

OMSVISION®



**Unique Solutions for  
Unique Practices**

 HENRY SCHEIN®

“Not only did OMSVision fulfill our pledge to develop the most advanced practice management software exclusively for the oral and maxillofacial surgery practice, but they improve the product year after year. We continue to hear about the array of unprecedented features and the first class service that the OMSVision team provides.

~**R. Lynn White, DDS**  
2009 AAOMS President



**Contents**

Exclusive Partnership with AAOMS . . . . . 2

OMSVision for Your Practice . . . . . 4

Less Paper, More Productivity . . . . . 5

Clinical Excellence . . . . . 11

Data Security and Fraud Prevention . . . . . 13

Practice Growth and Profitability . . . . . 15

Complementary Solutions . . . . . 17

Case Study: Northern Vermont Oral & Facial Surgery . . . . . 19

Dedicated Support and Training . . . . . 20



"I helped design and deploy OMSVision while serving as Treasurer and President of AAOMS. OMSVision was created in response to clamor from the membership that no practice management software adequately met the unique needs of our specialty. Many years later, the OMSVision/AAOMS partnership and my practice are stronger than ever. We accomplish more together. There's no other team I would trust with the health and success of my practice."

~Jay P. Malmquist, DMD  
2006 AAOMS President



## Exclusive Partnership with AAOMS

Henry Schein OMSVision® is practice management software inspired by and developed with members of the American Association of Oral and Maxillofacial Surgeons (AAOMS). Since 2002, OMSVision and AAOMS have delivered state-of-the-art practice management solutions to meet the unique needs of oral and maxillofacial surgeons.

Created by the AAOMS Committee on Software Development and Computer Technology—experienced doctors and office managers from small, medium and large practices, many with multiple office locations—OMSVision provides comprehensive clinical and management tools to the oral and maxillofacial surgery specialty. The Committee meets annually to review thousands of suggestions from OMSVision users, including doctors and staff, to continuously improve OMSVision solutions.



The exclusive partnership with AAOMS and ongoing input from your peers means OMSVision will address the challenges and requirements of your surgical practice—now and in the future.

*In 2002, AAOMS partnered with Henry Schein to bring a new type of practice management software system to the oral and maxillofacial surgery office,” said former AAOMS President Dr. W. Mark Tucker. “At the time, technology designed to meet the specific needs of the specialty was unavailable. With the help of Dr. Lieberthal and the members of the AAOMS Committee, we are pleased to see that the number of OMS practices benefitting from our decision to develop OMSVision is growing exponentially.”*

Visit [OMSVision.com/about](https://www.omsvision.com/about) to see the latest partnership programs and events.



## OMSVision for Your Practice

In addition to the exclusive partnership with AAOMS, these key features set OMSVision apart from other software solutions: Medical and dental integration, system flexibility, data security and practice reporting.

### Integration and Cross-Coding

OMSVision allows your specialty practice to achieve chartless operations. Medical electronic health records (EHR) and dental digital records are both embedded in one system. You can interface with hospitals and dental offices equally well—without maintaining paper charts. You can easily cross-code, using medical codes and dental codes as needed for billing, insurance claims and record-keeping.

### Flexibility

OMSVision is flexible and customizable, so you can make sure the technology fits your practice. Unlike other practice management systems, OMSVision doesn't limit your choices of equipment, computer hardware or software integrations. You have the freedom to choose the technology that works best for you.

### Reporting

Comprehensive reports in OMSVision help you keep your practice on track and help you nurture profitable relationships. You can query your system to report on referrer ranking, production, billing, collections, adjustments, insurance, patient correspondence and more.

### Results

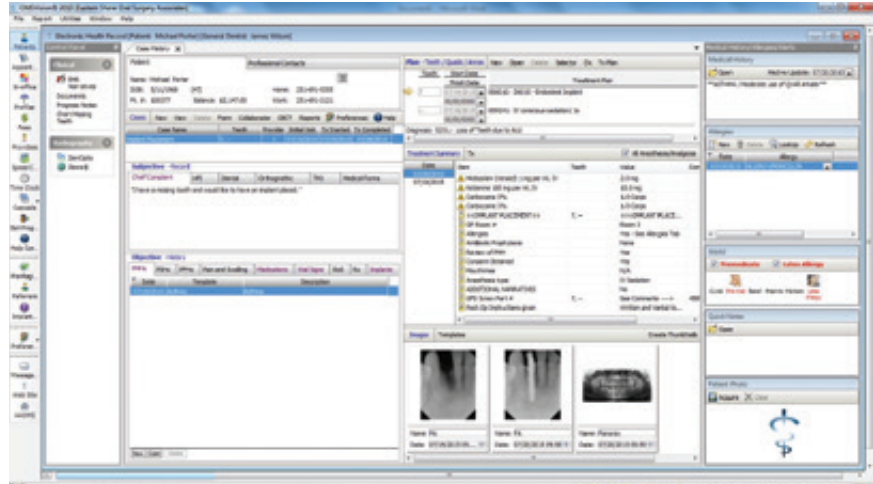
Managing your practice with OMSVision makes your job easier. It automates many time-consuming tasks and addresses the specific challenges of running a profitable oral surgery practice. OMSVision provides the tools and capabilities to help you:

- Reduce paper in your office
- Improve patient care
- Prevent clinical errors
- Monitor referrals
- Grow your practice and increase your revenue



## Less Paper, More Productivity

OMSVision integrates the medical and dental records for each patient in your practice management system. This gives you one-screen access to a patient's entire visit. From check-in to check-out, you and your staff can instantly access all the information you need about a patient, including medical and dental codes, insurance, referrer's notes, history and more—without touching a paper chart or folder.



