

Blasting Your Dental Practice from the Past to the Future

an introduction to YAPI



Table of Contents



Introduction

..... Page 3



Section Three:

HIPAA Compliance & Updates

..... Page 10



Section One:

Eliminate Wasteful Workflow & Spend
Less Time on The Busywork

.....Page 4



About YAPI

.....Page 11



Section Two:

Make It All About Your Patients!

.....Page 7



Helpful Resources

.....Page 7



Introduction

Twenty years ago was the start of a new millennium. It's mind-boggling in many ways, to reflect and look back on the technological developments that have awakened in a twenty-year period. Back in the year 2000, only 30% of the population in the United States owned a cell phone. Today that percentage has grown to nearly 75% ⁽¹⁾! Before the world was accessible at our fingertips, encyclopedias and phone books were scattered among homes. Today, everything is accessible via the internet, with just a few taps and swipes on our smartphones. Technology has come a long way. We now operate and revolve around convenience, smart technology, and - even the lap of luxury.

So, why is it then that some industries are still behind the times? Many of us are still filling out paper forms at medical offices, mailing checks to landlords, and faxing documents to lawyers. In a world that revolves around high tech service and instant gratification, these industries are doing themselves a disservice to their patients, clients, and, most importantly - themselves.

Unfortunately, many dental offices have remained stagnant in this dated way of doing things. Today, as you read this eBook, many dentists are still printing their patients' charts, handing out stacks of paperwork, printing routing slips, filing charts, and playing endless hours of phone tag confirming and booking appointments.

If you are guilty of this workflow in your practice, do not be embarrassed! Everyone starts somewhere!

This eBook will act as your guide, helping you identify the pain points in your dental practice. You will gain new insight on what's holding you back from more productive workdays and gain a clearer perspective on what you can do to make dentistry more convenient (and even enjoyable!) for your patients.

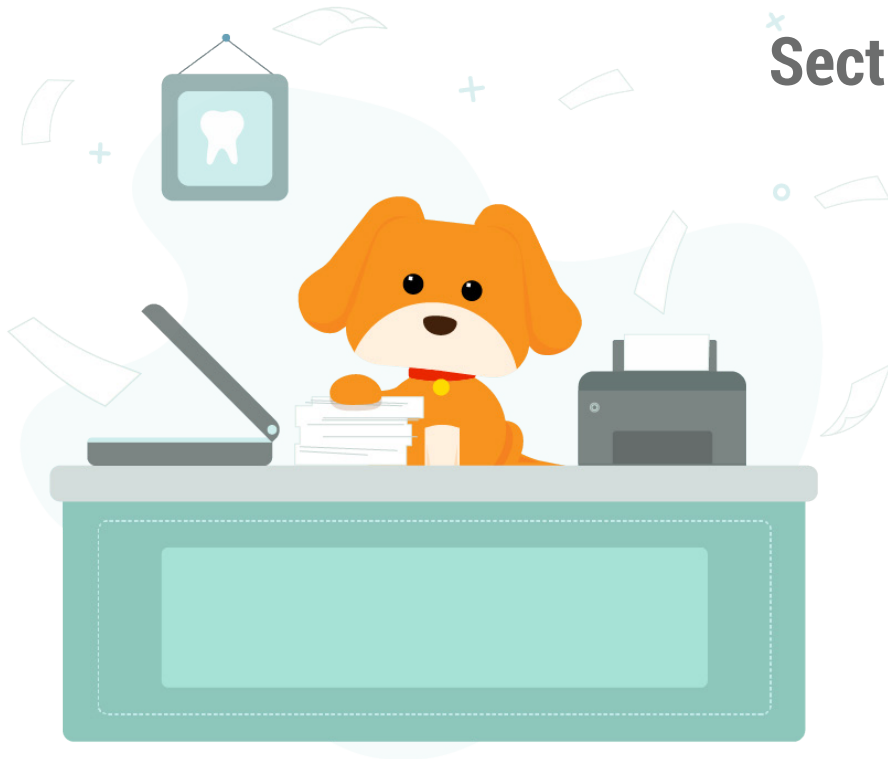


It's time to wake up and blast your practice from the past - into the future!

So, without further ado, let's get started!

