

Make sure your software partner has these four qualities



These days, there are countless ways to choose software. Free demos, free trials and flashy websites muddy the waters until every solution feels ... eerily similar.

So, how will you know that the software you're getting and both the service and support behind it are going to come through when you need them most? In short, these four qualities can help you separate the pretenders from the real thing:

- Local, in-person consultation focused on your needs
- Seamless integration
- Diversity in software choices/packages
- Expert support teams, available long after purchase

By closely considering these four factors, you can find answers to your questions and get excited about new additions to your software experience.

GOING DEEPER

The following can be useful in helping you evaluate a software provider that not only has your best interest in mind – it has the capacity to deliver.

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1. LOCAL EXPERTS

When it comes to making the right choices about how you will set your practice up for success – now and into the future – it pays to have conversations with people who understand your business. These in-person interactions are vital – consultants become well-versed in your needs, and can prescribe appropriate solutions.

Be sure your software provider:

- Knows each tool inside and out, and can steer you through everything from data conversion to on-site training and onboarding
- Can show you how to use equipment and technology to build efficiencies into every patient and third-party interaction
- Offers comprehensive training to empower you and your team for years of success

2. INTEGRATIONS

Consider all the varied technologies you use in your practice. For many dental teams, this includes important clinical and business functions, like digital imaging, billing, and marketing tools. Ensuring that there is appropriate integration across your software experience can mean a great deal to practice efficiency – whether you're talking about a robust practice management solution or an updated insurance eligibility app.

Integrations are of utmost importance. Ask these questions of any potential software partner:

- Will this practice management system integrate with advanced imaging equipment?
- Can I store and recall diagnostic images?
- How will you ensure that marketing, billing, insurance and other operations functions plug in properly to my practice management system?



3. CHOICES

When it comes down to it, your practice is going to have different needs than other offices in other cities. And you'll be on a different journey as well. And when you factor in team strengths and weaknesses, it's clear you are going to need a diverse software package, and flexible training and support.

Consider:

- Diversity in software choices – can your software provider support your diverse needs, like patient marketing, analytics, revenue cycle management and more?
- Training opportunities that fit the way you work – the software you purchase is only as good as the training you receive. If you need in-person training, can your software provider provide this service? What remote training opportunities exist?

4. SUPPORT

New software is a major adjustment for the entire team. Partnering with a team that supports you every step of the way makes it easier. Identify which support options are most important to your practice and choose a software solution that you can trust will accommodate your needs.

Does your software provider have:

- Demonstrated expertise and availability – what certifications and enablement does the support team have?
- All-staff access to support resources
- Conversion support – if you're moving from one system to the next, how does your prospective software provider guarantee data security and data integrity?

When it comes to making sound software decisions, the Patterson Revolve team is equipped to hear your needs, then tailor a solution that makes sense now, and long into the future. ●



Learn how we can help, or start the conversation today.

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