

LASTING IMPRESSIONS

AN AUTOPIA CLIENT NEWSLETTER

SPRING INTO SUMMER—2007

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The Next Generation in DMS — Cōr is Coming

Timeshift & Autopia spent the better part of 2006 gathering requirements and planning for the next generation of **DentalWorks**, Autopia's flagship Dental Management System (DMS). Named **Cōr** (Complete Office Resource), the new version will be a fully-redeveloped product using the most up-to-date technologies.

Cōr is set to go well beyond the paradigm of the current DMS

According to Ray Hope, CIO for Timeshift, 'Cōr is set to go well beyond the paradigm of the current DMS offerings. It is positioned as an advanced productivity tool for the user, practice and managed practice.' Unable to elaborate on Cōr at this time due to the 'competitive advantage the new version will bring', Ray added that

'Cōr is leveraging existing leading-edge productivity technologies with an added view to some that will be hitting the market within the next eighteen months'.

Timeshift is planning a Beta Preview program for Q4 of 2007. In addition, Timeshift is planning functional walkthroughs of key elements of the application with focus groups over the coming year.

Ray Hope led the development of the original Autopia DentalWorks product.

As a PMI-certified Project Management Professional (PMP), Ray employs world-class methodologies in the Cōr project.



Charting — Timeshift brings Charting to Autopia DentalWorks

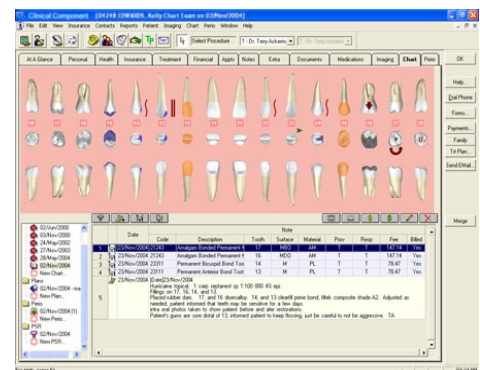
As unbelievable as it once seemed, Bill Gates' early vision of 'a computer on every desk' has, for all intents and purposes, become a reality. We are seeing the same vision extended to 'a computer in every operatory'.

However, a computer in the operatory still needs software to run on it. This reality left Timeshift with the question: *Is it better to invest in the development of a clinic component or invest in a partnership with a vendor that already has a superior clinical component?*

At the same time, AbelSoft (a long-time competitor) was seeking to forge a relationship with Timeshift by integrating their Clinical Component into the DentalWorks Suite.

The concept of such a relationship first appeared unlikely—but continuous investment in

the relationship by the two companies and integration of their products has demonstrated that the market is mature enough to allow competitive boundaries to be crossed to serve the best interests of the client.



Clinical Component



Consultant's Corner—Maximize Your Practice Potential

I find many clients *want* to take advantage of the latest innovations and explore new ways to do old tasks. However, many are either overwhelmed by the many options or are unsure how challenging it will be for their staff to master the new technology. *Which camera should I get? Which x-ray system? I don't get this computer stuff!*

And then there's the cost. *Why spend so much? Will it help my bottom-line?*

It will. *Guaranteed.* It's an exciting time in dentistry. With so many advancements in technology, every position in the dental team can be enhanced. The result? Improved quality care for your patients. Think back to that reception desk not so long ago... cluttered with ledger cards, insurance forms and appointment books. And today? We can do so much more with just a screen and printer at the front desk. More than just EDI, receipts or a computerized schedule.

Let's review a list of technology options that are available in dentistry today:

- **Patient Management software** – Are you taking advantage of what you've got?
- **Charting** – Hard & soft tissue chair-side
- **Cameras** – Digital & intra-oral
- **Digital X-Rays**
- **Clinical notes & forms (paperless)**
- **Patient Education**
- **Prescriptions, drug interactions & contra-indications**
- **Automated messaging system** – To contact your patients by telephone (with your voice) or email
- **Advertising/Marketing** - While patients are placed on hold
- **Accounting** –Make better business decisions and decrease your accounting fees
- **Automated Internet-based backup** – No more time-consuming tapes or CDs

Lots to consider...but the first step is knowing *what* to get and *why*. What impact will the investment have? When making any large investment or business change, it's important to plan and strategize carefully.

- Who** is involved?
- What** do I need?
- Where** is it best adopted?
- When** does it make sense?
- Why** bother? Does it increase production, efficiency or both?
- How** do we integrate it all?

If you'd like more information about how to maximize your practice potential, please contact Timeshift at info@timeshiftsolutions.com.

Bob Hope consults regularly with offices to successfully find gains in efficiency and productivity.



Online Backup

You come to work on Monday morning. The door is broken, the office is in disarray and the computers are gone.

Insurance and some patience will get your office back to the way it was. But, what about your data?

The state of your backups may make the difference between restoring to the previous night versus the last time your IT support person visited your office.

Common problems encountered when trying to restore from a backup include:

- Having no backup
- Forgetting to do backups
- Backup media is unreadable
- The backups are stolen/destroyed

While online/Internet backups have been available for many years, the speed of the Internet was insufficient for practical business purposes.

No more. Online backups have proved to be a valuable option in that they are automated, validated, secure and offsite.

Timeshift has partnered with Virtual Tape Drive to offer a state-of-the-art. Online backup solution. For more information, please contact Timeshift at:

info@timeshiftsolutions.com.