- This eBook was written on behalf of YAPI, a paperless dental software that has been helping dentists go paperless since 2011.
- YAPI offers a wide variety of products and services from automatic appointment reminders and recall to review generation, intra-office messaging features, and much more.

Keep an eye out for our **PRO TIP** sections throughout each chapter. Fun information is included on how YAPI can help you address and solve problems you are facing in your practice.



Section One:

A true paperless practice is one in which all data, both practice and patient-facing, is completed, stored, and delivered electronically.

Just a little over two years ago, when we were in the process of publishing our eBook, [Your Journey to a Paperless Practice](#), we came across some incredibly shocking data!

We have calculated that the average dental practice spends a minimum of 600 hours annually just in printing, scanning, shredding, and filing documents.

Think about that: That 600 hours is costing you money - and a lot of it! Between the cost of supplies and the cost of employees, you are easily spending over \$15,000 just in busywork! Imagine what you could do for your dental practice with an extra 600 hours!

Stop Printing, Scanning, and Shredding

Many dental practices are under the impression that they are already paperless because their patient records are stored electronically in their practice management software (PMS). While that does help eliminate a great deal of paper, it still does not make one paperless, just chartless.

A chartless practice still prints patient registration forms, treatment plans, consents, even routing slips. Not to mention the fact that driver's licenses, insurance cards and EOBs are still being scanned. There's a lot of manual data entry still taking place in a chartless practice.

The average Dental Practice spends at least 600 hours a year printing, scanning, and shredding paper documents!

Paperwork is cumbersome, time-consuming, hard to read, and quite frankly a dated way to store patient data. One of the easiest ways to start implementing a faster workflow for your dental practice is to eliminate paperwork - completely!

YAPI integrates flawlessly with **Dentrix, Eaglesoft, Open Dental, PracticeWorks, and Practice-Web.** Important data from your PMS syncs in real-time to YAPI, providing you with a **seamless experience.**

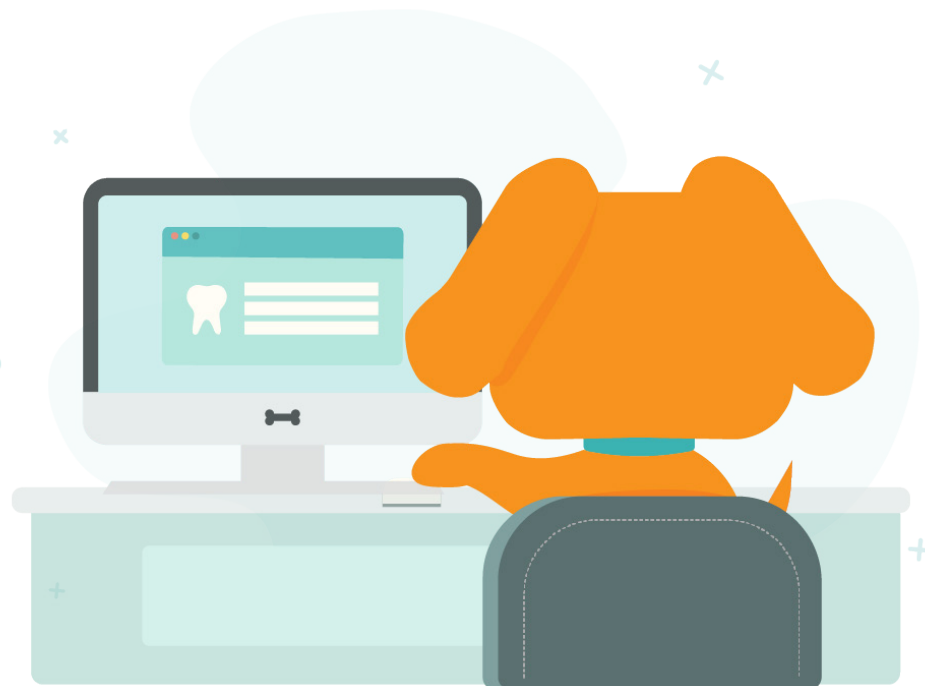


Stop Searching Through Patient Charts

Aside from the cumbersome workflow of paper, how much time are you wasting in your practice just clicking through patient files on your PMS?

