE CHARGES & COLLECTIONS FUNCTIONS			
Can the system automatically calculate finance charges?	Y		
Are they based on a minimum charge? Percent above maximum? Flat fee?	Y		
Can messages be customized by the user? By patient?	Y		
Will appropriate messages print based on account balance aging?	Y		
How far does the system report past due balance aging?	120+		
Does the system allow you to create your own new messages per account?	Y		
Can you place accounts in collection and pull reports on them?	Y		
SYSTEM NOTES & ALERTS			
Can Clinical Notes be dictated? Handwritten?	Y		
Can you enter unlimited Account Collections Notes?	Y		
Can you enter unlimited Patient Notes and Alerts?	Y		
Can you enter unlimited Insurance Carrier/Plan Notes?	Y		
SECURITY			
Is there a detailed audit trail to track and prevent theft and embezzlement?	Y		
Can you have security at the task level?	Y		
Can you have fingerprint security?	Y		
How many different security levels can you have?	No Limit		
QUESTIONS REGARDING SUPPORT CALLS			
Percentage of support calls answered immediately	90%		
Average callback time when you leave a message	15 min		
How knowledgeable is the support staff?	High		
How often are your issues resolved on the first call?	80%		
TECHNICAL SPECIFICATIONS			
Can the system run across remote offices using DSL or cable modem?	Y		
Does the program use SQL database structure for more stability?	Y		

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HARDWARE SERVICES			
Does the vendor offer Hardware Services?	Y		
Can you get an annual service plan for telephone hardware support?	Y		
Can you get an annual service plan for full service hardware support?	Y		
Who do you call when there is a hardware or network problem?	Windent		
Can the software vendor provide Hardware & Services too?	Y		
Is a Dedicated Server always required?	N		
If not, how many workstations can network without a dedicated server?	5		
Can the vendor re-use existing equipment?	Y		
Is the system compatible with Windows 2000, XP, and Vista?	Y		
Do you have the option to use "Smart Terminals" instead of PCs?	Y		
Are you required to purchase all new hardware?	N		
Are you required to get hardware from a specific vendor?	N		
ABOUT THE VENDOR & SERVICES			
How many years have they provided Windows-based OMS software?	14		
Does the vendor focus on Oral Surgery practice management software?	Y		
How many years has the vendor supported the AAOMS?	10		
Does the vendor regularly attend AAOMS-sponsored trade shows?	Y		
Does the vendor regularly advertise in the Journal of OMS magazine?	Y		
What percentage of business energy is directed toward other functions?	10%		
How many times in 14 years has vendor required the purchase of new software?	1		
Are software updates included in support plan at no extra charge?	Y		
Do training charges include travel expenses?	Y		
Does the vendor offer programming services for office-specific customizations?	Y		
Can the system handle multiple locations?	Y		
Can the system accommodate multiple providers?	Y		
DATA CONVERSION OPTIONS AVAILABLE			
All Patient Names, Addresses, Phone Numbers and Balances?	Y		
All Patient Notes and Alerts?	Y		
Referral Sources with Addresses & Phone Numbers?	Y		
Insurance Carriers with Addresses & Phone Numbers?	Y		
Insurance Notes by Carrier?	Y		
Relationship of each Patient to the Insurance Subscriber?	Y		
Historical Charge Transactions?	Y		
Scheduled Appointments?	Y		
Account & Collection Notes?	Y		
Fees and Posting Codes?	Y		
ADDITIONAL SERVICES			
Web Design Services available?	Y		
Web Hosting Services available?	Y		
Reference List available?	Y		
Monthly subscription available in-house?	Y		
Monthly subscription available via Internet with Windent server?	Y		
Offsite Backup Services available?	Y		