

# Practice- Management Software Tech Guide

Advanced Ortho  
Systems LLC  
(877) 803-4412  
Advanced-Ortho.net

Dolphin Imaging &  
Management Solutions  
(818) 435-1368  
dolphinimaging.com

FoxFales Inc  
(941) 480-9440  
foxfales.com

NGD Inc  
(866) 721-0487  
icedentalsystems.com

Software name	Program Director	Dolphin Management	Office Inventory Ordering	ICE Dental Systems
Cost of the software	Monthly cost of the Internet-based software subscription is determined by the total number of workstations concurrently connected to datacenter servers.	\$12,500 and up	\$850	Contact company for pricing
Platform	PC and Mac	PC	PC	PC and Mac
Hardware requirements	Any PC with Microsoft Windows XP or newer; any Mac with OS X or newer	Complete hardware specifications can be found at <a href="http://dolphinimaging.com/management.html">dolphinimaging.com/management.html</a>	Works with all current hardware configurations	Most computers purchased since 2005 will work well. No office server is required.
Setup fee	None	Local networking company configures network. Dolphin will "QC" Dolphin installation at no charge.	\$0	\$7,000 includes system setup, training, data backup, encryption, and all system modules.
Length and cost of support agreement	Month-to-month and included in monthly subscription fee	12-month support agreements with fees based on retail price of software purchased	\$85 per year, including unlimited online support	\$500 per month. Includes support, redundant data backups, new content, upgrades, and all system modules.
Length and cost of service agreement	Month-to-month and included in monthly subscription fee	12-month support agreements with fees based on retail price of software purchased	30-day money-back guarantee	Included
Cost to convert data from old software	Electronic data conversion ranges from \$500 to \$1,250 per database	\$1,995 to \$2,995, depending on software system converted	Varies (most data can be imported by user)	\$1,000 per day. Normally takes less than 3 days.
Cost to support multiple locations	None	None	No additional charge	No additional fee
Compatible with what other software?	VistaDent, Quick Ceph, Dolphin Imaging, T.Link, OrthoBanc	Key partners include OrthoBanc, Vanco, TeleVox, Sesame.	No known conflicts	ICE is an all-inclusive system with practice management, electronic records, imaging, online ceph tracing, collaborations, and patient education.
Is training offered?	Yes, online	Yes, in-office and online	Yes, in-office and online	Yes, in-office and online
Training fee	No fee for automated, online training	From \$150 per hour to \$5,695 for 4 days on-site and 12 hours of tele-training, travel expense included.	\$1,500 per day plus expenses (includes QuickBooks training)	For in-office training, client pays only travel expenses. Unlimited Web conferencing included.
Updates	Three to four yearly updates are automatically loaded on datacenter servers. No user action required.	One to two released updates per year over the Internet via Dolphin Update Service	Updated three times per year, and updates are available from <a href="http://foxfales.com/downloads.html">http://foxfales.com/downloads.html</a> .	Updates are done monthly. ICE is Web-based, so upgrades show up automatically for users.
Popular features*	Imaging, Reports, Letter writing, Electronic charting, Scheduling, Payment systems, Mobile device integration, Employee time clock, Fingerprint recognition	Imaging, Ceph tracing, Reports, Letter writing, Electronic charting, Scheduling, Payment systems, Mobile device integration, Employee time clock, Fingerprint recognition	Reports, Inventory	Imaging, Ceph tracing, Reports, Letter writing, Electronic charting, Scheduling, Payment systems, Mobile device integration, Inventory, Employee time clock, Fingerprint recognition

\* These were selected from a list of features our readers requested the most. For a more complete list of each software system's capabilities, see "Focus on Practice-Management Software" (p. 40) or the company's Web site.

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IMS Specialty Services Inc  
(800) 798-3010  
ims-tech.com

