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What is Dental Appointments.com

Dental Appointments.com makes managing your dental care-related needs easy and secure, by establishing an online relationship with your dentist.

DentalAppointments.com offers a set of online tools for managing all activities related to receiving dental services:

- learn about a dentist and their office
- research dental procedures
- schedule appointments
- verify insurance
- view and pay your bills
- get financing for services
- review your records and treatment plans
- message securely with your dentist

Save time, add conveniences, and stay on top of your family’s dental needs.

Using DentalAppointments.com is easy.

1. Create a DentalAppointments.com account (it’s free) and then search for your dental office in our directory. There are over 100,000 dental offices to select from.
2. If your desired office is not participating with DentalAppointments.com, click "Tell this office about DentalAppointments.com" and our team of professionals will contact the office within 48 hours.
3. If your office is participating simply press "Register" and follow the screen prompts. Your dentist will be automatically notified of your registration, and will email you back a confirmation that your registration has been accepted. It’s that easy! All Dentisoft Online users receive free participation in this service.
Why Dental Appointments.com

Today's busy consumer is always looking for ways to add conveniences to their lives. Dentistry is no exception. For most consumers using the web has become an integral part of how they research and acquire a professional relationship.

DentalAppointments.com goes one step further than typical search directories, in that it connects consumers directly with their dental office’s practice system. This allows the consumer to access previously unimaginable capabilities, and gives the office an opportunity to improve customer service and reduce administrative expenses.

Above all, it represents an efficient way to acquire new patients. Advertising on the web has become extremely expensive and inefficient. Consumers are continuously bombarded with online advertising, and yet much of those advertising dollars are wasted on casual “surfers” who rarely go the extra step and call the dentist for an appointment.

DentalAppointments.com however turns these casual surfers into action-oriented consumers, by providing a way to interact with a new dentist. Requesting appointments or even an online consultation creates an opportunity for a dentist to market in a whole new way.
# How it Works

1. Consumers arrive at DentalAppointments.com from a variety of sources:
   a. Via a search on Google, MSN, and Yahoo,
   b. Via a dentist website
   c. Via DentistDirectory.com
   d. Via a link on an insurer’s or employer’s website.

2. Consumers must register with DentalAppointments.com before using the service to conduct business with their dentist, although they can search for a dentist without registering. You can register from the main page or after you search for a dentist. Just click “Register” and follow the on screen prompts.

3. Once registered, consumers must “select” a dentist to work with. The dental office is notified of this via an email as well as the “Message Center” on the Virtual Front Desk (the home page of Dentisoft Online), and must “Accept” the consumer as a patient before he/she can access all the features.

4. Dental offices can then message securely with their patient, and allow the patient to request an appointment, pay their bill, etc. The dental office always retains complete control over which features are available to their patients.

**Note:** If the consumer is already one of your patients they will have the option to Quick Register using their Dentisoft account number and Social Security number or Date of Birth.
What the Consumer Sees

Landing Page

Click the Sign Up button to register or type in your zip code to search for a dentist.

Search Results

Gentle Dental Center

John P. Smith, DDS.

1234 Crums Lane
Irvine, CA 92612 US  
9024474444

Distance: 0 miles
Specialty: General Dentistry
Languages:
Services: Open Evenings, Handicap Accessible
Procedures: Cosmetic Dentistry, Implants

This office participates in PrimeTime.

Click Register to sign up with DentalAppointments.com
Patient Registration

Step 1:

Fill out the required fields marked with a * and click **Sign Up**. You will see a pop up dialogue confirming your registration.

After clicking **OK**, you will be directed to your Home Page where you will need to sign up with a Dentist.
Step 2:

If you have not selected a dentist you will see the following message on the top left of your home page. You will need to search and register with a dentist so you can interact with that office. Click the Please click here link, enter your search criteria and click Find A Dentist Now.
Find a Dentist Now

Step 3:

Your search will Display a list of results. Select the participating office you would like to sign up with by clicking Select.

