

Procident

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Procident: First SYRA-Certified Dental Software Provider!

As announced in our March 2017 article, the deployment of the software revisions for RAMQ's new SYRA platform officially began on August 7.

We should point out that Procident was the first RAMQ-certified dental software provider (<http://www.ramq.gouv.qc.ca/fr/professionnels/developpeurs-logiciels-dentistes-optometrie/liste-developpeurs/Pages/liste-developpeurs-logiciels-dentisterie.aspx>) to support the "RFP" billing method associated with the new SYRA platform. The "MOD" is linked to the former transmission technology.

Since the deployment schedule demanded by the RAMQ is very rigorous, we had to slightly change our approach in the field to ensure that we fully migrate all of our clients by March 31, 2018, when the RAMQ will stop all support for their former technology platform.

We opted for a strategy that minimizes the impacts on your clinic by reducing the changes in your daily work practices. Obviously, adjustments cannot be avoided, given the scale of the technological transition imposed by the RAMQ.

The first step is to update your current version of Procident/Clinic. However, instead of requiring an update of the

most recent version, as originally considered, we finally decided to offer separate updates for versions 7, 8, 9 and 10. We intend to limit the impact on more than 97% of our clients because, for example, the differences in functionalities are very large between version 8 and version 9.

To optimize support in this technological transition, each of our customers has received or will receive a personalized e-mail including an automated link to the update that the customer must download and install. The e-mail also includes a video tutorial on changes made to the software and the new method of entering and encoding RAMQ features.

To ensure that we effectively answer potential requests for information, the deployment and delivery of updates will be, at the RAMQ's request, very gradual and will involve 35 clinics per week.

So, there is no need to worry if you have not yet received your personalized Procident e-mail. You are certainly on the deployment list agreed with the RAMQ. However, if you would like more information about your own office, do not hesitate to contact our customer service.

To complement your support, please also note that a **webinar** dedicated to the RAMQ's new "RFP" billing system will be integrated into the program and the continuing education schedule. You can consult this schedule at any time on Procident's website in the "Continuous Learning" section or at <http://procident.com/eng/for.aspx>.

If you have questions, please do not hesitate to contact one of our specialists at **1 800 650-0143** or at services@procident.com. Also, visit our website at www.procident.com for more information. Procident is a service of the ACDQ.