

CASE STUDY

How Denticon Streamlines Operations for **Affinity Dental Management**



ABOUT AFFINITY DENTAL MANAGEMENT

★ Established 1999

📍 45 Locations

KYLIE POLCHYNSKY
Operations Manager



PROBLEM

Finding a flexible dental management system that can be used at multiple locations to facilitate team operations and enhance the patient experience



SOLUTION

Implementing a user-friendly interface and robust dental management solution that enhances treatment planning, reporting, and overall patient care

Comprehensive Dental Practice Management

Affinity Dental Management is a dental practice management organization that has provided comprehensive management and administrative support service since 1999.

With forty-five locations throughout New England, New York, and Connecticut, the business has grown through affiliations and new practice openings, building a strategic network that offers general and specialty dental services.

At Affinity, growing strong personal relationships with participating professionals while respecting the culture of each individual practice is at the core of the Affinity experience.

Benefits of Denticon

- ✓ Enhanced dental treatment planning
- ✓ Streamlined operations
- ✓ Flexibility to support DSOs
- ✓ Comprehensive dental reporting
- ✓ Advanced financial management
- ✓ Effective team support and training
- ✓ Multi-office collaboration
- ✓ Quick Fill patient scheduling



Meet Kylie: DSO Operations Manager

Affinity Dental Management Operations Manager Kylie Polchynsky is uniquely positioned to explain how Denticon helps dental service organizations (DSOs) streamline operations to improve patient care and office management. Over the last eight years, Polchynsky has trained teams to use Denticon at two major DSOs.

Prior to her role as operations manager for Affinity Dental Management, Polchynsky was regional manager and front office training manager for Dental365/Premier Care Dental Management, where she supported training for converting more than one hundred offices to Denticon.

Now at Affinity, Polchynsky shared the benefits she and her teams have experienced while using the Denticon cloud-based dental practice management solution, emphasizing its user-friendly interface, flexibility, and robust features that enhance treatment planning, reporting, and overall patient care.



KYLIE POLCHYNSKY

Operations Manager,
Affinity Dental Management



Flexibility to Support DSOs

Denticon provides DSOs with the ability to utilize the platform in ways that best align with their needs and use cases. Having trained so many people how to transition from legacy software programs to Denticon, Polchynsky discussed what sets the software apart from other practice management solutions.

"Every software is different, and Denticon is very user friendly," Polchynsky explained. "It's flexible and allows you to do one task a few different ways, which has made it easier for teams and offices new to Denticon."

This functionality is crucial for DSOs with staff members across multiple offices who have different learning styles and work preferences. Denticon facilitates a smoother transition for new users.

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Enhanced Dental Treatment Planning

Unlike other practice management software that requires manual entry, Denticon treatment planning features automate pricing adjustments when changing treatment plans. This provides financial clarity to patients while ensuring accurate and efficient planning.

"Denticon is especially useful in treatment planning," Polchynsky said. "You can easily re-estimate the treatment plan, and you can see right there what the insurance is estimated to cover and what the patient copay would be. In other software, you don't have the ability to go in and re-estimate. You must enter everything manually."

The operational efficiency enabled by Denticon translates into greater convenience for Affinity Dental Management and the patients as well. In addition to financial clarity when explaining treatment plans, Denticon supports an easy and intuitive digital patient experience, such as being able to sign forms electronically and make online payments.

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The screenshot displays the 'Add/Edit Primary Dental Plan' screen in the Denticon software. The interface includes a top navigation bar with various icons and a main content area divided into several sections:

- INSURANCE PLAN:** Contains search fields for 'Search By Beginning With', 'Search Text', 'Search For', and 'Search In'. It also has buttons for '+ ADD NEW INS PLAN' and 'SEARCH'.
- BENEFIT INFORMATION:** A table showing insurance benefits for different plan types.
- SUBSCRIBER INFORMATION:** Fields for 'Member Subscriber', 'Last, First', 'Address', 'City, St, Zip', and 'Patient Rel to Sub'.
- NOTES:** A section for additional notes, including eligibility verification dates and status.

At the bottom of the screen, there is a footer with copyright information: '© 2024 Planet DDS | Privacy Policy | Page Time Left (hh:mm:ss) 1:56:47'.

	Ind.	Ind. Rem.	Pa
Deductible	\$50.00	\$50.00	\$150.00
Annual Max.	\$2,500.00	\$2,290.00	\$99,999.00
Ortho	\$1,500.00	\$1,500.00	

Patient Insurance Details:

Easily re-estimate treatment plans and instantly see insurance coverage estimates and patient copays.

