planet DDS

CASE STUDY

Progressive Dental Management Scales and Optimizes Patient Care with Denticon

PDM

ABOUT PROGRESSIVE DENTAL MANAGEMENT

★ Established 2011

📍 13 Locations

DMITRY BURSHTEYN
Co-founder

PROBLEM

Outdated servers and processes hindered the ability to support multiple locations and scale effectively.

SOLUTION

Implementing a comprehensive, cloud-based dental management system to scale the business and provide superior patient care.

Improving Dental Operations to Scale

Progressive Dental Management, (PDM formerly Perfect Dental Management) is a multi-location dental service organization (DSO) in the New England area, co-founded by Dmitry Burshteyn in 2011.

With a growing network of dentistry and multi-specialty practices, the company was looking for a cloud-based dental practice management solution that could help scale the business. It also had to provide top-notch patient and employee experience.

With Planet DDS Denticon Practice Management, PDM found what it was looking for: "I only wish we had begun using Denticon from the very beginning," said Burshteyn, who shared what led him to choose Denticon to support staff, patients, and a growing practice.

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Denticon is built with the dental clinic's workflow in mind and delivers tools to ensure doctors and administrative staff can operate more efficiently.
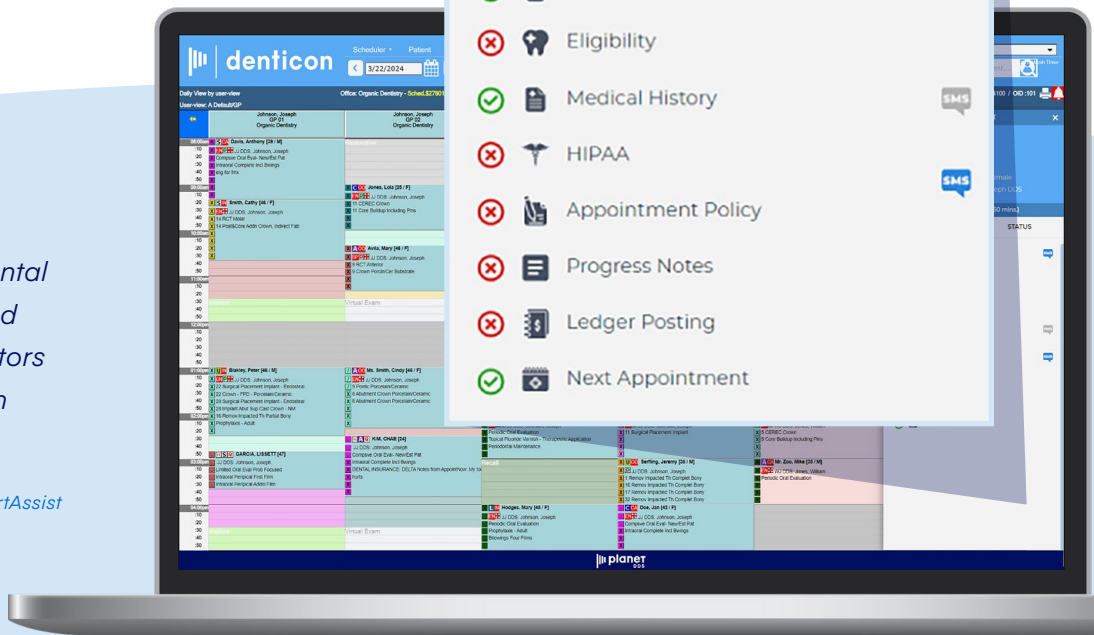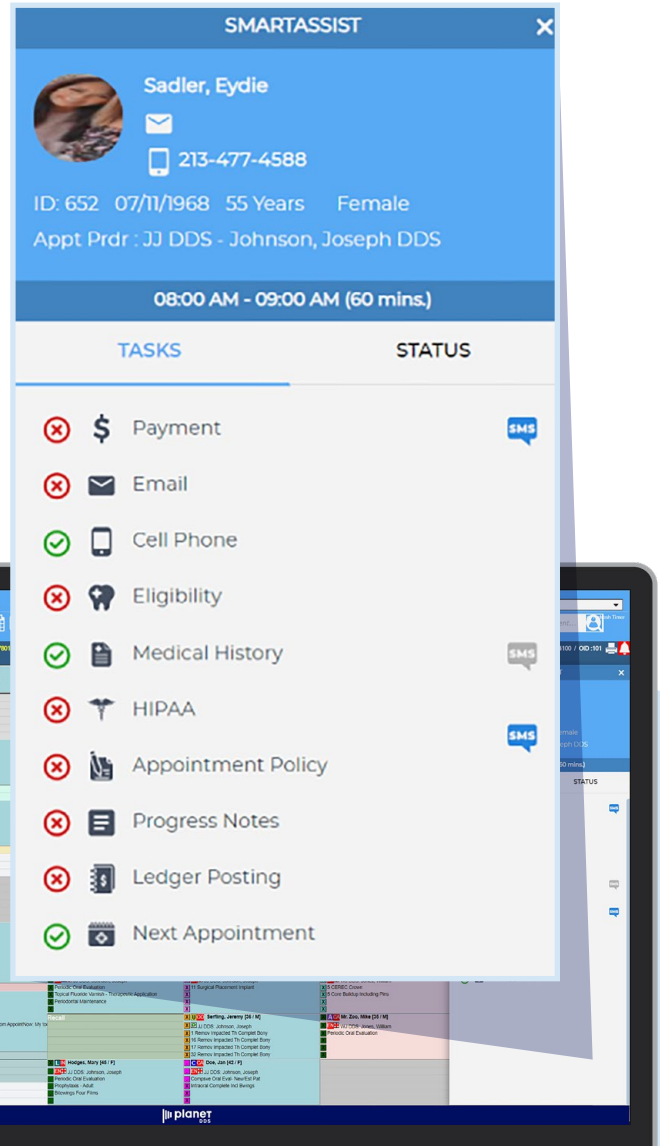
Planet DDS Example of Denticon SmartAssist