Frequently-asked Questions (FAQs):

1. **Q u e s t i o n :** How do I make sure I'm buying the right equipment?

A n s w e r : Please contact the Autopia Support line at 888-336-8957 for guidance on compatible hardware.


2. **Q u e s t i o n :** How often should I be doing a CD backup and does the End-of-Day do this for me?

A n s w e r : No. While the End-of-Day does a backup, it is done to protect your data while the posting of transactions takes place. This backup is not intended to be a safeguard against data loss due to risks such as hard disk failure, stolen computer, etc.. Please see the article **Online Backup** on the opposite page for information alternate backup options.


3. **Q u e s t i o n :** What do I do when the popup message appears: **Overapplied amount -1234** when running the End-of-day?

A n s w e r :
 1 . Mimimize End-of-Day.
 2 . Open DentalWorks.
 3 . Go to the patient indicated in the Message Box (in the above case: 1234).
 4 . Go to the Payment Tab (F6).
 5 . Unapply any payments listed and then reapply them.
 6 . Close DentalWorks and go back to End-of-Day.

4. **Q u e s t i o n :** What does **Unable to connect to server** mean when I am trying to open the programs DentalWorks or Scheduler?

A n s w e r : Both DentalWorks and Scheduler register themselves with a program called the **Lock Server**. The Lock Server is responsible for preventing more than one user from accessing the same patient or appointment column at the same time. If the Lock Server is not running, this message will appear. To restart the Lock Server, double-click on the Lock Server icon,  which should be located on the desktop of the main computer/server.

5. **Q u e s t i o n :** Why do I get the message **Patient locked by user on machine....?**

A n s w e r : As seen in question #4, the Lock Server prevents more than one user from accessing the same patient at the same time. When a patient is currently open, any subsequent attempts to open that same user will display the message **Patient locked by user on machine....** If the lock for this patient needs to be cleared, find the computer, which has the patient open and close that patient. Alternatively, if you are unable to determine which computer has the patient open, go to the main computer/server. Right-click on the Lock Server icon,  which should be in the bottom right-hand tray. Click on the **Show Locks** menu item. A window will open showing all locks. Click on the patient number you would like to clear and click the **Clear** button.



Coming soon . . .

**New Timeshift Website:** <http://www.timeshiftsolutions.com>

Timeshift is pleased to announce the launch of www.timeshiftsolutions.com, a new online resource designed to:

- Keep Dental practices informed about new and existing products and services
- Connect dental practices with time-saving educational and support tools aimed at increasing practice productivity .

The website will be rolled out in two phases:

Phase 1 — Launched April 1st, 2007, features:

- **Contact information** — A quick reference if you need to get in touch with Timeshift
- **Newsletters** — Access past or current issues online
- **Self Service Support** — Not sure how to _____? Search the Knowledge Base for information about how to use the software or about our products/services (coming in Summer '07).

Unable to find an answer to your particular issue or question? Submit your issue. We will investigate and respond with a resolution.

Then we'll add it to the Knowledge Base for others to use in the future.

Phase 2 — Expected to launch in Summer '07, will feature:

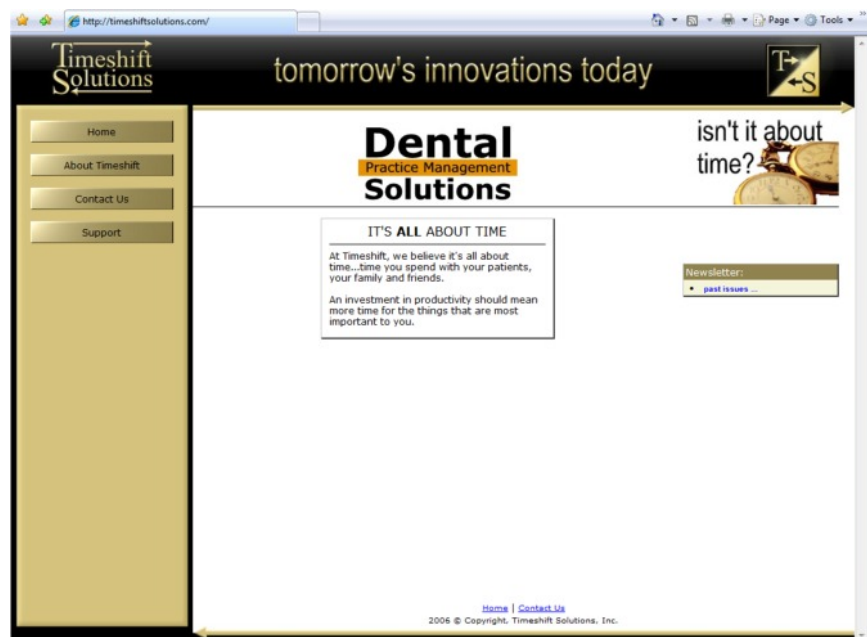
- **Product/service information** — Be the first to know about new products/services or see how existing products and services will meet your practice management needs
- **Downloadable updates** — Receive email notifications when updates are available and download directly from the website

- **Training videos** — Learn at your own pace and watch as the video walks you through the "how-to's" for many common tasks

- **Issue tracking** — Reported a question or issue to the Knowledge Base? Track the progress of the resolution!

Feedback on the website is encouraged and appreciated. Please feel free to provide comments to:

info@timeshiftsolutions.com

**FOR MORE INFORMATION, PLEASE CONTACT**

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