Electronic Health Record

## Office Efficiency and Accuracy

OMSVision improves everyday efficiency because digital records are easier to organize and update than paper records. They can be searched by patient name,referrer's name, procedure type and other keywords to help you find information quickly.

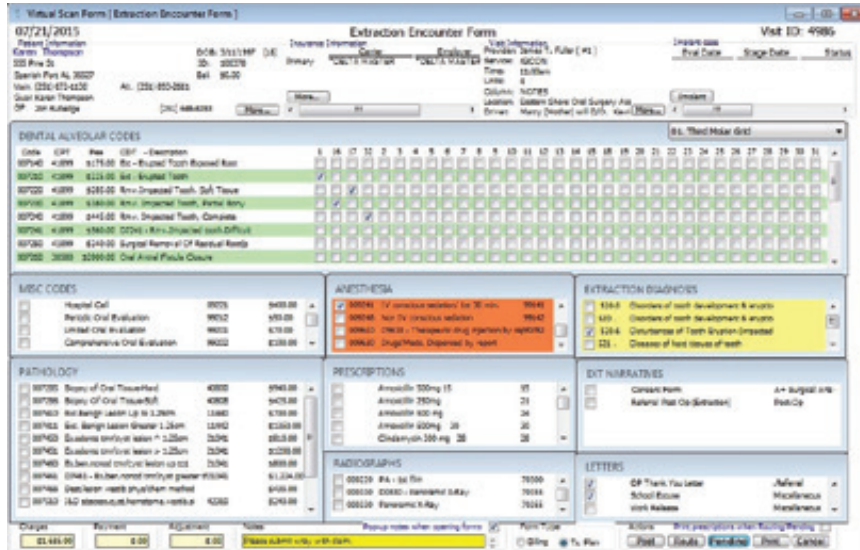
Digital records also improve the accuracy of your record-keeping. Paper charts are prone to filing errors, illegible handwriting and misinterpretation. And, OMSVision reduces the time and space spent on maintaining and storing two sets of records (medical and dental, or paper and digital) for each patient.

## Interoffice Communication

Virtual Scan Forms replace paper Scantrons and route slips, automatically routing digital forms from the back office to the front desk. The doctor or surgical assistant simply clicks on the completed procedure, and the appropriate codes (medical and dental) are posted to the patient's record and the ledger.

You can customize the forms to work the way you do. Quickly and easily input procedures, prescriptions, diagnosis codes and more. Adjustment credits or debits, payments, select provider, prescriptions, letters and treatment reports can all be posted in Virtual Scan Forms. This instantly gives the front desk employees all the information they need to create a bill and submit insurance claims, preventing errors and speeding up the collections process in your practice.





Virtual Scan Forms location on menu (left), and dialog box (right)

In addition, Virtual Scan Forms help you save time building treatment plans and creating surgical narratives. You can even print wrist labels for your accredited surgical center. You can also generate letters to the referring doctor, pathologist, dental implant labs and the patient with a few clicks.

### Streamlined Patient Flow

OMSVision increases productivity by streamlining the flow of patients through your office. The In-Office Status Screen tracks a patient's entire visit from check-in to posting. With a quick glance you can see how many minutes patients spend in each area of your office.

You can filter the In-Office Status Screen by all locations or one location to see where a patient is. You can also run a report to see if there are bottlenecks in your office. The In-Office Status Screen helps improve your efficiency as well as the patient experience.



Quick Answers window.