For Example: Dayna comes in for her cleaning and tells the front office that she has a latex allergy. Brittany, the front office assistant makes a note in Dayna's chart. Daniel, the dental assistant, who's prepping for Dayna, does not see the notification as he quickly glances over her chart and has to click through multiple tabs. As Sarah, the hygienist comes into the operator, Dayna has to let Sarah know, while chairside, that she has a latex allergy.

Clicking endlessly through patient charts is never an intuitive way of pulling up actionable patient information. Often dental practices struggle to get the right information in front of them while their patients are chairside. Not only does this disrupt patient care, it adds more busywork and inefficiency to the practice.



A better solution is to have quick and fast visual data that pops up when needed. Seeing the right information in front of you with just a click could make all the difference in a faster workflow and better organization.

YAPI syncs important **patient data** from your PMS and displays that data in the form of visual cues, called **Patient Alerts.** Patient Alerts pop up on your office computers - providing you with **quick** and important information.

Stop Yelling Down The Hall

Do you still find yourself leaving sticky notes on office desktops, yelling down the hallways to find providers, or using walkie talkies or even a light system to communicate? ... That's right! Some dentists still use light systems to communicate!

It can get hard to provide the best care to our patients, especially when we are tasked with distracting tools for intra-office communication. It's challenging to create a proper hand-off and discuss specifics about a patient when they're just sitting a few feet away from you.

Let's also not forget your hygienist, who's now been standing in the doorway for nearly five minutes, waiting on you to come evaluate the patient in Op 4.

Luckily, with digital technology and constantly-evolving software programs, you can now communicate and collaborate discreetly with your teams, summon a provider, and discuss patient care, all from the convenience of a computer.

Stop Putting Your Patients on Hold

Attention all Office Managers and Scheduling Coordinators!



How often do you find yourself clicking through multiple tabs in your

YAPI gives team members the ability to communicate **discreetly** with a built-in intra-office messaging system. Team members can communicate with color-coded **pop-up** messages.

PMS when a patient calls in? How many times are you putting patients on hold - hoping you'll get all the accurate information in front of you?

By the time you pull up their digital chart, did you catch their balance and notice that they are past due for a cleaning?



It's hard to get the right information - at the right time. Ideally, by the time you answer the phone, it'd be nice to know if the caller is a patient of record, what their name is, and if they have any important notes that should be addressed.

Having an app where all the information about a caller is displayed intuitively on screen - could be a game-changer for your practice!

Phone Assistant by **YAPI** gives you all the essential patient caller information you need in one place, so you are not stuck clicking and searching through multiple files. **Important** information about your caller populates automatically, pulling data directly from your PMS, with an on-screen **pop-up**. See past appointments, recall, even balances due. This feature fully integrates with VoIP providers **RingCentral** and **Mango Voice**.



Section Two



Put Yourself in Your Patient's Shoes

Okay, let's face it, the dentist, for many, is a big inconvenience. Filling out forms, getting stuck on the phone, and dealing with insurance, are not convenient nor enjoyable experiences for any patient. By the time the patient comes into the practice, they just want to get the dentist over with - ASAP!

If we want to provide the best experience possible for our patients, we need to walk a day in their shoes and cater our practices to meet their needs.

Go Digital with New Patient Registration

Creating a great experience should start before your patient even walks through the doors of your practice. Start the entire journey off right with online forms.

The ability to fill out paperwork from home on a laptop or a mobile device is a great convenience and will strongly convey in your patient's mind that you care about their time. By the time your patient gets to the practice, they won't need to worry about being tasked with paperwork. Now you'll have more time to welcome your patient and make sure they are comfortable.

YAPI lets you go **completely digital** with all patient paperwork. New patients of the practice can complete their forms **from home** - online from any device!



