CS SoftDent Testimonials

CS SoftDent Testimonial from Dr. Bradley Dykstra:
　　"We have used CS SoftDent for years. With digital images, records and files, we were able to rebuild our practice after an office fire thanks to our back-ups."

Dr. Bradley Dykstra
Hudsonville Dental Associates
Hudsonville, MI, USA

CS SoftDent Testimonial from Karen "Kay" Best:
　　"I've been using CS SoftDent v15.0 with the new Scheduler for two months; it is the most efficient software that I've come across. I can access all the patient information I need from one screen. It's so intuitive and easy to learn; I trained someone who came into our practice with no dental experience, and she picked it up right away. I would definitely recommend it!"

Karen "Kay" Best, Office Manager
Serenity Dental Care
Augusta, GA, USA

CS SoftDent Testimonial from Dr. Emilio Zapata:
　　"I have been with CS SoftDent for more than 20 years. I opened my practice in 1990 and purchased the software the following year. The charting feature is a definite asset and it's why I chose CS SoftDent in the first place. I also appreciate that charting integrates well with the Dental Imaging Software, allowing me to access all of my important digital information. The new scheduler is a great enhancement to the software. The support for CS SoftDent is great! I trust the team, and I find them to be very diligent in helping me troubleshoot any issues that may arise. I would 100% recommend CS SoftDent to a colleague; I love the program and couldn't live without it."

Dr. Emilio Zapata
Orlando, FL, USA

CS SoftDent Testimonial from Dr. K. Kadmar:
　　"I have been a CS SoftDent customer for 22 years. Although I started my dental career using different practice management software, it only lasted one year before I made the switch. I selected CS SoftDent at the time because it was started by a local Atlanta company and I have stayed with it because of the ease of use and customer service. My team and I have found the new scheduler to be very user friendly, and we appreciate that we can access all of the information from the scheduler rather than opening many different windows. After adding the new patient data, it's nice to have everything in one place. My practice uses Carestream Dental's intraoral sensors and

intraoral camera, which are easily integrated into the charting feature so all of my clinical information can be easily found. I have also found CS SoftDent's customer support to be great, which is something that is very important to me. Whenever we have to call to get help with our software, the staff is always very courteous. If I spoke to someone who was considering purchasing CS SoftDent, I would tell them that I have looked at other dental practice management systems and I feel comfortable with my software. It's so easy to use that new staff members have picked up on it quickly, without the need to schedule formal training."

Dr. K. Kamdar
Neighborhood Pediatric & Adult Dentistry
Stone Mountain, GA, USA

CS SoftDent Testimonial from Dr. James E. Ferington:
  "Our office is proud to have been chosen as one of the Beta testers for the new CS SoftDent scheduler. It has been a great experience to have had the ability to assist in this developmental process. The Carestream Dental development team is a wonderful group of individuals who possess a wealth of knowledge in both programming and technology skills. If a problem did present itself in the Beta testing; with a quick phone call to the Carestream Dental support team the issue was resolved immediately.
  The new CS SoftDent scheduler has a vast array of features that help to make our busy office run more smoothly and efficiently. We have been very satisfied with the products and service that Carestream has to offer its clients and look forward to our continued relationship with this company in the future. Without hesitation, I would recommend CS SoftDent to our colleagues for the state of the art products and service that this company offers."

Dr. James Ferington
James E. Ferington, D.D.S.
Lockport, NY, USA

CS SoftDent Testimonial from Dr. Jeffrey Horseman:
  "Before my team at Drs. Jeffrey and Robert Horseman Cosmetic and General Dentistry started using the Scheduler, we were scheduling patients in a traditional hard-copy appointment book. We wanted to switch to paperless scheduling, but we thought that older versions of CS SoftDent's scheduling software were too complicated for us to use. Knowing that the oral health industry is shifting to a paperless era had me anxious to find the right program that would offer a seamless transition to paperless scheduling. When Carestream Dental started beta testing the new Scheduler for CS SoftDent v15.0, we signed up right away.
  There was no learning curve because the Scheduler is so intuitive and easy to use. Once the Scheduler was installed, the staff and I were able to start using it immediately. Within one day, we had switched from our traditional appointment book to computer scheduling. It's that simple to learn!
  With the search function, I can quickly find patients' files. From these files, I can access all the critical information I need, including treatment plans, charts, pending appointments and transaction history. It's all right at my fingertips, saving me and my team so much time.

I have been using CS SoftDent practice management software in my practice for almost four years, and I can't imagine running my practice without it! Using eClaims with the software helps us receive payments faster. Additionally, we can track payments we have not received, which helps us manage our incoming revenue. CS SoftDent also includes features that help me enhance patient care, including listing patients' prescription histories. By being able to see past treatment history, I can make better future treatment choices for my patients. I can also print prescriptions from within the software!