In-Office Status dialog box

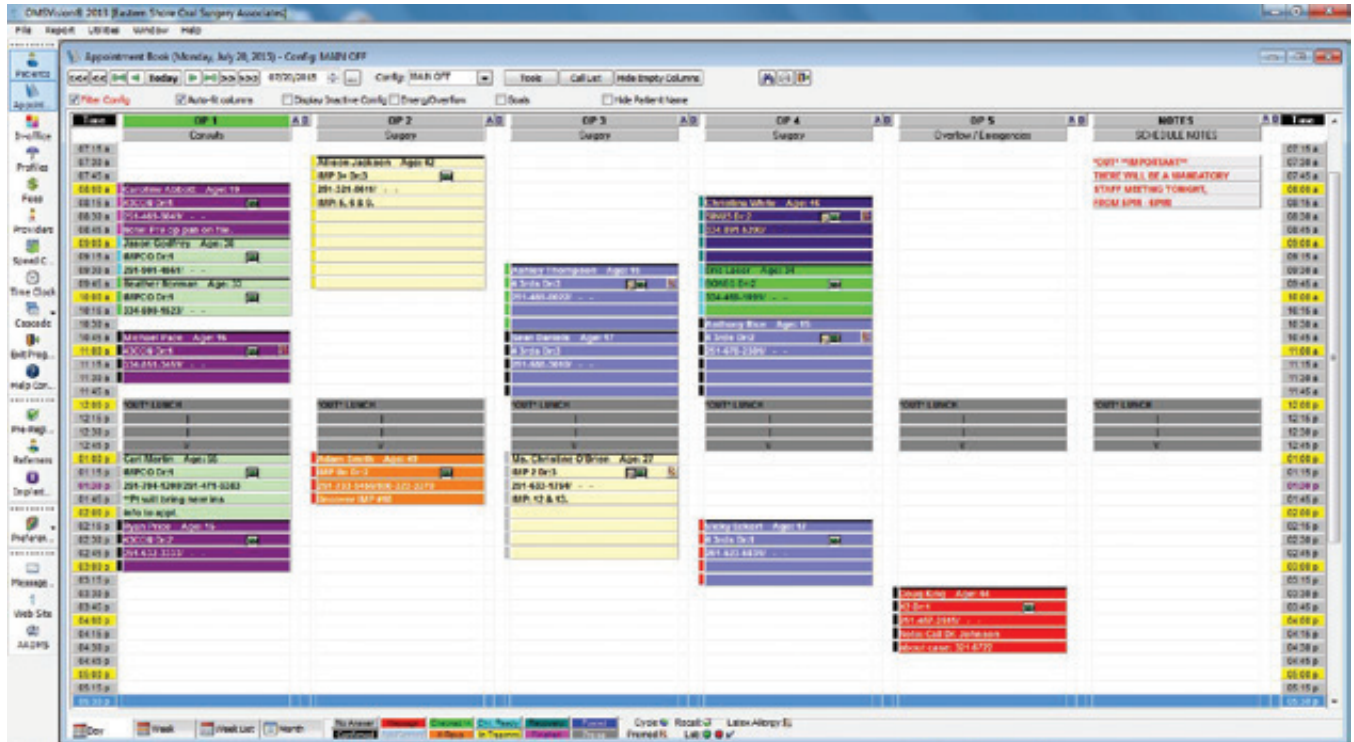
## Insurance Answers

One of the most popular front office features in OMSVision is the Quick Answers window. From the patient record, your staff can instantly get answers to a patient's most common questions about insurance filing and payment, remaining available benefits, insurance approval of treatment and account balances.

## Real-Time Appointment Book

The Appointment Scheduler in OMSVision supports large surgical practices and multiple locations. It lets you create additional columns and open unlimited views, so you can see the appointment book by doctor, by operator, by location and more.

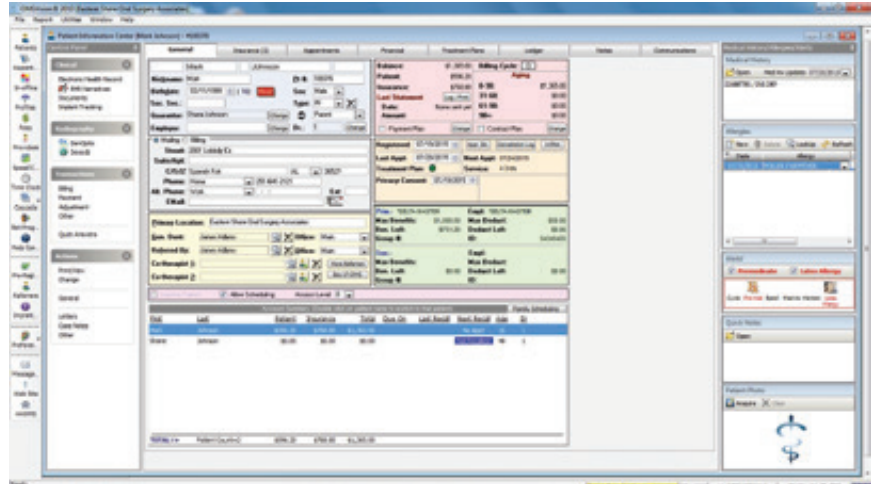
You can customize your Appointment Scheduler to show you what you need, no matter what office you're working in. Because OMSVision stores appointment information in a central database, you can see any changes for any location in real time; you don't have to wait until the end of the day to sync up with all of your offices.



Appointment Scheduler

More than a calendar, the Appointment Scheduler in OMSVision lets you color-code appointments, track goals by column, and track in-office patients. With color coding you can tell at a glance if your day is meeting your production and financial goals. You can also set automatic voice, email or text alerts for important changes in the schedule. And, you choose the time units that fit your scheduling needs: 5, 10, 15 or 30 minutes.

OMSVision makes it easy to search for open appointment times. You can use the search engine to find appointments by doctor, type of appointment, date range, time, location, days of the week and more. The Appointment Scheduler allows for multiple-family-member scheduling for up to six appointments. It also supports automated appointment reminder-and-confirmation services such as Smile Reminders®, Demand Force® and TeleVox HouseCalls®.