Planet DDS Example Explanation of Benefits (EOB)

Advanced Dental Reporting and Scheduling

Denticon offers dynamic reporting features, empowering DSOs with valuable operational insights. The practice management software has many reporting options, which is rewarding for dental teams to be able to easily access that information.

"New users are amazed to see reporting features they didn't have access to in other practice management software solutions," said Polchynsky. "Quick Fill is one of my favorite features. Having that support to easily fill in schedules and the short-notice list is so useful. Denticon has just about every report you could be looking for in a dental practice."

Denticon reporting features are instrumental in maintaining productive schedules and filling gaps due to cancellations or no-shows. These tools help optimize the hygienist's and doctor's schedules to ensure all of Affinity's offices run smoothly.

Quick Fill:

Fill last-minute appointment slots by sending mass text messages to patients on your waitlist.

Planet DDS Example Denticon Quick Fill

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Effective Dental Team Support and Training

When it comes to onboarding and continued support, Polchynsky found that Planet DDS delivers exactly what her teams need. With quick efficient responses, the staff has always been able to get help, whether from a member of the Planet DDS or from its extensive resource library.

"The Planet DDS support team has always provided quick responses," Polchynsky said. "If I'm not sure of something, I can easily go to the help center to get my answer. I always train our offices to use these resources. This helps keep our team self-sufficient, and they know exactly where to go to ask questions if they need more support."



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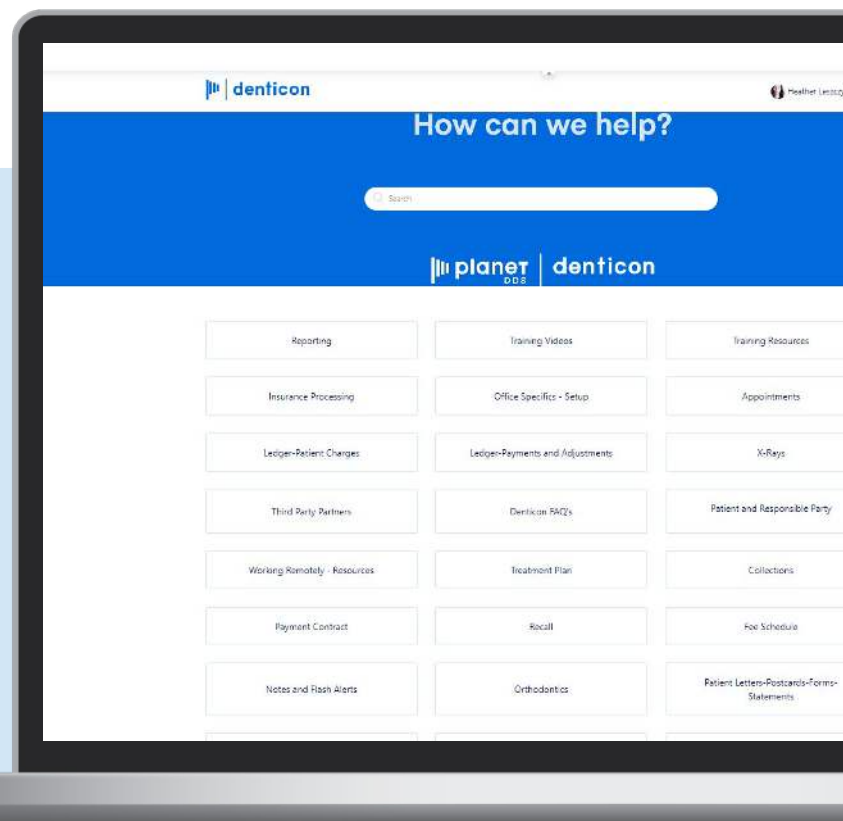


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Help Portal:

The Denticon Help Portal offers resources so users can utilize the dental practice management software more efficiently.

Planet DDS Help Portal Example



Streamlined Collaboration Across Multiple Offices

As Affinity Dental Management continues to scale, streamlined collaboration across offices has become crucial to its success. The cloud-based platform helps keep DSOs connected, allowing for cohesive reporting, as well as access to scheduling and patient information.

