Patterson Eaglesoft
> Software for your digital office

Your membership in the Patterson Eaglesoft Service Club entitles you to many benefits and services specially designed to help your practice grow.

One Phone Call

As a Service Club member, your calls are FREE, UNLIMITED and RECEIVE PRIORITY. If you have a question, the Patterson Eaglesoft support team is just one phone call away: 800.475.5036.

- Non-Service Club members pay a rate of $45 per 15-minute increment for support rendered.

Software Updates

FREE software updates for your current Patterson Eaglesoft products. When updates are made available, Service Club members pay no update fee.

- Non-Service Club members pay for each update missed.

Connections Newsletter

Receive the Patterson Eaglesoft bimonthly newsletter filled with software tips and important industry information.

eNewsletter

Receive monthly software tips and tricks directly from our support team.

Unlimited Email Support

Simply email the support team at support@eaglesoft.net or go to the Online Menu in Patterson Eaglesoft, World Wide Web Links and send Email to Patterson Eaglesoft Support.

Live Help

Get answers without picking up the phone! Access Live Help directly from within Patterson Eaglesoft or by visiting www.eaglesoft.net. Simply select Live Help, then choose from the listing of supported products. Within seconds a chat window appears, connecting you to the first available support specialist

Remote Support

This diagnostic tool allows the Patterson Eaglesoft support team to work directly with your computer system to pinpoint concerns. Having your support specialist physically see the problem makes it easy to walk through solutions on screen.

FAQ

Find answers to your questions with this 24/7 support tool. Search our solution database, email questions directly to our support team and even check the status of your question. Simply visit our website at www.eaglesoft.net and select FAQ. In addition, you may access FAQ from the Patterson Eaglesoft Online Menu. Just select FAQ.

eSupport Webinar

These webinar sessions are free for our Service Club members, and are limited to 30-45 minutes per topic. They are designed to answer commonly asked questions we receive in the Patterson Technology Center Support Department. Go to www.eaglesoft.net and click on Webinars.

System Snapshot: Customer-authorized, Internet-based support service enables you to provide system specifications, running programs, memory and more in a report sent electronically to the support team. No more guesswork.

The Compliance Checker: Easily identify noncompliant hardware and system settings.

additionalservices
power *personalized*

eServices
Eaglesoft's electronic services allow you to take control and help you create an automated, paperless dental office. You maintain complete control without the stress, hassle or time spent making phone calls, printing, stuffing and processing paperwork.

eClaims and Claim Status
Speed payment and reduce rejections. Immediately identify the status of a claim without calling the insurance company.

Real-Time Eligibility
Obtain up-to-date patient benefits including deductible and maximums.

eAttachments
Prevent lost attachments and eliminate duplication costs – send any attachment electronically.

eRAs
Know payment information in advance. Check/EFT numbers and payment information populate automatically.

eStatements
Create a professional statement while improving collections and lowering processing costs. Includes statement paper, envelope, return envelope, postage and labor.

Credit Card Processing
Check out patients faster and store payment information in patient's account.

eReminders
Remind patients of upcoming appointments through automated phone calls, emails and/or text messages.

Call one of our eServices sales specialists at 800.294.8504 for more information about these features.

Training
Motivate your team and expand their knowledge of Patterson Eaglesoft with our ongoing, comprehensive training offerings. With years of dental field experience, our Technology Advisors consistently meet and exceed the expectations of our customers.

Seminars
Maximize your Eaglesoft software and other technology through additional training sessions. To improve efficiency and enhance your practice profitability, plan ahead and register today for events in your area. Contact your Patterson representative, your local branch, or call 800.294.8504 for seminar opportunities near you.

Customized Web-based Training
Customized Web-based Eaglesoft training sessions are designed around your practice's exact needs. Service Club members pay just $99/hour. High-speed Internet and telephone line are required. Call 800.294.8504 to schedule your appointment with a Technology Instructor today!

On-Site Refresher Training
Follow-up training can be a valuable resource as you expand your use of Patterson Eaglesoft, experience staff turnover or if you desire a software review. To ensure this customized "refresher" training meets your needs, our Advisors will contact you prior to your training session to discuss your goals. Contact your local branch to schedule training.

For additional Training opportunities in your area, please contact your local Patterson branch

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Reminders:

• The Patterson Technology Center is open 7 a.m. to 7 p.m. CST Monday through Thursday and 7 a.m. to 6 p.m. CST on Friday; call 800.475.5036

• Store your Patterson Eaglesoft CD in a safe and readily accessible location

• Make regular backups. To ensure you are making a "good" backup, confirm that the database engine is stopped prior to making a backup, and have your hardware provider verify the backup on a regular basis. Refer to the Patterson Eaglesoft User's Guide by selectiong FI within Eaglesoft for information on the proper files to back up

• On average, the Patterson Technology Center strives to answer your call within two minutes