Patient Information Center

## Treatment Planning Tools

OMSVision helps you motivate case acceptance with treatment planning tools. You can create comprehensive treatment plans and post them directly to the patient file to be viewed at any time and presented to the patient.

Accurate estimates of patient insurance reimbursement help you provide a full picture of treatment to your patients. Treatment plans can be linked to one or multiple procedures, then linked to appointments and tracked through completion by Virtual Scan Forms. This automatically links to the patient's ledger and the patient's insurance, so you can create the insurance claim from the ledger.



## Clinical Excellence

OMSVision provides state-of-the-art clinical tools for your best possible care delivery. It supports a number of key integrations to provide the best care, including:

- Web based medical history forms
- Intraoral cameras
- Vital sign monitors
- Cone beam computed tomography
- Mobile devices

It also supports many optional software integrations, keeping you on the forefront of oral and maxillofacial surgical procedures. It includes bridges to all major digital radiography systems, allowing you to use the tools you prefer.

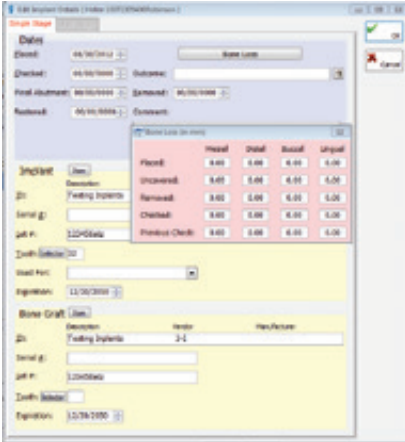
### Embedded EHR

In OMSVision, all patient information is at your fingertips—demographic, medical/dental, vitals, financial and more. You can easily retrieve allergy or medical alerts, clinical notes and patient photos. Creating meaningful narratives and referral letters is fast with user-defined templates and the updated medical dictionary in the OMSVision word processor. You can store your entire patient communications directly in the patient file for future reference.

### Cross-Coding

OMSVision lets you choose from a list of oral surgery-specific medical (CPT) and dental (CDT) codes, or add or delete codes (such as ICD-10) based on your specific needs. New tab layouts in EHR—HPI, TMJ, PMHX, PSHX, ROS and EHR Clinical Notes—improve paperless record-keeping. And doctor sign-off passwords replace time-consuming doctor digital signatures in the narratives.





EHR Implant Center Bone Loss.

## Vital-Signs Monitor Integration

OMSVision integrates with several vital-sign monitors. As a result, you can have an instant record of your patients' vitals—including CO2 readings—and procedures streamed directly into your EHRs. And, you can merge vital signs data seamlessly into narratives, letters and case notes for a more complete patient record. OMSVision helps you improve collaboration with referring doctors by providing a central repository for procedure history, vital signs, processes and case notes.

## Electronic Prescription Fulfillment

OMSVision ePrescribe, a fully integrated add-on module powered by Allscripts®, helps prevent errors and improve patient care with electronic prescription fulfillment. From any web browser you can send electronic prescriptions directly to retail and mail-order pharmacies, even when you're away from the office.

Handwritten paper prescriptions can be misinterpreted and misfiled, causing delays or mistakes in patient care. OMSVision ePrescribe lets you instantly verify patient eligibility, medication history, drug and allergy interactions, and patient-specific formularies with just a few clicks. Working directly with the pharmacy provides a seamless experience for patients and reduces the likelihood of paperwork errors.

OMSVision ePrescribe helps to keep your patient privacy protected. It updates and maintains all prescription information automatically in each patient's OMSVision EHR. In addition, ePrescribe is DEA-EPCS Certified, allowing you to electronically prescribe controlled substances (EPCS) and expediting the process. Visit [OMSVision.com/eRx](http://OMSVision.com/eRx) to learn more.

## Implant Management

The OMSVision Implant Tracker stores implant details such as serial number, lot number and size, bone graft, abutment, drill, and tooth number. Your staff saves the time it once spent pulling charts by querying the system for implant case information.

The OMSVision Implant Center™ is an add-on module that tracks each patient's treatment progress. Designed by internationally recognized implant experts and fully integrated with OMSVision package, the Implant Center includes a reportable inventory system and user notification of upcoming expiration dates. It provides tracking of all patient implants, including the ability to run placement reports by date range, surgeon, manufacturer, serial number and more.

The Implant Center goes beyond basic inventory tracking, with automatic reorder notification by location to help you manage your investment in stock on the shelves.

## Data Security and Fraud Prevention

OMSVision helps you prevent costly errors and fraud with tiered data security measures, audit trails and detailed reporting. OMSVision product engineers are committed to updating the software to assist your efforts to comply with new requirements developed by legislation and state or federal regulations.