Step 4:
**Note:** If you enter an incorrect zip code and dentist name you will be asked to modify your search.

Click OK

**Step 5:**

If you already have an account number you may skip to our quick registration. Fill in your account number, Social Security number and Date of Birth and click Next. If you do not have an account number simply click Next and enter the responsible party information.
Step 6:

Step 7:
Pages 3 and 4 contain optional questions regarding Dental and Medical history. Check the boxes next to any current Dental or Medical condition thus eliminating the office’s need to collect and data enter this information. After making your selections click Next on the bottom of the screens.

Page 5 is a Summary of your personal information and your selections. After reviewing this information click Finish.

You have successfully registered with your selected dentist. At this point you can close this window or continue on and request an appointment by clicking either button.
To request an appointment all you have to do is select a purpose, your preferred days and times, who the appointment is for and type any message you wish to relay to the office and click Request Appointment.

If you are the responsible party and wish to make an appointment for a family member, choose others from the drop down menu and enter the name of the family member you are requesting the appointment for.
You will see this message confirming your appointment request has been sent.
When the office replies a message will be sent to the E-mail address used when registering. This message will be a notification that there is a secure message waiting for you at www.DentalAppointments.com.

A new secure message from Gentle Dental Center has been sent to your DentalAppointments.com account. To access this message log into www.dentalappointments.com

DentalAppointments.com offers a set of online tools for managing all activities related to receiving dental services:

- learn about a dentist and their office
- research dental procedures
- schedule appointments
- verify insurance
- view and pay your bills
- get financing for services
- review your records and treatment plans
- message securely with your dentist

Thank you.
The DentalAppointments.com team.

Login to your home page and check your messages.
What the Consumer Sees

You can view your message by clicking on the message link, view all your messages or create a new message. You can even view your account history and make a payment.

Click **Reply** to send a message to the office.
Type in your message and click Send.

To make a payment just click Make a Payment and fill out all the fields with the required information and click Next.
Review the information and if satisfied click **Authorize**.

You will see the confirmation window after your payment was processed.
Setting up your Directory Listing

Your directory listing has been pre-populated with the information we have on record for your office. You can modify this information at any time with level 9 access. Click on “DentalAppointments.com Set-up”. From the Dentisoft Online home page, Go to Office manager > Select the office > click Edit Office. Click on DentalAppointments.com Set-up.
To edit your directory listing or to make it active or inactive just check the appropriate boxes and click **Save.** (Check Internet access if your office has high speed internet).

**The Office setup:** Allows you to globally set which capabilities the patients can or cannot utilize when logged into DentalAppointments.com. Select Yes or No to Grant or Deny access. Some of the areas that are grayed out are still under development.

**The Online Consultation Login Info:** This is an account number field that will be provided to you if you sign up to use the Live Consultation service. This allows the dentist to display treatment plan notes, x-rays, and other clinical images.
Granting Capabilities to patients

The “Office Set-up” area also allows you to control the default features you would like to make available to your patients (e.g. bill payment); however you can always modify these settings for an individual patient using the “Patient DA Access” button on the patient info screen.
Granting Capabilities to patients

After clicking **Patient DA Access**, check or uncheck the appropriate box and click **Update**.

**User access** can be globally managed from the user manager page. Select **User Manager** from the Office management dropdown.

Click on **Manage DA Users**:
To search for a patient enter the first or last name and click search. Or Click edit for the appropriate patient and follow the steps for Patient DA Access.

<table>
<thead>
<tr>
<th>Acc No</th>
<th>First</th>
<th>Last name</th>
<th>Billing</th>
<th>View</th>
<th>Make</th>
<th>Treat</th>
<th>Claim</th>
<th>subm</th>
</tr>
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<td>001792</td>
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<tr>
<td>001800</td>
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<td>Appt</td>
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<td>Caster</td>
<td>✔</td>
<td>✔</td>
<td></td>
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<td></td>
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<td>Dalinis</td>
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<td>✔</td>
<td></td>
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<tr>
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<td>✔</td>
<td>✔</td>
<td></td>
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<td></td>
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<tr>
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<td>John</td>
<td>Doe</td>
<td>✔</td>
<td>✔</td>
<td></td>
<td></td>
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<td></td>
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<td></td>
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<tr>
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<tr>
<td>001793</td>
<td>Eric</td>
<td>Wasserman</td>
<td>✔</td>
<td>✔</td>
<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>
New Patients

