

## QA – Case Study:

# Patrick McHale: Transforming Dental Data Chaos with PbN's Solution

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## What challenges did you face before using Practice by Numbers?

We had a data overload problem. PbN makes the data make sense. Our PMS was giving us the data we asked for but not in a manageable form and it made it overwhelming and difficult to break down and understand. PbN presents the data in a usable format. With that being said we also had a lack of data problem because we knew it was there but didn't know how to get the system to give it to us in a way that made sense and wasn't timeconsuming.

## What makes our solution stand out compared to your previous workflow/platform?

It's extremely user friendly and seems endlessly customizable. I've been able to break data down into ways that our previous system didn't allow. This makes it easier to understand and can show where we were missing things in the past.

## What feature of our product has impressed you the most?

The data analysis tool has been really impressive in helping us understand where we are and see where we want to go. Before PbN we had very vague goals for production and collections but with PbN we are able to set concrete goals and see where we are each day and what we need to do to reach them. This is made even easier because PbN tells you where you have revenue opportunities and you can set up campaigns to get patients back in who have been inactive or who have unscheduled treatment.

## How easy was onboarding with Practice by Numbers?

The onboarding process was super easy and efficient. Our trainer gave us instructions on how to set things up and showed us all of the new features. She was available to answer all of our questions and even helped us digitize some of our practice specific forms!

## How has our solution helped since implementation?

It has given us a new way to look at the data and has gotten people engaged. Being able to set goals and talk about them in live time has gotten our staff to look at the numbers and think about them in the big picture when scheduling appointments, talking to patients about treatment, and in prioritizing the day. How has this solution saved time and/or increased productivity? We've used the insurance verification tool to fast track our insurance verification process. We now only need to look if we know there is an issue. Since PbN puts a copy of the insurance verification in the patients document center everyone can look at it quickly and get the answers they need without having to log in to each insurance companies' website or call them.