In addition to the security features in OMSVision, your practice should have a comprehensive security plan to protect your data. Consult with computer and security-policy experts, such as Henry Schein TechCentral, to create and implement a plan. Find out more about protecting your practice and scheduling a security risk assessment at [HSTechCentral.com/solutions/protected-practice.aspx](https://www.hstechcentral.com/solutions/protected-practice.aspx).

### Patient Privacy

With OMSVision, you know who is using your system at all times. Day sheets accurately show time, date, person, workstation and login code. For greater data privacy, you can customize your security settings and add integrated security modules.

All data transfers in OMSVision utilize electronic data interchange (EDI), the sharing of data by electronic means among healthcare providers and third-party payors, such as health insurers. In addition, OMSVision automatically locks down certain parts of the software every night at midnight to help prevent alteration or tampering with medical records.

To further protect patient privacy, OMSVision includes the option to hide patient names on your schedule. This allows you to display your schedule on monitors or post it in your office without revealing patient names.

The Digital Signature add-on module lets you capture patient signatures on consent forms, treatments plans, medical history forms, and payment plans—all gathered at chair side and stored directly in OMSVision. This module allows doctors to approve documents quickly.

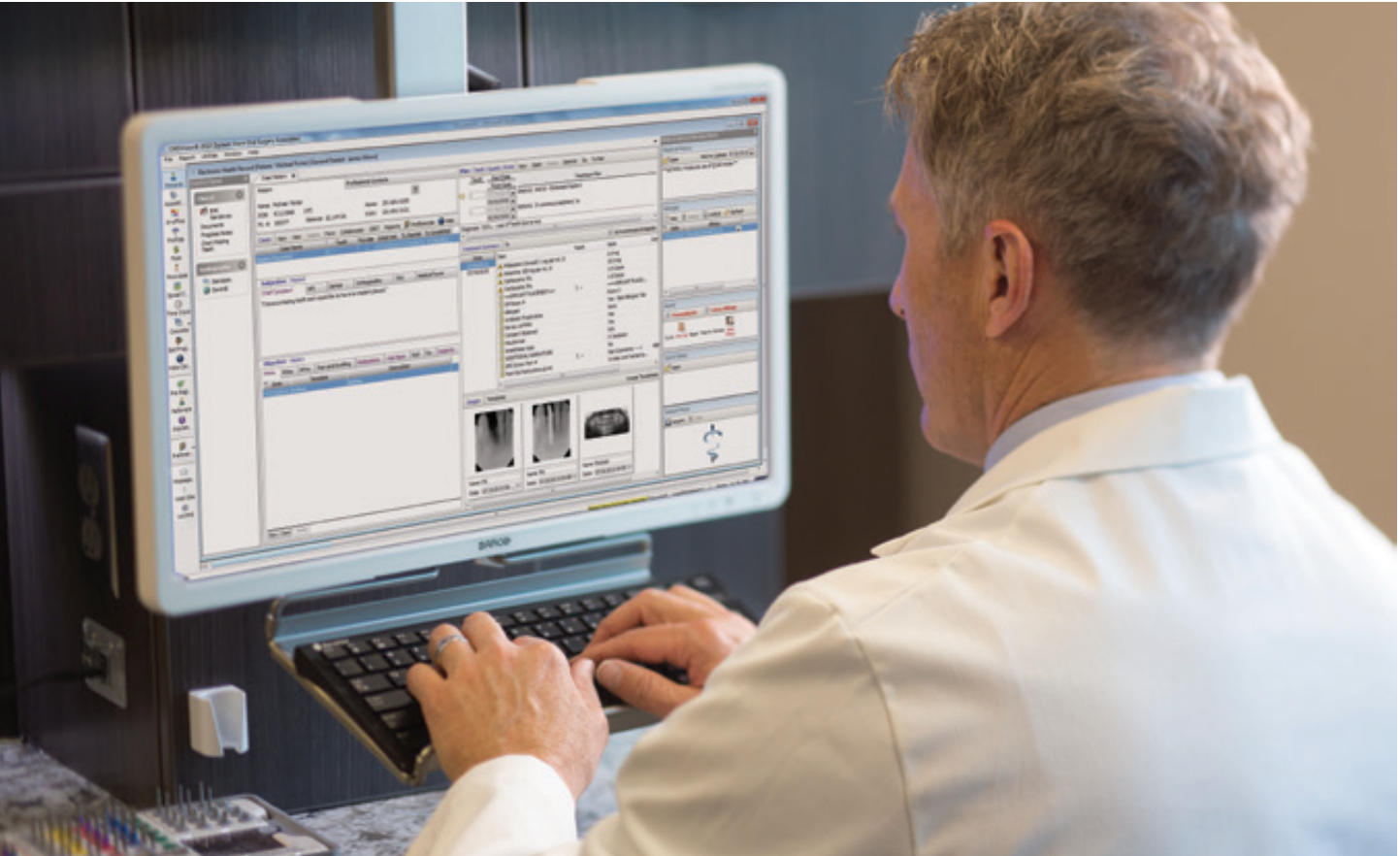
### Fraud Prevention

Complete and real-time reporting options in OMSVision help you detect misleading, incorrect or unapproved transactions. The Daily Audit Trail report is the easiest way to prevent fraud in your practice. All changes to your ledger—additions, deletions, duplicates and so on—are documented.



