



On August 29, Patterson Dental began an exciting advancement for our Northeast region. To better serve our New England and surrounding area customers, the *Patterson New England Branch* has been created. Instead of 3 separate branches with separate customers, Patterson has combined the Maine branch, the Boston branch and the Connecticut branch to form the *Patterson New England Branch*. Consolidating the branches will result in a superior customer experience for your practice, allowing us to provide you with a larger support team. With this change there will be no impact to customer-facing operations. Customer facing Patterson employees will continue to serve their markets as they do currently, with your Patterson sales rep and software technology advisor remaining the same. The New England Branch will continue to provide all sales, service, and support services as we do today. The New England Branch is located at 400 Research



Q: What can we do if SimpleAttach won't launch or if attachments remain in an incomplete status?

A: Our team is actively working on a permanent fix for this issue. In the mean-time you can reference the below FAQ 40077 for a workaround.

Q: Our office often struggles with processing our end of month. Does Eaglesoft have any suggestions on what we can do to simplify this process?

A: Absolutely! Reference the FAQ 22253 on steps to take prior to processing end of month, how to process end of month and then what to check after to ensure everything processed successfully.

Q: My practice is interested in creating customized letters to send to our patients. Does Eaglesoft have the ability to create letter templates and pull individualized information into those letters?

A: Great question! Eaglesoft has the ability to create letters using many different merge types and fields. A letter merge field allows the practice to merge many different types of information into the document. For more information on how to set up your letters, reference FAQ.20190.

Q: What is the best way of handling insurance adjustments in Fuse?

A: For information on adjustments within Fuse, check out:

<https://ignitedds.com/patterson-dental/#insurance-adjustments>

INSIDE THIS ISSUE

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Drive, Suite 110, Wilmington, MA 01887 and can be reached at 800-842-5355 or 978-262-5100. Patterson remains committed to superior customer service. At the same time, we continue to develop an efficient branch network that will meet the needs of our Northeast market area.



Off the Cusp – 6 things every OM needs to do right now to achieve work-life-balance

<https://www.offthecusp.com/6-things-every-office-manager-needs-to-do-right-now-to-achieve-work-life-balance/>



Understanding what patients dislike about going to the dentist can help inform practices on how to do better. – Why I hate my dentist (Dental Products Report – August 4, 2021)

https://www.dentalproductsreport.com/view/patients-answer-the-question-why-i-hate-my-dentist?utm_source=sfmc&utm_medium=email&utm_campaign=08122021_MH%20eNL_DentsplySironaMH&eKey=YW1yZGhAYW9sLmNvbQ



August 12, 2021 The governor of Maine, Janet Mills, instituted a COVID-19 vaccination mandate for all medical providers — including oral health professionals in the state. The mandate includes those who work in dental practices, hospitals, healthcare facilities, home health agencies, nursing facilities, residential/intermediate care facilities, and all emergency medical service departments. Medical but not religious exemptions will be considered. Those impacted have until October 1, 2021, to comply.

<https://www.maine.gov/dental/documents/important-notice-immunization-for-healthcare-workers-8-2021.pdf>



Fuse videos – learn more about Fuse:

https://players.brightcove.net/260825798001/default_default/index.html?videoId=6262061299001

https://players.brightcove.net/260825798001/default_default/index.html?videoId=6267480511001



Patterson Dental offers a national monthly Eaglesoft Tips and Tricks newsletter. To sign up go to FAQ 31176.



OSHA misconception video by Linda Harvey:

<https://www.offthecusp.com/linda-harvey-3-common-misperceptions-on-oshas-emergency-temporary-standard-ets/>

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This offer is available through September 30, 2021. Terms and Conditions apply.



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<https://calendly.com/g2-aei-20-virtual-demo/aei-20-minute-virtual-demo?month=2021-09>



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Eaglesoft Office
Health Checkup



Eaglesoft Health Checkup

Are you getting the most out of Eaglesoft? Is your entire team as efficient as they could be using Eaglesoft? Are your reports accurate? It might be time for an Eaglesoft Office Health Checkup. Contact Ann-Marie, Summer or Angela for further information.

https://hosting.fyleio.com/35394/public/2021%20Dental/August/8.20%20eaglesoft%20monthly/Eaglesoft%20Office%20Health%20Checkup%20newsletter.pdf?utm_source=Save+time+and+automate+your+End+of+Period+processing&utm_medium=email&utm_campaign=Employee+8.20.21+Eaglesoft+monthly&utm_content=Office+Checkup+text+link



DENTAL INFECTION CONTROL
AWARENESS MONTH | SEPTEMBER



Are you ready for the 2021 DICAM kickoff – September is Dental Infection Control Awareness Month! Spread the word, prevent infections! DICAM is an annual, month-long campaign OSAP (Organization for Safety and Asepsis Prevention) spearheads that shares the latest infection control guidance and regulations. Its aim is to build patient trust in infection control. With the renewed interest in patient safety during COVID-19, the 2021 DICAM campaign gives practices a unique opportunity to share valuable information with patients and team members. The social media campaign will assist you in providing the right messaging in infection control and patient safety.

Everyone in the dental industry is encouraged to post infection control best practices, success stories, or selfies on social media and join the conversation using the hashtag #DICAM21. Together we can make every dental visit a safe visit. OSAP has made it easy for you to participate. Using [OSAP](#) you will be able to:

- Utilize the DICAM social media toolkit to share dental infection control and patient safety information
- Use the hashtag #DICAM21 so we can retweet and share your posts
- Download and share OSAP's patient-facing poster, brochure, and dental team scripts



Information contained within is not an endorsement of any organization or non-Patterson product. The information is compiled from a variety of sources by the author.

New England Software Technology Advisors

Ann-Marie DePalma, RDH, MEd
annmarie.depalma@pattersondental.com
978-408-5609

Summer Wagner, CDA
summer.wagner@pattersondental.com
860-414-4226

Angela Additon, RDH, BS
angela.additon@pattersondental.com
207-481-0668

Patterson New England

400 Research Drive, Suite 110
Wilmington, MA 01887
978-262-5100
800-842-5355

