



# Success Story

## Ascent Dental Care



### PROBLEM

Ascent Dental Care required a software platform that could streamline clinical and administrative patient care, while delivering key business metrics.



### SOLUTION

Denticon Practice Management enables Ascent to efficiently manage end-to-end patient care, including scheduling, patient records, key business metrics, and more.



### BENEFITS

#### Easy Communication for Multi-Location Practices:

Multiple offices communicate and collaborate all on one platform, including scheduling and sharing patient information

#### High Quality Patient Experience:

Patients can easily schedule care when they need it and with preferred providers

**Improve Business Metrics:** Practices can easily track and manage key business metrics to improve productivity and profitability

**Dr. Kevin Coughlin** was an early adopter of cloud dental software, recognizing that onsite servers were not effective for multi-location clinics. He introduced Denticon to his practice around 2004, using it to support business growth by delivering optimal patient care and efficient inter-office management.

### Streamline Management of Multi-Location Practices

**Dr. Coughlin** was a pioneer in multi-location dental clinics, having started his practice in the early 1980s. He found it challenging and expensive to share information between different locations.



Before Denticon, I was spending close to \$30,000 on server-based systems for data that ended up being not very efficient. It was slow and it didn't work the way I wanted it to. The management of multiple locations and so many different employees is tough, but **Denticon makes it easier.** We currently have four offices, and they are all integrated so **everyone knows exactly what is going on with every patient.**

### Provide Patients with a Superior Patient Experience

Dr. Coughlin finds that patients are happier when they have easy, quick access to care and can choose to see their preferred doctor.

“**The biggest disadvantage of group practice can be continuity of care.** With Denticon’s centralized scheduling, we label the primary dentist for each patient. Most patients prefer to see the same person, helping develop trust and a certain comfort level. If a patient wants to go to a different practice that has available appointments, using **Denticon makes it much more efficient and effective.** It’s a better experience for our team as well as our patients.”

### Track and Manage Key Metrics for Sustainable Growth

Accurate visibility of production is important to ensure patients get optimal care while maintaining profitability.

“**If you don’t understand your numbers, your production, your collection, the amount of time that each appointment requires, what the production is with all the different insurance companies, then you likely have suboptimal insurance fee schedules. Planet DDS allows us to predict with fair accuracy what is needed for providing care and treatment.** This allows us to predict the amount of time needed and also the ideal provider.”

[LEARN MORE](#)

Find out how Denticon can help you maintain a superior patient experience while empowering growth for your multi-location practice.