“Every year, doctors across the country experience fraud in their practices, whether small trickle-down errors that cost revenue over time, or large and financially devastating embezzlement. I’ve personally helped design the security features in OMSVision to help provide you with the tools necessary to be more financially secure.”

~Donald P. Lewis, DDS CFE  
Chairman, AAOMS Committee  
on Software Development  
and Technology,  
Northeast Oral and  
Maxillofacial Surgery



Certified fraud examiners designed the fraud-prevention features in OMSVision, including:

- A rolling financial history showing business trends and performance metrics in a real-time dashboard
- 24x7 transaction logging
- Sequenced, secure audit trails
- Settings to control information exchange and security monitoring levels
- Customizable permission levels to control each user's access to data

## Practice Growth and Profitability

In addition to the office efficiency and clinical excellence tools you expect in a practice management system, OMSVision includes business tools to drive your practice growth and profitability.

### Referral Management

Referral management determines your future patients and future income as a practice. The communication and reporting tools in OMSVision help you cultivate the relationships that help improve your referrals as well as your profitability. These tools include:

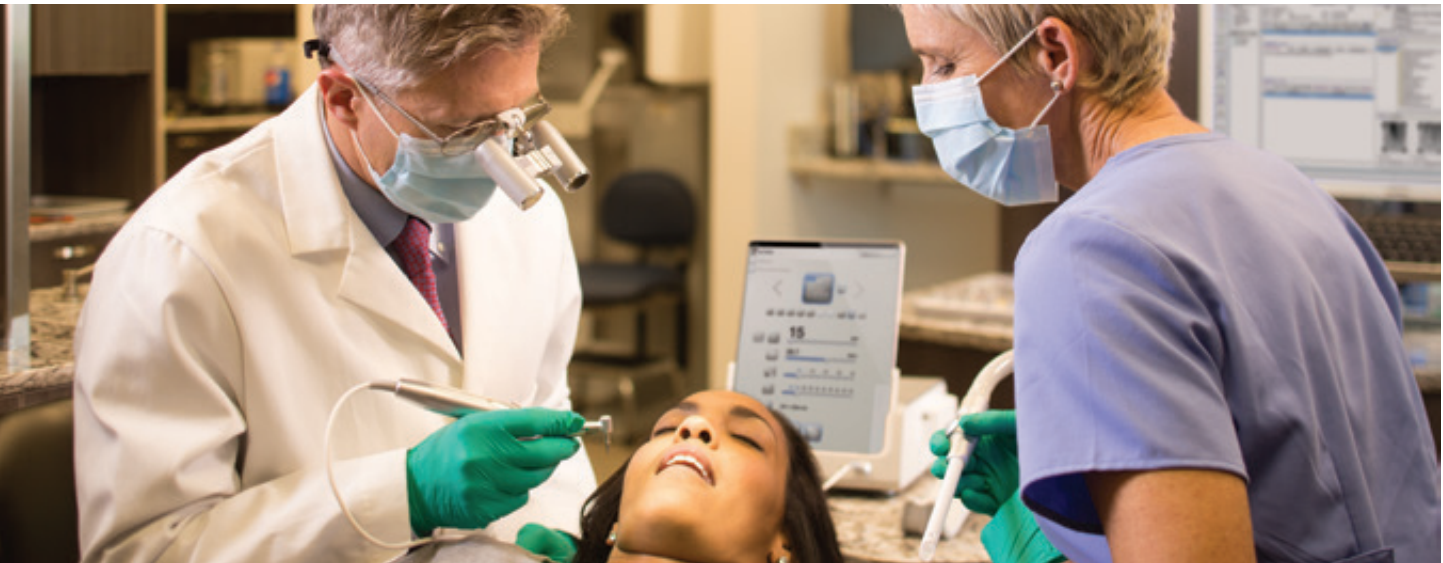
- **Referral Tracking and Ranking.** OMSVision tracks your referral production and ranks your referral sources so you can see who is sending you the most business. You can also generate reports and correspondence to keep your referral base steady.
- **Communication Tools.** OMSVision provides email and letter templates as well as reports and narratives so you can easily email or mail your referrers. The integrated word processor lets you customize letter, label and envelope design.
- **Patient Consult Tracking.** OMSVision helps you follow up on leads by tracking your consultations. You can run a report on patients consulted but not yet seen for treatment.

### Real-Time Reporting

OMSVision allows you to generate real-time reports on each provider in your practice. Getting the facts quickly and succinctly—finding the information you need when you need it—helps you improve operations and make your practice more profitable.

Tracking each doctor's movements in and out of your operatories with OMSVision reports helps you learn what a "perfect day" is for your practice. Then, you can schedule appointments based on your production and financial goals, in addition to patient care needs.

Complete production reporting also helps you identify production trends. With OMSVision you can summarize daily and monthly activity by provider or location, view detailed production, collections and adjustments reports, and more. Once you're aware of the trends, you can target your communications and marketing efforts more effectively—to all prospects, patients or referrers.



