

cloud 9 software

"it just makes sense"

Attendee Program Guide

Cloud 9 Users Meeting

Lecture & Class Descriptions



THURSDAY 1:00 - 2:15

Knowing the Value of your Doctor and Great Customer Service

Speakers: Cathy Jugovic & Angie Menendez

Course Code: C9S-451C, Continuing Education Units–1

Participant Level: Basic/AGD Subject Code: 550/Practice Management

Learn the value of your doctor and office and what sets them apart from all others.

In this session, you'll:

- Find your doctors' "Golden Ticket"
- Identify what your doctor offers -vs- going to a general dentist or clinical
- Connect with your patient and parent during all visits to the office
- Get over the fear of asking for referrals and reviews
- Find how to place the cues for parents to ask questions about treatment

How to Find Solid Ground in the Shifting Landscape of Internet Marketing

Speaker: Mary Kay Miller

Course Code: C9S-452C, Continuing Education Units–1

Participant Level: Basic/AGD Subject Code: 550/Practice Management

Mobile-first indexing; Machine learning; Voice search; Social media; Online chat programs; Google and Facebook Ads. You can't possibly plan for it all, so where should you focus? Cut through the noise and identify the marketing channels that will work for you and your practice.

Ortho Scheduling & Recalls/Front Desk Reports

Course Code: C9C-501, Continuing Education Units–1

Participant Level: Basic/AGD Subject Code: 560/Appointment/Recall Procedures/Reports

Course Objective: Understanding the schedule and the many options it gives you is vital to your practice. Create templates that control the scheduling chaos that can make or break the way your day flows. Get tips on how recalls can work for you. Learn what reports should be generated for the Front Desk. Keep track of upcoming appointments and information that needs to be tracked by your practice. Become more familiar with scheduling techniques, navigation and template savvy of the appointment schedule. Be able to plan for the days and weeks ahead. Creating templates is also covered in detail. Become familiar with the reports that should be generated by the front desk personnel and how to extract the information you require.

Ortho Financial Arrangements

Course Code: C9C-526, Continuing Education Units–1

Participant Level: Intermediate/AGD Subject Code: 552/ Financial Management

Course Objective: You wish there was an easy way to create a Financial Arrangement or Setup Fee Schedules to streamline your financial presentation. This is it! Quickly calculate payments with a slider option. Financial Arrangements have never been easier to create or sign. Learn what it takes to create a Financial Arrangement easily for your patients. Have the agreement signed and saved in the History tab.

Ortho Pedo Features

Course Code: C9C-542, Continuing Education Units–1

Participant Level: Basic/AGD Subject Code: 550/Practice Management

Course Objective: Be introduced to the combination of Orthodontics and Pediatric Dentistry within Cloud 9. See why a dual specialty Practice Management system may be right for your practice. How easy it is to run a Pediatric Office or a combination Pedo/Ortho office with our software functionality. Become familiar with the combination of Orthodontic and Pediatric within Cloud 9 Software.

THURSDAY 2:30 - 3:45

Next Level Leadership

Speaker: Susan McElvy

Course Code: C9S-453C, Continuing Education Units–1

Participant Level: Basic/AGD Subject Code: 550/Practice Management

Discover how to create a positive culture, prevent team erosion, handle conflicts with grace and protect your investment—the team! Spend valuable time learning “take away” information while recharging your energy to return to your workplace and make a positive impact in the way you do business.

Putting the “Pro” into Your Financial Protocols

Speaker: Jill Allen

Course Code: C9S-454C, Continuing Education Units–1

Participant Level: Intermediate/AGD Subject Code: 552/Financial Management

We all know that there is a lot of gray area when it comes to insurance. This presentation is all about sharing tips, tricks, and expertise on the financial coordinating. Hang in there while we talk through key insurance insights and industry changes, delinquency ratios, and the follow-up protocols that can help turn any financial nightmare into a daydream. You'll learn about:

- Tips, tricks and expertise on financial coordinating
- Key insurance insights, industry changes, delinquency ratios and follow-up protocols

Ortho Financial Reports/Closing the Day & Month

Course Code: C9C-513, Continuing Education Units–1

Participant Level: Basic/AGD Subject Code: 552/Financial Management

Course Objective: Generating Financial reports is an easy task, but do you ever wonder where the numbers come from? This class gives you the information to understand financial reports to the max. Closing the day or month can be a task that you might not be confident in doing. Learn the information necessary for success! Learn where the financial numbers are generated from and how to explain them to anyone. Closing the Day and Month is also detailed.

Orthodontic Photography Part 1 – What Is Your Doctor Looking for?

Speaker: Dr. Doug Depew

Course Code: C9S-466C, Continuing Education Units–1

Participant Level: Basic/AGD Subject Code: 562/Digital/Video Imaging

With the advent of digital photography there is little excuse for being unable to make excellent patient photographs. This presentation will discuss the various standard views needed and criteria your doctor is looking for in each of them. We will review various tricks and tips for taking diagnostic quality intra-oral and extra-oral orthodontic photographs, along with how to avoid common errors. Whether you use a point-and-shoot camera or a fully featured DSLR camera, you will find this presentation helpful. Return to your office with the skills and know-how to take better quality diagnostic photographs.

- Learn the eight standard orthodontic photographs
- Identify the characteristics of high- quality orthodontic photographs
- Learn how to effectively use photographs in treatment planning, patient education, and practice promotion

Pedo Patient Workflow

Course Code: C9C-543, Continuing Education Units–1

Participant Level: Basic/AGD Subject Code: 550/Practice Management

Course Objective: See what different flows may work best for your practice to help more efficient work days. Become familiar what best practices will work for your daily workflow.