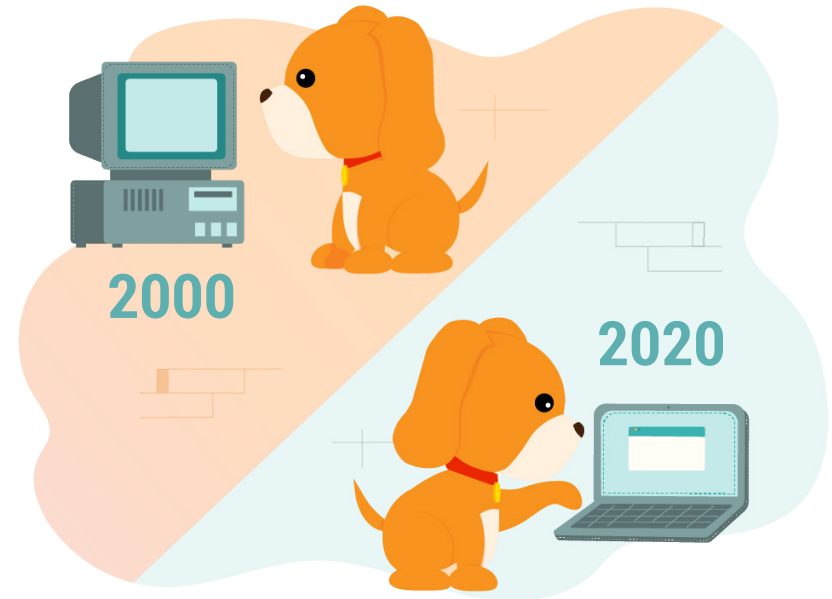
Implement Texting and Better Technology to Reach Your Patients

As we said at the beginning of this eBook, a lot has changed in technology within the past twenty years. Mobile phone and personal computer use are now common factors in everyday life and texting has become the most popular platform for conversation.

Recent studies show that the average person spends over 86 hours a month just on their mobile phone! ⁽²⁾ WOW! ... That's not even factoring in computer usage.

With this shocking statistic in mind, we can use a lot to our advantage when it comes to contacting and reaching our dental patients.

Many patients may prefer the ability to not only text your practice, but to confirm and book appointments from their fingertips.



Now is the time to implement more technology for your patients, so you can meet their needs and provide quick and easy ways for them to communicate with your practice.

With **True Two-way Texting** by YAPI, you can text your patients and reply directly in **real-time!** Easily text from any office desktop or from the convenience of home from any device, with remote access by **YAPI POP**.



Remind Your Patients to Brag About You Online

If you cater to your patient's needs, provide convenient technology, and continually treat them well, they'll be more prone to share their positive experience by reviewing your practice online.

It can be daunting to ask your patients for reviews, but the reviews you receive on sites like Google, Yelp, and Facebook, are great practice builders and an essential part of marketing your dental practice in the 21st century. More online reviews equals better online visibility to potential new patients.

If you are struggling to ask your happy patients to review you online - you are not alone. Implementing a review generation platform may

be your ticket in garnering the reviews you deserve. A personal invitation will go a long way - but if you follow up with an automated text reminder, your reviews could grow much faster and the process could be more streamlined.

Buyer Beware: If you are considering implementing review generation software, make sure the software helps push patients to review on **actual review sites**, such as **Facebook** and **Google**. You don't want reviews hosted on a third party site, that won't give you the **exposure** you need and deserve!

Let Patients Schedule Online

Providing the opportunity for new and existing patients to schedule appointments online is an added convenience. Some patients are busier than others and may not want to take the effort to call in for an appointment.

By providing an online scheduling system, your appointment book will be open 24/7 to your patients. They can book online anytime they please from any device they have. A great online scheduling software should also allow for automatic recall scheduling.

Section Three:



Stay HIPAA Compliant

Dentistry is a busy profession. Every day brings new challenges and obstacles. Most days, we are found wearing multiple hats throughout the practice, doing all that we can to make sure the day runs smoothly.

Patient care is always our primary concern. That's why it's crucial to remain compliant with HIPAA policies and guidelines at all times.

HIPAA protects not only your practice but your patients. Never do you want to run the risk of exposing protected health information (PHI).

YAPI follows all procedures to protect full confidentiality and **security** of PHI and is proud to be a **HIPAA Compliant** software.

The year 2015 was the first year for a dentist ever to be fined for a HIPAA violation. ⁽³⁾ Since then, dentistry has been more cautious and aware of the seriousness of noncompliance.

Implement a HIPAA Champion

If you have not already, implement a HIPAA Champion in your dental practice. Your HIPAA Champion should not only be well versed on all guidelines and policies, but undergo the appropriate training needed. Once they have been trained, they can act as a liaison for your practice, ensuring that all new and current employees have been properly onboarded and trained.