One of the strengths of DentalAppointments.com is the way in which consumers can find a dentist and request to become a patient of the office. This requires the consumer first register with DentalAppointments.com and complete a dental/medical questionnaire online. This “office registration” process takes just a few minutes and will save you (the office) considerable time collecting intake information. Once the consumer has completed the questionnaire you will receive an email that a new patient has registered with your office and the “New Patient” button on the Virtual Front Desk will appear orange in color. Clicking this button will allow you to view and accept/reject this patient. You can review all the information they have keyed prior to inserting them into your office database.
Follow steps 1 through 4 on the Patient Registration screen.

Please note that after reviewing the patient information you must select Finish/Register. This creates your formal online relationship and grants the patient access to all the features of the website.
Sending and Receiving Messages

Messages from patients will appear via the Message Center, just as an internal note or reminder. You can choose to reply to or delete the message at any time.

Select the message by double clicking on it. The message center will display the first 10 messages. Use the Next and Prev buttons to page through the messages.

<table>
<thead>
<tr>
<th>From</th>
<th>Message</th>
<th>Created</th>
<th>Due date</th>
<th>Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eric Wasserm</td>
<td>Thank you for you...</td>
<td>12/14/2005 7:41:00 AM</td>
<td>11/23/2005</td>
<td>Gentle Dental Center</td>
</tr>
<tr>
<td>Eric Wasserm</td>
<td>test to see if I ...</td>
<td>12/13/2005 3:44:00 PM</td>
<td>12/13/2005</td>
<td>Gentle Dental Center</td>
</tr>
<tr>
<td>First Appt</td>
<td>test for eric........</td>
<td>12/13/2005 3:31:00 PM</td>
<td>12/13/2005</td>
<td>Gentle Dental Center</td>
</tr>
<tr>
<td>Eric Wasserm</td>
<td>test for eric........</td>
<td>12/13/2005 2:58:00 PM</td>
<td>12/13/2005</td>
<td>Gentle Dental Center</td>
</tr>
<tr>
<td>Eric Wasserm</td>
<td>Appointment For: ...</td>
<td>12/13/2005 7:27:00 AM</td>
<td>12/13/2005</td>
<td>Gentle Dental Center</td>
</tr>
<tr>
<td>Kevin Thoms</td>
<td>Appointment For: ...</td>
<td>12/13/2005 7:27:00 AM</td>
<td>12/13/2005</td>
<td>Gentle Dental Center</td>
</tr>
<tr>
<td>Steve Fast</td>
<td>Appointment For: ...</td>
<td>12/9/2005 7:19:00 PM</td>
<td>12/9/2005</td>
<td>Gentle Dental Center</td>
</tr>
<tr>
<td>Jason Doc</td>
<td>Appointment For: ...</td>
<td>12/9/2005 7:19:00 PM</td>
<td>12/9/2005</td>
<td>Gentle Dental Center</td>
</tr>
<tr>
<td>Brenda Caste</td>
<td>Appointment For: ...</td>
<td>12/9/2005 7:19:00 PM</td>
<td>12/9/2005</td>
<td>Gentle Dental Center</td>
</tr>
<tr>
<td>First Appt</td>
<td>================12 ...</td>
<td>12/6/2005 4:43:00 PM</td>
<td>12/6/2005</td>
<td>Gentle Dental Center</td>
</tr>
</tbody>
</table>
After Double clicking on the message

<table>
<thead>
<tr>
<th>From</th>
<th>John Doe</th>
<th>Date</th>
<th>11/17/2005 5:20:00 PM</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Message</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Appointment For:</td>
<td>Susan Doe (0001001/5)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Preferred Day:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Preferred Time:</td>
<td>From 8:00AM To 5:00PM</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(Soonest Available)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Purpose of Appointment:</td>
<td>Smile Enhancement;</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Appointment Type:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Message to Office:</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