New Horizons Software Inc  
(800) 543-5999  
NHSoftware.com

Oasys Practice LLC  
(770) 772-4770  
oasys.us

Ortho2  
(800) 678-4644  
ortho2.com

Software name	IMS "Digital Office"	OrthoExec Adv Series (OrthoMinder, OrthoMap-It)	Oasys Practice	Edge
Cost of the software	\$5,000 to \$19,500	\$10,500 (no extra costs for multiuser)	From \$0 to \$30,000+ depending on practice size, modules purchased, product bundles, and years in practice. (Grads and recent grads pay \$0 if they qualify.)	Varies by features desired and number of concurrent users needed
Platform	PC and Mac	PC and Mac	PC and Mac	PC and Mac
Hardware requirements	Any New Intel processor with 1+Gb Ram, 80+GB Hard Drive, Windows 7, XP, or Server 2003/2008	Windows XP Pro, Vista, 2003/2008 Server 1 GB RAM	Call for requirements	No servers required. PCs and Macs can be used as workstations.
Setup fee	\$850 per day	Included	Maximum of \$850 plus expenses for network	\$650 per day, typically 1 day
Length and cost of support agreement	1 month to 1 year, \$210/month, \$2,520/year, all-inclusive	First year included; support and enhancements \$1,600/year after first year	Monthly from \$200 and up, depending on system	12 months of software support and updates included with purchase, then varies based on modules
Length and cost of service agreement	1 month to 1 year, \$210/month, \$2,520/year, all-inclusive	N/A	Monthly from \$67 and up, depending on system	Included in support agreement
Cost to convert data from old software	\$500 to \$1,500, depending on age of old software	\$800 to \$1,200	From \$1,500 and up, depending on modules converted	From \$850, varies by level of conversion desired
Cost to support multiple locations	\$300 to \$600 per location (if open simultaneously)	None if using same database	From \$0 to \$1,000+, depending on configuration	None
Compatible with what other software?	GAC's VistaDent/OrthoMation, Televox(all), OrthoBanc, X-Charge, Dolphin Imaging/Aquarium, Screenplay, ZACC, QuickCeph, Digital X-Ray, OrthoCad, Emodel	OrthoProof, OrthoCad, OrthoPlex, VistaDent, Dolphin Imaging, ScanX, CliniView, Vanco, TransFirst, Emdeon, MSWord, Excela	All x-ray vendors, Orthocad TeleVox HouseCalls and T-Link, TransFirst, OrthoBanc, Suresmile, Anatomage, ScreenPlay, Blink, and Dolphin	Integrations exist for many third-party products
Is training offered?	Yes, in-office and online	Depends on whether it is Web-based or on-site	Yes, in-office and online	Yes, in-office and online
Training fee	\$850 per day in-office, \$650 per day Internet	\$850 per day in-office, \$650 per day Internet	From \$750 per day plus expenses	\$650 per day Web-based; \$825 per day in-office
Updates	Software is updated two to three times per year, downloaded from IMS Web site	About four per year, delivered online	New versions at least once per year and patches as needed; patches can be done by user	Newest enhancements available via the Internet with major updates released annually
Popular features*	Imaging, Reports, Letter writing, Electronic charting, Scheduling, Payment systems, Mobile device integration, Employee time clock, Fingerprint recognition	Imaging, Reports, Letter writing, Electronic charting, Scheduling, Payment systems, Mobile device integration, Employee time clock, Fingerprint recognition	Imaging, Ceph tracing, Reports, Letter writing, Electronic charting, Scheduling, Payment systems, Mobile device integration, Inventory, Employee time clock, Fingerprint recognition	Imaging, Ceph tracing, Reports, Letter writing, Electronic charting, Scheduling, Payment systems, Mobile device integration, Employee time clock, Fingerprint recognition

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OrthoChart LLC (800) 231-7945 orthochart.com	PracticeWorks (800) 944-6365 kodakdental.com	TeleVox Software (800) 644-4266 televox.com	tops Software (770) 645-2488 topsOrtho.com	uAppoint Inc (888) 822-2778 uappoint.com
OrthoChart 9	OrthoTrac	T.LINK EC	topsOrtho™, topsCephMate, topsEcho	uAppoint: Smart Scheduling Online
Multi-user four-license \$7,995 before promotions; single-user available upon request	Five-user license with charting \$24,995 MSRP	Contact company	Varies, depending on needs of the practice	Monthly subscription ranges from \$99 to \$299 per practice
PC	PC	PC and Mac	Mac	PC
1GB RAM, 100MB hard drive space, Microsoft Office, Windows XP, Vista, 2007, Server 2003 or 2008	Server-class Intel Pentium 4 2.0 GHz (or faster), 10/100 Network Adapter, USB Port Workstation	No hardware requirements; requires an active practice-management software system	All Intel-based Macs can run topsOrtho	No additional hardware; uAppoint integrates with existing PMS
\$90 per hour billed by the minute at \$1.50 per minute	None	Contact company	None	\$299
Yearly update fee of \$500; support is billed as needed at \$90 per hour	1 year; cost is dependent on modules purchased and number of users	3 years; contact company for cost	\$2,800 per year for single-location practice	Ongoing support at no additional charge
Yearly update fee of \$500; support is billed as needed at \$90 per hour	Service falls under support	3 years	topsOrtho has no service agreement; only a support agreement	Ongoing support at no additional charge
Depends on system; average is \$1,200	\$1,000	N/A	\$1,200	uAppoint integrates with existing PMS to provide online appointment scheduling, recall, reminders.
Cost based on total number of licenses for entire practice	Depends on office configuration	Contact company	Depends on number of locations	Included in basic fee
CliniView, Dimaxis, Dolphin, Dr. View, QuickCeph, VistaDent, VixWin, OrthoCad, X-Charge, Televox, OrthoSesame	Quickbooks, MediVision, MS Word, MS Excel, Kodak orthodontic imaging software, Kodak 3D imaging module, T.Link, HouseCalls, CareCredit	Compatible with virtually every practice-management software	Invisalign, OrthoCAD, SureSmile, i-CAT, OrthoBanc, TeleVox, Ortho Sesame, and more	Dentrix, EagleSoft, EasyDental, OpenDental, PracticeWorks, SoftDent
Yes, in-office and online	Yes, in-office and online	Yes, online	Yes, in-office and online	Yes, in-office and online
In-office: \$800 per day plus expenses; 2-day minimum. Online training billed at \$90 per hour.	\$1,995 for Web-based, \$4,395 for on-site	N/A	Depends on number of staff members and number of trainers required	System is intuitive, works in background, requires very little training
Updates available online and by CD-ROM; minor updates during the year and major yearly updates	Major updates are sent every 12 to 18 months via DVD. Minor updates are sent as needed via download	Quarterly updates automatically provided to users free of charge	Updates are automatically installed Four to six times per year	Periodic upgrades provided automatically online
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