Your HIPAA Champion should also act as your facilitator for change. Before the end of each year they should keep themselves up-to-date on what software, applications, and devices will no longer be HIPAA compliant in the following year. That way if there are any problems - your practice can responsibly run updates or switch to new software before the start of the new year.

About YAPI

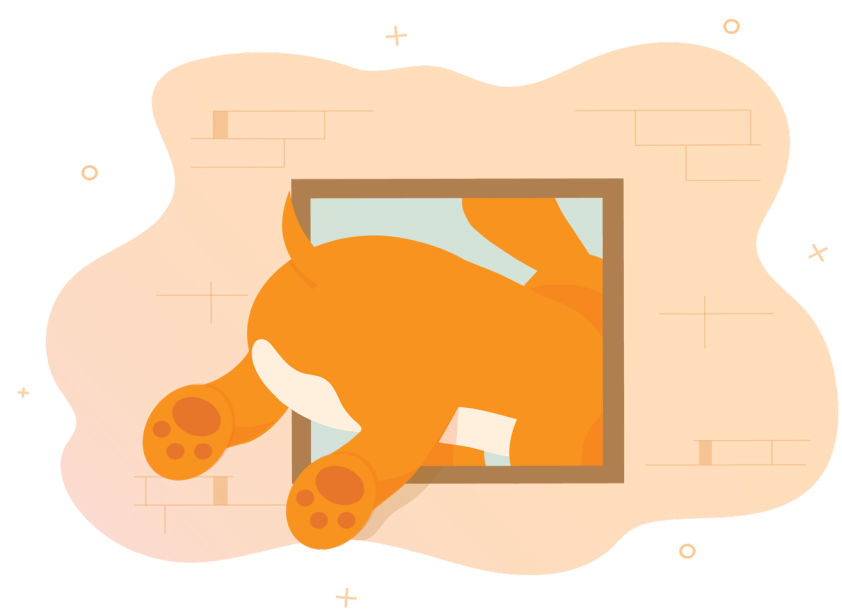
YAPI was born in a dental office and caters to the unique needs that dentists face on a daily basis. What once started as a simple intra-office messaging system, grew into a an expanded software with a wide variety of products and features. YAPI enhances the functionality of common practice management software, adding more automation and reducing busy work.

Today, YAPI is used by thousands of dentists around the nation and has become the leading dental software for paperless technology.

From paperless forms on iPads, to automated appointment reminders and recall, what's unique about YAPI is that it offers a wide variety of products, catering to the unique needs and pain points of any dental practice.

YAPI is a month to month software as a service, with no contracts. You can learn more right now by signing up for a demo, by clicking on the button, or visiting us at <https://yapiapp.com/demo/>

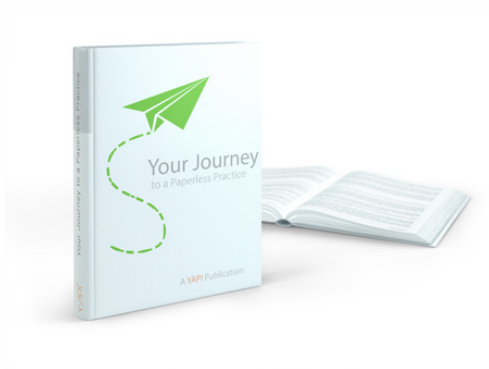
See a Demo



Cited Sources in This eBook

- (1) "Demographics of Mobile Device Ownership and Adoption in the United States." Pew Research Center: Internet, Science; Tech, Pew Research Center, www.pewresearch.org/internet/fact-sheet/mobile/.
- (2) "How Much Time Do People Spend on Their Mobile Phones in 2017?" By, hackernoon.com/how-much-time-do-people-spend-on-their-mobile-phones-in-2017-e5f90a0b10a6.
- (3) "Demographics of Mobile Device Ownership and Adoption in the United States." Pew Research Center: Internet, Science & Tech, Pew Research Center, www.pewresearch.org/internet/fact-sheet/mobile/.

Other eBooks to Read



Your Journey to a Paperless Practice

<https://yapiapp.com/go-paperless/>

Read Now



The Dentist's Guide to Online Reviews

<https://yapiapp.com/reviews-ebook/>

Read Now



The Science of Appointment Control

<https://yapiapp.com/the-science-of-appointment-control/>

Read Now