Success Story: BrookBeam Dental

BrookBeam Dental relies on Planet DDS to streamline business operations and track productivity between 11 affiliated practices.

Problem

- BrookBeam Dental's affiliated practices were using different software programs, resulting in inconsistent reporting and inefficient business operations.

Solution

- Planet DDS solution Denticon enables BrookBream Dental to efficiently manage patient information, doctor and hygienist schedules and activities, and track key operational metrics.

Benefits

- **Streamline Reporting:** Customize and generate reports within seconds, and ensure information is consistent across multiple practices.
- **Optimize Operational Output:** Identify the KPIs that matter, and easily track and manage metrics to meet business objectives.
- **Easy Onboarding:** High-touch training and support ensures onboarding is a smooth and positive experience for everyone in your office.

Introduction

With 11 practices in the Hudson Valley region of New York State, BrookBeam Dental relies on Planet DDS solution Denticon to support business operations for their growing business. Director of Operations at BrookBeam Dental, Emily Maisch, shares the company's experience, saying "I can't speak highly enough of Denticon. It's been great to work with."

Consistent Reporting

BrookBeam Dental consisted of seven practices when they started using Denticon. Not having consistent reporting and coding was a pain point that resulted in major inefficiencies. Today all 11 practices now operate using Denticon.

"Everyone was on different platforms and reporting was not consistent. Every office also had different coding. With some employees working across multiple locations, having everyone on the same software made it easy for anyone to work at a different location and jump in at full capacity."

Optimize Business Operations to Meet KPIs

As a cloud-based software, Denticon's features enable dental practices to track and manage patient information and activity, along with internal productivity of administrators, hygienists, and doctors. Even if administrators or doctors are not at the office, they have secure remote access to manage information.

"Being a DSO, we look at different KPIs and standards of reporting. With Denticon we can track things like patients seen per day, number of new patients, number of hours worked per provider, how many canceled and missed appointments, production by provider, and so much more. At the front desk, we get a complete patient overview and scheduler, including check-in, check-out, co-pays due, and so on."

Easy Onboarding

Planet DDS provides end-to-end onboarding and training to ensure your dental practice experiences minimal, if any, disruption.

"I can't speak highly enough about it. From the very beginning through to the transition onto Denticon, the implementation team was great. I called it minimal chaos. People don't typically like change, but the training was very smooth, and our employees felt very well prepared for the go-live date."