The Software Update System for CS SoftDent v15.0 is a brilliant new feature that makes it easy to obtain new software updates. Similar to updates that are sent to my smartphone, the Software Update System automatically sends push notifications to our computers, so we no longer have to insert a CD or DVD to download updates. All we have to do is click on the push notification icon, and the software updates automatically. It works flawlessly!

With the new Scheduler for CS SoftDent v15.0, my office is one step closer to being paperless. Having my patients' information centrally located is a lot less work and worry for me and my team. CS SoftDent is my favorite dental practice management software!"

Dr. Jeffrey Horseman
Drs. Jeffrey and Robert Horseman General, Cosmetic, Restorative, Implant Dentistry Whittier, CA, USA

CS SoftDent Testimonial from Serenity Dental Care:

Serenity Dental Care in Augusta, Ga., has a commitment to their patients: expert care, friendly service and a peaceful visit. With CS SoftDent v15.0 and the new scheduler, providing patients with a smooth visit is now easier than ever for both the clinical and front office teams.

Easy to Learn and Efficient

A CS SoftDent customer since 1991, Serenity Dental Care has seen the software progress from its early stages and was excited for the latest version.

Kay Best, Serenity Dental Care's office manager, said the software gets better with each update. "One of my favorite features of SoftDent v15.0 and the scheduler is the ease with which you can input information," Ms. Best said. "I only have to enter information once, and the software automatically populates other fields of the patient file. This saves time and eliminates the possibility of errors."

Ms. Best trained Lana Hopkins, a receptionist at Serenity Dental Care, on the scheduler. Even though Ms. Hopkins had no prior experience in the dental industry, she was able to learn the program within just a few weeks.

"I was a little intimidated at first, not having any dental experience," Ms. Hopkins said. "But SoftDent and the scheduler are so user friendly — I caught on quickly."

One feature Ms. Hopkins uses regularly is the confirmation list. With the confirmation list, practitioners can quickly work through patient call backs while logging contacts and rebooking appointments. The confirmation overlay in the scheduler helps front office teams easily identify confirmed appointments by dimming them out.

"The reception area is a very interruptive environment," Ms. Hopkins said. "The confirmation list and overlay features keep me on track, so even if I am interrupted, I can come back and see where I left off."

Ms. Best and Ms. Hopkins agree that SoftDent v15.0 is very fluid and works cohesively with the scheduler to eliminate multiple click-throughs. "Before, we would

have to use multiple screens to see the information we needed," Ms. Best said. "Now, all of the information is accessible on one screen."

Driving Business Results

Having SoftDent and the scheduler has also allowed Serenity Dental Care to improve the business side of their practice.

Eric Sterett, D.M.D., likes the software's color-coding feature because it helps the team easily set up and manage their day. "This feature marks procedures with a specific color so I can see what my schedule is going to be like at a glance," Dr. Sterett said. "I believe the color-coding feature is helping my team figure out an 'ideal day' for our practice."

"It helps us schedule appointments and procedures in a way that parallels our energy levels, call volumes and number of staff in the office to ultimately increase our profits so we can reach our goals," Dr. Sterett added.

In addition to the color-coding feature, Serenity Dental Care's front office and clinical teams like to use the goal-setting capabilities. The practice can now set monthly and quarterly goals to compare outputs from month-to-month and easily extract those numbers to an Excel spreadsheet.

"We can see if we are on track to meet our quarterly projections and adjust to ensure that we do," Ms. Best said. "It has helped increase our profit margins."

Automatic Updates and Dependable Support

SoftDent v15.0 is easier to update with the new Software Update System (SUS), which sends notifications when updates are available.

"I like that we don't have to manually update the software anymore," Ms. Best said. "Now, all we have to do is click the notification, and the system automatically updates itself."

Dr. Sterett is impressed with the technical support that Carestream Dental offers. "There are a lot of features, and you have to be patient learning anything new," Dr. Sterett said. "But if you get stuck, you have great support that is there when you need it."

There are plenty of new capabilities in SoftDent v15.0, including the new scheduler, that make it a great addition to any practice.

"We are constantly finding pleasant little surprises within the software that help our practice run smoother," Ms. Hopkins said. "I really couldn't imagine managing the day without it."

Dr. Sterett and Serenity Dental Care would recommend SoftDent v15.0 and the new scheduler to any practice. "It might seem daunting to learn a new process or software, but the many benefits that SoftDent and the scheduler offer a practice are well worth the minimal learning curve," Dr. Sterett said. "It's an easy recommendation."

Dr. Eric Sterett
Karen "Kay" Best, Office Manager
Lana Hopkins, Receptionist
Serenity Dental Care
Augusta, GA, USA

Dr. Eric Sterett   Karen "Kay" Best   Lana Hopkins