The Reply

<table>
<thead>
<tr>
<th>Send To</th>
<th>John Doe</th>
<th>Date</th>
<th>11/17/2005 5:20:00 PM</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Message</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>We have an appointment available Monday 11/28/05 at 9:00AM</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>--------------------------</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Appointment For:</td>
<td>Susan Doe (0001001/5)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Preferred Day:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Preferred Time:</td>
<td>From 9:00AM To 5:00PM</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(Soonest Available)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Purpose of Appointment:</td>
<td>Smile Enhancement;</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Appointment Type:</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Type your reply above the ========= and click send.
Managing Messages

All messages associated with a given patient are also available for review in the patient record. You can also use this patient message module to generate new messages to patients. We have created several template messages which can be used for things such as New Patient Greetings and sending announcements to Sign up with DentalAppointments.com. Just click on Patient Msg from the Patient page.
A record is kept of all messages between the office and the patient. To send a new message, choose the appropriate message type and click Compose.

**NEW MESSAGE**

To: John Doe  
Data: 11/21/2006

Icar John Doe,

Thank you for choosing Gentle Dental Center for your dental care needs. Our office provides state-of-the-art dental care services, in a friendly and warm environment. We take great pride in providing excellent quality of care, and extraordinary service to each and every patient. Our office is open:

Monday-Friday 9 to 4 closed Saturday and Sunday

Phone number: 5024474444

Sincerely,

The office staff at Gentle Dental Center

---

**EMAIL ANNOUNCEMENT**

From: Gentle Dental Center  support@denti soft.com  
To: Bobby Cash  test@anywhere.com  
Date: 11/23/2006

Subject: DentalAppointments.com Announcement

Dear Bobby Cash,

We are pleased to announce our participation in DentalAppointments.com. This new web-based service exemplifies our commitment to providing a start-of-the-art dental office. Using DentalAppointments.com is easy, and will allow you to request appointments, view and pay your bills, send us secure messages, and much more.

To sign-up, please go to http://www.dentalappointments.com, and follow the instructions to Register. Find and select our office from the list of participating dental offices. You will be prompted for your office account number which you will find on your last statement or receipt from your last visit. Alternatively you can call our office at [502] 447-4444 to obtain your account number.

We hope you find using DentalAppointments.com to be an additional convenience for you and your family.
Managing Messages

To control which Dentisoft Online users can view DA Messages. The Access level can be set via the Office Manager. Once in the office manager screen click Access Point Manager.

Select Access DA Messages which defaults to level 2 and select a new access level from the drop down list.

Click Close.
Receiving payments

If you enrolled in Dentisoft’s Virtual Payment Terminal, patients can view their ledger and pay outstanding bills directly from their Home Page. They will complete a familiar credit card payment screen, and submit the payment for processing. You will receive the payment directly into your bank account, and are notified via the message center that the payment has been made. You must still “post” the payment to the patient payment tab.

Customer Payment

MAKE PAYMENT

Pay all or part of your outstanding balance. Select your preferred credit card, and enter the required information. Once completed, just press "Next" and you will be presented with a confirmation statement before submitting the transaction for approval.

Account # / Name: 00C1001 (DA Tester)
Amount due: $365.00

Card type: Visa
Card #: 1234-5667-9568-9695
Exp date: 02 / 2007
Holder name: John Doe
First name: John
Last name: Doe
Zip: 92617
Amount: $365.00

NEXT > CLEAR
Receiving payments

Payment notification

Note: The Daily Deposit report will note payments received since the last run of the report. (i.e. After hours or weekend payments).

That's it! You are now ready to begin using your practice system in a whole new way: Acquiring patients, automating payments, and much more.

Now all you have to do is:

1. Set up your directory listing and make it active.
2. E-mail your patients telling them about DentalAppointments.com.