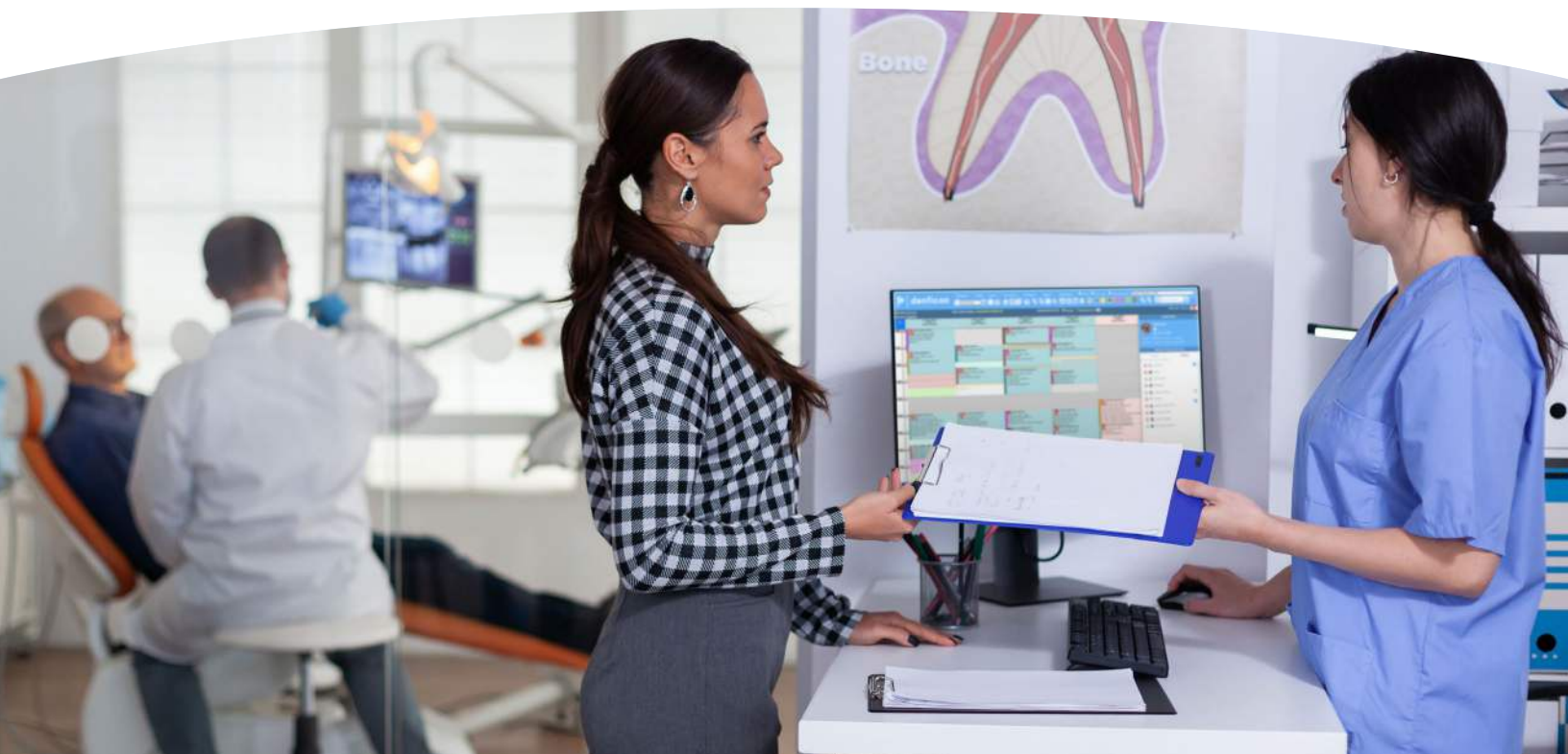
"Some of our doctors work at multiple offices," Polchynsky explained. "If a patient wants to see a specific doctor, we can access schedules at all locations, so we are able to best accommodate our patients and easily schedule them with any office. We're a team, and Denticon being cloud-based makes this process so efficient. Everyone is able to support each other."

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Denticon for Dental Professionals

By enabling better scheduling, reporting, and collaboration, Denticon not only increases efficiency but also fosters a supportive and productive environment for DSO administrative teams and patients alike.

"I've been very happy with Denticon over the last eight years, and I would definitely recommend Denticon and Planet DDS," Polchynsky said. "In fact, I just recommended it to an old friend who is starting a dental practice. One of the things I told them is that Denticon is very efficient, and it's backed up by a friendly, knowledgeable, and wonderful support staff. It's allowed me to treat patients in a more efficient way, and I'd say it's the future of dentistry."

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**Ready to See
How Denticon
Can Help You?**

Connect with a member of our support staff to set up a free demo of Denticon or other Planet DDS solutions supporting the dental industry.

TALK TO OUR TEAM