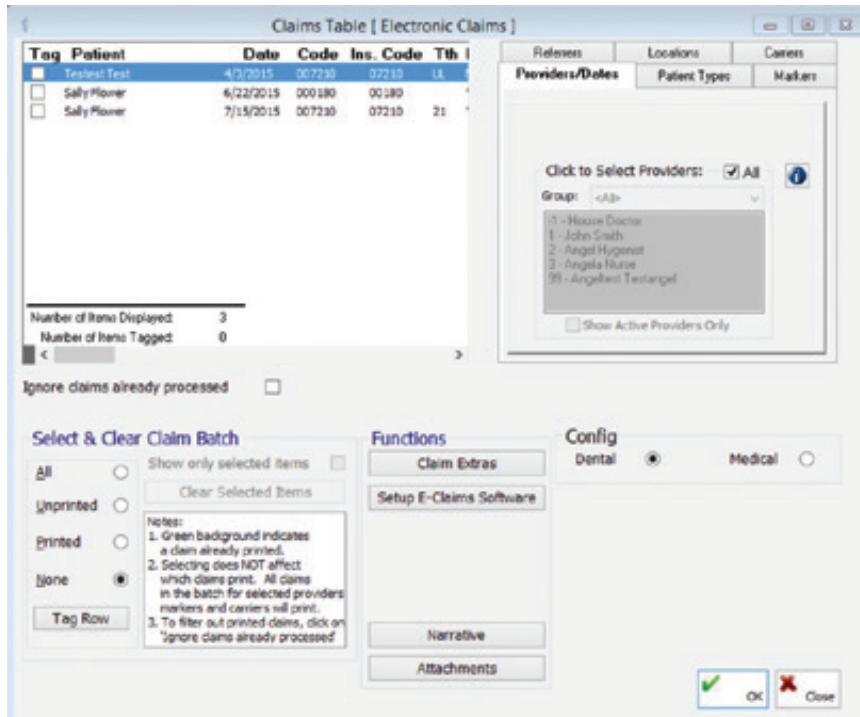
Plus, OMSVision reports can help you prevent errors and improve follow-up care. For example, you can run reports on missed or canceled appointments that haven't been rebooked. This keeps you current on all patients who need follow-up care.

## Revenue Management

OMSVision makes managing practice revenue easier and more accurate. Automated billing, insurance and collections tools include:

- **Interactive AR Aging and Collection Reports.** OMSVision provides visibility into key areas of your practice with Accounts Receivable Summaries and Aging and Collections reports. You can track your receivables to the penny for every single patient and prioritize collection activities by the lateness or age of the claim.
- **Insurance Benefit Tracking.** OMSVision helps you verify insurance eligibility and track outstanding claims. Predictive insurance aging tracks the utilization rate of various plans so you know when to expect payment and avoid chasing down claims too soon.
- **Quick Call List.** OMSVision lets you keep a list of patients willing to come in on short notice if someone cancels an appointment. This helps keep your appointment book full, bringing in revenue to your practice. It also improves patient satisfaction to accommodate those who want to be seen as soon as possible.





eClaims Table dialog box

## Complementary Solutions

Healthcare technology partners offer complementary solutions to extend the functionality of OMSVision in your practice. You can choose to integrate software, web applications and other products developed specifically for oral and maxillofacial surgeons.

For the most recent list of complementary partner technologies and add-ons, visit [OMSVision.com/omsvision/add-ons/](http://OMSVision.com/omsvision/add-ons/).

### eClaims

Using eClaims increases productivity and profitability by simplifying the insurance claim process. You can create a claim, validate it and send it electronically right from OMSVision. This reduces rejected claims, allowing you to get paid faster. Current ADA, UB-04 and CMS-1500 claim forms are included.



### eBackUp

Henry Schein eBackUp helps to protect the safety of your most valuable asset—patient data. eBackUp is reliable and completely automated. With eBackUp, patient data is never more than a few keystrokes away and can be restored at any time, to any computer with an internet connection.

### i-CAT 3D Imaging

i-CAT produces three-dimensional views of all oral and maxillofacial structures, giving you more complete information about the patient's mouth, face and jaw. This highly detailed imaging leads to more precise treatment planning and predictable outcomes for implant treatment, oral surgery, TMJ analysis and orthodontic procedures.

### PBHS Website Integrations

PBHS TruForm™ online registration forms can be automatically downloaded and linked to your patients in OMSVision, eliminating redundant data entry and making your registration process more efficient.

PBHS Collaborator™ gives your referring doctors a set of collaborative tools that facilitate online patient referrals and coordination of care. Accessed directly from OMSVision EHR, Collaborator lets you communicate directly with your referrers and give them easy access to your mutual patients' treatment updates and images.

PBHS iConsult™ facilitates treatment planning and increases case acceptance by helping your team answer patients' questions while demonstrating successful surgical results. Select your presentation to visually illustrate treatment outcome and export it to your OMSVision practice management software.