Dental Operations and Scaling Challenges

From the start, Burshteyn sought a solution that could take his practice from ten locations to one hundred. His growth objectives required seamless communication and collaboration capabilities for multiple dental clinics.

Prior to onboarding Denticon, Progressive Dental Management was relying on outdated servers that made it challenging to support multiple locations and provide a seamless patient experience. Onsite servers were not readily accessible, prone to data loss, and lacking robust practice management features.

Burshteyn quickly realized that a comprehensive, cloud-based practice management plan was essential for long-term growth. "Denticon has been a huge win for us. Having a cloud-based solution took away the bottleneck of servers," Burshteyn explained.

"I had spent so much time, money, and resources building infrastructure, but I realized it starts with the practice management solution," Burshteyn continued. "You need to start with a solution like Denticon that can scale with you. It is so important to focus on where you want to be tomorrow, not just today."

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Denticon Makes Life Easier

✓ **Seamless Communication Between Practices**

Streamline interoffice and patient communication by managing multiple practices on one robust platform.

✓ **Save Time on Administrative Tasks**

Improve efficiency and simplify tasks with intuitive tools like reporting, payment processing, appointment management and much more.

✓ **Cloud-Based Access to Information**

Get secure, instant access to patient information from anywhere, without having to rely on servers.

Cloud-Based Practice Management Features

Progressive Dental Management was quickly able to leverage cloud-based technologies to scale and optimize the business, highlighting these optimal Denticon features:

✓ **Seamless collaboration:** The cloud-based functionality facilitates communication and enables providers, specialists, and administrators to access information from anywhere.

✓ **Customized workflows:** From appointment scheduling to billing, teams can tailor their workflows to meet the specific needs of each practice.

✓ **Reporting modules:** Reports provide valuable insights, enabling dental practices to track performance metrics, identify areas for improvement, and implement best practices.

✓ **Centralized and secure data:** Patient information is securely accessible, supporting all dental specialties, scheduling, online payments, patient records, and more.

✓ **Revenue cycle management:** The RCM feature helps to reduce billing errors, improve cash flow, and provide transparency to improve patient and staff experience.

"With Denticon, the amount of time we save and efficiencies we've realized across all tasks is immeasurable, making cloud-based management software my number one tip to save time and money," said Burshteyn.

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Denticon Benefits

✓ **Seamless Collaboration**

✓ **Intuitive Patient Engagement**

✓ **Insightful Reporting**

✓ **Streamlined Workflows**

✓ **Centralized & Secure Data**

✓ **Cloud-Based Platform**

✓ **Multi-Specialty Functionality**

✓ **Easy-To-Use**

Focusing on Superior Dental Patient Care

With multiple practices and a rapid rate of growth, the dental practice management solution needed to put patient care at the forefront. And it should be seamless, with data secure and accessible at all locations.

