

Progident

Daniel Girard, Eng., MBA
President



Prodigent/Clinic: A High-Performance Internal and External Communication Tool

Communications with your patients and your team are not only a basis for your productivity, but also for the excellence of the services you provide to your clients.

With so many functionalities dedicated to the efficiency of an office's internal and external communications, Prodigent/Clinic is firmly part of the global "CRM" trend (Contact Relationship Management).

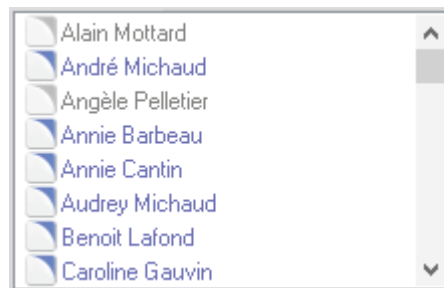
In the medical field, where patients are the focus, we talk instead about "PRM" (Patient Relationship Management).

Among these functionalities, here are some of the lesser-known, yet key functions of the Prodigent platform that make a difference when they are used effectively. They have been vastly improved in version 10.

Internal messaging

The internal messaging function allows users to share and communicate with all other users in your office without having to physically go anywhere.

The "Internal Messaging" function is the internal chat platform included with your software, which means that it comes at no extra charge.



Version 10 incorporates several new possibilities that vastly improve this function: conversation filtering, sound notification when a message is received, and communication with a target group, such as administrative personnel.

Task management and memos in patient files

Probably one of the least known, yet most powerful functions of the Prodigent platform for efficient teamwork is the concept of "Memos," which lets you enter an unlimited number of notes in your patient files. Each note may be linked to one or more digital documents (account statements, medical forms, treatment plans, etc.).

The "Memo" sheets let you send e-mails directly to your patients that include one or more digital documents, if any, which you have linked to the memo.

Beyond being a rapid means of communication with your patients, when a follow-up is required in relation to a given memo, the sheet becomes a "Task" that can be assigned to a staff member with a given recall date, when applicable.

Each user of the software has his or her own window of pending activities (memos) that shows the tasks and follow-ups that he or she needs to perform. By indicating a different user code from yours as the responsible person in a memo, you will directly and rapidly transfer the task to a different team member who will take the next steps of the follow-up. Every transfer can be signaled by a visual and audio indicator.

As a result, task management in Prodigent/Clinic is both an internal and an external communication tool for your office that offers some impressive efficiency gains in a work day!

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“Memo” Sheet

Follow-up date	In charge	Patient	Work phone	Phone	Comment	Sel
	P1	Carolyn Smith	(514)348-9347	1(613)522-6254	Mrs Smith would like more information about her tr	<input type="checkbox"/>
	P1	Carolanne Lortie	(450)758-3475	(450)574-3600	Mrs Lortie has questions regarding her ori	<input type="checkbox"/>
2018-01-12	P1	Damien Lord	(514)367-2323	(514)893-0021	Check the medical condition of the patient before	<input type="checkbox"/>

Other communication tools

Progident/Clinic also offers several other better-known communication functionalities that are dedicated to smooth-flowing communication with your patients. Some of these functions are exclusive to version 10 of Progident/Clinic. To name a few:

- ▶ Rapid arrangement of preferred contacts in the “Patient” file so that you always communicate with the patient’s preferred contact first.
- ▶ Visual and sound indicators specific to each appointment on your schedule. For example, these indicators can notify you when you are in the operatory that a patient has arrived in the waiting room or let you know when you are in the treatment room that a hygiene examination is finished.
- ▶ Appointment confirmation by e-mail or text message that enables your patients to use their cell phone or e-mail to confirm that they will be present for their appointment. Upon confirmation, their appointment status is automatically updated on your schedule without any intervention on your part. This saves you time and, most importantly, ensures increased appointment attendance.
- ▶ The Patient Web Portal, which opens up a whole new world of communication with your patients. Patients can use it as a reference to check their upcoming appointments and recall appointments, while you can use it to share specific documents with them, such as tax receipts. The Patient Web Portal is also designed with families in mind, so that their information can be centralized, if required, under a single responsible person.
- ▶ The auto dialing feature, which speeds up your phone calls and communications with your patients.
- ▶ The option of consulting your personal schedule and appointments on your mobile phone through synchronization with “Google Calendar.”

If you have questions, feel free to contact one of our experts at **1 800 650-0143** or **services@progident.com**. Also, visit our website at **progident.com** for more information. Progident is a service of the ACDQ.

SSD-End of Service Agreement

Chantal Tétreault, President and Chief Executive Officer of Société de services dentaires (ACDQ) inc. wants to inform you that the collaboration between the Société de services dentaires (ACDQ) inc. and Dr. Serge Chaussé came to an end on October 17.

“We would like to thank him for his availability and involvement with the SSD” she mentioned.

We remind you that the SSD now has three dental consultants: Dr. Daniel Montminy, Dr. Karine Magnan and Dr. Nathalie Girard.