### TransFirst

TransFirst integrated payment processing allows you to quickly and efficiently process payments in OMSVision. It supports credit cards, debit cards, checks and ACH (electronic bank account) payment methods. TransFirst automatically charges patients when a balance is due, saving you time and expediting your collections process. Because it's integrated with OMSVision, no additional equipment or phone lines are needed.

### CareCredit® Treatment Finance Options

CareCredit lets you offer treatment financing options right from OMSVision. You can send information directly to CareCredit and usually receive a response back in less than one minute.

## Case Study: Northern Vermont Oral & Facial Surgery

Northern Vermont Oral & Facial Surgery (NVOFS) is a leading implant practice in Berlin, Vermont. With three locations and three doctors, NVOFS is a major hub of respected implantology in New England.

Every other year, NVOFS hosts an Implant Conference for all referrers around the state. Speakers from major implant manufacturers are invited and consult on the latest implant technology and other industry updates. In addition, NVOFS takes a few major referrers to the AAOMS Dental Implant Meeting in Chicago.

After the Implant Conference, NVOFS can track business from its attendees to see who bumps up referrals, and then cultivate those relationships. The practice even stores personal information about hobbies, new babies and business developments, so that anyone who picks up the phone knows exactly who that referrer is and how to speak to them.

“We use OMSVision to identify our top business drivers for these complex meetings and also our month-to-month referral marketing and communication efforts,” says Patricia Melvin, Practice Manager at NVOFS. “Thanks to OMSVision, at any given time I know exactly how many patients and what type of patients we’re getting from our referring doctors—and they’re receiving our procedure reports and patient files on time. If there’s a shift in numbers, we reach out and course correct or thank them for their business. I also use OMSVision to communicate information about events and study clubs, or to send thank-you letters and holiday cards. Everything to do with our referral pipeline goes through OMSVision.”

OMSVision ensures that NVOFS appears professional and stays in touch with its referrers. The practice’s partners can understand the flow of business at all times. In 2012, despite losing a doctor to disability and closing an office, NVOFS was able to place more than 50 percent of its production in 2010, which was with four doctors and four locations.

“We literally couldn’t drive as much business without OMSVision,” Melvin says.

“Everything to do with our referral pipeline goes through OMSVision.”

~Patricia Melvin  
Practice Manager  
at NVOFS



“The OMSVision support team is extremely responsive and works with us to drill down and resolve every issue with proactive calls and even custom updates. I’m confident that OMSVision will keep our practice efficient and cutting-edge for years to come.”

~Bradford Towne, Ph.D DMD  
Associate Professor  
Boston University School  
of Oral Surgery

## Dedicated Support and Training

OMSVision combines the best of cutting-edge software development with the expertise of the AAOMS and adds the world-class support of Henry Schein, Inc., the world’s largest provider of healthcare products and services to office-based dental, animal health and medical practitioners. You get immediate access to technical support and regular training events to keep your oral surgery practice up-to-date and successful.

### Technical Support

OMSVision is supported by skilled technicians and a dedicated group of professionals who take service seriously. They can help you convert data from your current software system to the OMSVision database, so you’re up and running without concern.

## Training

To maximize your investment in OMSVision, you can take advantage of in-office, on-site training or training events. Talk to your sales representative about the training options that are best for your practice.

- **Expert Series Free Webinars.** Benefit from free, one-hour training sessions from the comfort of your office or personal computer.
- **Expert Series Training Seminars.** These two-day courses are held in various Henry Schein locations around the country. They include advanced topics for your staff, basics for new employees, and the latest new features and capabilities. Visit [OMSVision.com/training](https://www.omsvision.com/training) for dates and registration information.
- **Online Training.** Get customized one-on-one training via web sharing tools and a phone call. You can request specific training topics for your practice, as well as help with inefficiencies or challenges your practice is having with the software.
- **In-Office, On-site Training.** Train your entire team at one time in your own office setting. A certified OMSVision trainer conducts customized training, based on the topics you choose and the time limits you set.

## Get Involved

The AAOMS Committee on Software Development and Technology is a task force of progressive, practicing oral surgeons and office managers. The task force convenes annually to provide real-business practice expertise and product direction for OMSVision. Task force members maintain an open-door policy for questions, ideas and discussions about OMSVision. Ask your sales representative how to contact the task force.

The Expert Summit is a conference for AAOMS office managers, sponsored by the OMSVision task force. Day-to-day operations of profitable practices and other best practices are shared at this annual conference. Any AAOMS office manager can apply to be a member of the Expert Summit. Ask your sales representative how to get involved.

“OMSVision has the best staff, technical support and trainers. We went live in 2008 with a day and a half of training. The trainers were amazing to send us live so quickly... you can't be down when you're paperless. We have to have backup whenever we need it, and the OMSVision team is always immediately there for us.”

~Tami Roberts

Southeast Oral Surgery  
Maryville, TN



OMSVision is the creditable,  
stable, secure and profitable choice  
in practice management.



Exclusive Partner

**Request your live demo of OMSVision today:**

Visit [OMSVision.com](http://OMSVision.com) or call 800.323.3370 Option 1