"Previously, it wasn't as smooth of a process when a patient moved and went to a different office within our organization," Burshteyn explained. "Now, with Denticon, it doesn't matter which office patients visit because we have everything accessible at each location. It's easier for us and a much better experience for our patients."

"With its cloud-based infrastructure, collaborative tools, and customizable features, Denticon has empowered us to deliver exceptional patient care while driving efficiency and innovation across our organization," said Burshteyn.

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Denticon offers instant-access customer service with a customizable patient portal that allows patients to view information about their accounts online, make payments, and even book appointments.

Planet DDS Example of Denticon Online Forms

Supporting Dental Clinicians and Administrators

Before implementation, staff buy-in was essential to Burshteyn, who wanted to meet the requirements of clinicians and internal teams.

"I believe we've had strong growth because we've listened to the needs of our providers, clinical staff, and support staff," said Burshteyn.

Planet DDS was able to support PDM through the entire transition, answering all questions and ensuring everyone felt comfortable and competent using Denticon. "It's a team effort," Burshteyn explained. "Denticon helped with this tremendously because it's designed to match the needs of DSOs, dentists, and staff."

In addition, Burshteyn found collaboration even easier with providers outside of their practice. "Denticon has allowed for more collaboration between providers, specifically specialists when receiving referrals," said Burshteyn explained. "With the cloud platform, specialists who hadn't yet seen the patients could review patient records and X-rays from anywhere to prepare for upcoming appointments."

"Denticon is an all-in-one solution that gives us a lot more insight without having to use a lot of third-party tools," Burshteyn said. "Planet DDS takes our feedback and takes it seriously and uses it often."
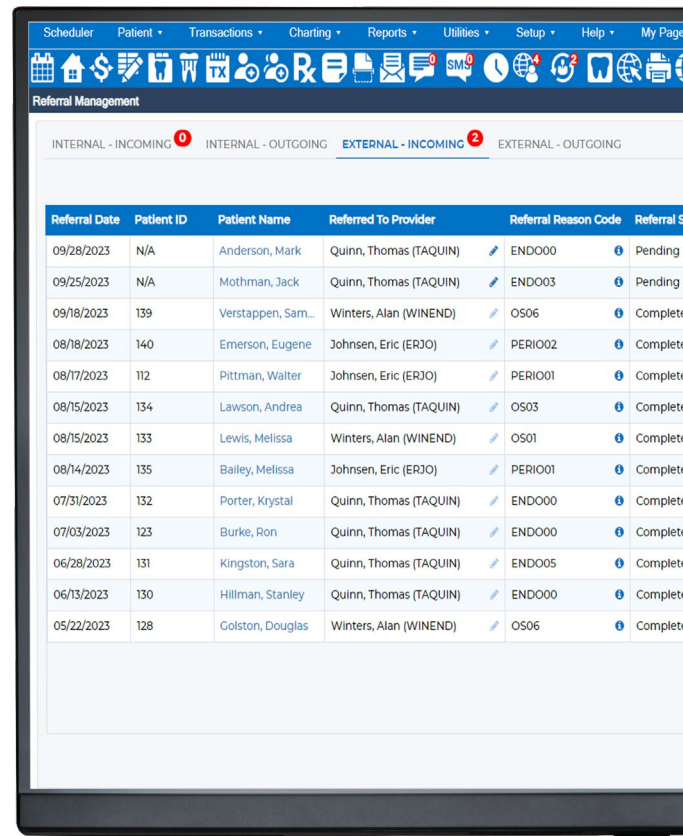
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*The **Denticon Referral Management** tool allows practices to securely refer patients and communicate with external specialists so they can track and manage their referrals.*

Planet DDS Example of Denticon Referral Management

Revolutionizing Dental Practice Management

Burshteyn credits Denticon Practice Management with helping Progressive Dental Management scale while increasing collaboration and improving overall patient care.

"Denticon has been more than just a practice management solution for us; it's been our foundation that fuels our success, and the Planet DDS team has been our partner in growth," said Burshteyn, who recommends Denticon to any dental practice looking to elevate their operations and patient experience.

"It is a solution that is not just keeping pace with change but driving it forward," Burshteyn said. "Information is power, and Denticon has provided us with the data and tools to transform our dental practice and propel us into the future of dentistry."

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Ready to See How Denticon Can Help You?

Whether you're a single practice dental clinic, a DSO, an orthodontic practice, or any other provider of dental care, Planet DDS offers a suite of cloud-based solutions to support your requirements.

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