

Success Story

Family Dental Health



PROBLEM

Family Dental Health requires a cloud-based platform that delivers comprehensive practice and clinical management solutions that can scale alongside their rapidly growing DSO.

SOLUTION

Planet DDS provided high-touch support to enable an easy and efficient platform rollout to de novo practices as well as existing practices requiring conversion from other systems.

BENEFITS

Integrate with Proprietary Systems:

Planet DDS works with you and your team to support the way your specific practice functions.

Operations and Clinical Features on One Platform:

Planet DDS cloud-based software securely provides everything you need in one place.

Robust Onboarding Support:

High-touch training ensures smooth and systematic onboarding for quick and easy rollout.

Family Dental Health is a rapidly expanding dental service organization (DSO) with 33 offices (and growing) across South Carolina. Planet DDS supports their growth with Denticon Practice Management and Apteryx XVWeb to support administrative and operational functions.

Family Dental Health **Chief Technology Officer Chris Grimm**, and **Chief Clinical Officer Mike Twitchell** explain how working with Planet DDS supports their company's rapid expansion, while also providing the tools their administrative staff and clinicians need for optimal operations.

Business-Specific Integrations

Direct access to behind-the-scenes data was non-negotiable for Grimm and Twitchell, and a requirement that eliminated most Planet DDS competitors. After being invited by other dental offices to see Planet DDS at work, it became the clear front-runner to support growth and scalability.

“ We build a lot of integrations on our own. We are building a lot of internal automation, so **having access to the data and a system that supports that was huge.”**

CHRIS GRIMM

Chief Technology Officer, Family Dental Health

Gain Operational Efficiency

Denticon and Apteryx serve the requirements of administrative and clinical staff all in one place, including communication, scheduling, fee schedules and insurance plans, as well as x-ray imaging data and documentation. As a cloud-based software, Planet DDS routinely makes updates with minimal disruption to end-users.

“ We’ve been using a system where you have to take the whole thing down for 48 hours to make major updates and even basic updates. **Planet DDS is systematically rolling out updates** in ways that are more consistent and manageable, during evenings and weekends. ”

MIKE TWITCHELL

Chief Clinical Officer, Family Dental Health

Partners Committed to Your Success

Family Dental Health worked closely with their Planet DDS implementation coordinator to ensure rollout to de novo practices and technology conversions from existing practices went smoothly.

“ I don’t think I’ve ever worked with someone more responsive, ready to problem-solve and show us the ropes. **Implementation has gone amazingly well.** Every team has delivered. If we asked for something to happen, Planet DDS made it happen. And everything has gone smoothly because of that. ”

MIKE TWITCHELL

Chief Clinical Officer, Family Dental Health

Find out how our team can help make implementation, conversion, and training a smooth process for your organization:

SCHEDULE A DEMO