THURSDAY 4:00 - 5:15

Your Retirement Smile: The Treatment Plan for Pay Cut Prevention in Your Golden Years

Speaker: Dr. Mart McClellan

Course Code: C9S-455C, Continuing Education Units–1

Participant Level: Intermediate/AGD Subject Code: 552/Financial Management

Almost every American, including orthodontists, will take a significant pay cut in retirement (50%) without a strategic, non-traditional financial plan in place. Dr. Mart McClellan and Mr. Tim Streid are the only advisory team (Macro Wealth Management) in America who utilizes an evidence-based financial planning system and has an orthodontist as an advisor. Their book, "Your Retirement Smile" published by Forbes books will be offered as a gift for the attendees of the lecture!

Learn unique strategies to smile and not worry in your golden years by having full-income replacement in retirement guaranteed to never run out! This powerful information transforms the retirement income process and details ways to manage your current retirement plans.

Ready, Aim, Goal!

Speakers: Sue Hanen & Shannon Brockway

Course Code: C9S-456C, Continuing Education Units–1

Participant Level: Basic/AGD Subject Code: 550/Practice Management

Goal setting allows effective communication with team members and adds clarity and purpose when making important practice decisions. Join us as we provide the tools to get important key practice metrics from Cloud9 and then use them to set exam, observation, start and production goals. Gain confidence knowing how practice data will assist in developing your strategy.

- Recognize a process to effectively use data to make decisions and set goals
- Identify important corner stone data points for goal setting or assisting in identifying opportunities
- Determine next steps

Financial Round Table

Course Code: C9C-517, Continuing Education Units–1

Participant Level: Intermediate/AGD Subject Code: 552/Financial Management

Course Objective: Find out what your peers are offering patients as part of their contracts and using Cloud 9 for financials. Based upon demographics, see how others use creativity in financial features and contracts. Share with your peers what works best in your practice when creating and finalizing your contracts and handling financials.

Orthodontic Photography Part 2 – What is Your Doctor Looking For?

Speaker: Dr. Doug Depew (Hands-on Session)

Course Code: C9S-467C, Continuing Education Units–1

Participant Level: Basic/AGD Subject Code: 562/Digital/Video Imaging

Join Dr. Depew and the Trapezio team for this intimate hands-on photography course where you will have the opportunity to practice the skills and techniques needed to take quality orthodontic clinical photographs, both intra-oral and extra-oral, under the direction of skilled instructors. Participants will also learn to critique photographs to determine the level of quality.

Note: Participants are required to attend the photography lecture prior to attending the hands-on course.

- Learn how to take digital intra-oral photographs
- Learn how to take digital extra-oral photographs
- Return to your office taking better, diagnostic quality intra-oral and extra-oral photographs

Pedo Clinical

Course Code: C9C-534, Continuing Education Units–1

Participant Level: Basic/AGD Subject Code: 550/Practice Management

Course Objective: Go into the fine details of setting up transaction types, tool palettes, clinical note categories and many other customer items to have your pediatric clinic run smoothly. Learn to setup your pediatric office defaults, everything from codes to clinical note templates.

Friday 10:45 - 12:00

You've Been Hacked – Now What?

Speaker: Gary Salman

Course Code: C9S-457C, Continuing Education Units–1

Participant Level: Advanced/AGD Subject Code: 550/Practice Management

The current landscape is shifting, and Cybersecurity is becoming more complex and sophisticated. The days of simply relying on a firewall and antivirus software to protect your network. This class focuses on implementing enhanced security, compliance and best practices, including how an office should be independently audited by a 3rd party Cybersecurity company. We'll discuss how Black Talon Security works with your IT company to enhance the practice's security by implementing cutting-edge security tools and training to minimize the risk of a breach. You'll learn about:

- Securing your network and combatting against these sophisticated cyberattacks
- Implementing the four key pillars of Cybersecurity: 1) Cybersecurity audit, 2) Cybersecurity awareness training, 3) Vulnerability Scanning and, 4) Penetration testing.

Plaster or Pixels

Speaker: Andrea Cook

Course Code: C9S-458C, Continuing Education Units–1

Participant Level: Advanced/AGD Subject Code: 550/Practice Management

Accurate impressions and digital scanners are a critical piece in the successful implementation of some of today's new technology. This course will discuss the different types of impression materials ~ both PVS and alginate. We will review the proper technique for taking accurate PVS and alginate impressions. We will also discuss how to evaluate unsatisfactory impressions and how that relates to the plaster cast and the final product. Is an intraoral scanner in your future? Does this mean the end of impressions? This course will look at the introduction of intraoral scanners into the orthodontic office. We will review the products on the market and the impact they can have on your daily practice. What is available, how they can be used, costs and time will all be reviewed to help you decide if these are right for your practice.

We will:

- Review impression material options
- Learn the proper technique for taking accurate impressions
- Evaluate impressions and their impact on plaster.
- Review pros and cons of scanners
- Look at the scanner options on the market
- Review how to implement a scanner into your practice

Ortho What's New in Upcoming Releases

Course Code: C9C-511, Continuing Education Units–1

Participant Level: Basic/AGD Subject Code: 550/Practice Management

Course Objective: See the features that are coming in our future release! Learn how Cloud 9 is always improving to make your work lives easier. Come join us for this exciting class! Learn the new features that are coming in our next release and how you can start your planning now.

Ortho Financial 101

Course Code: C9C-546, Continuing Education Units–1

Participant Level: Basic/AGD Subject Code: 552/Financial Management

Course Objective: Learn the basics about Ortho financials. Discussions on ledger basics to adjustments will be the focus of this informative class. If you are puzzled on how to use adjustments correctly, this is the class for you. Learn how to use the ledger and adjustments features.

Pedo Setup/Fee Schedules

Course Code: C9C-535, Continuing Education Units–1

Participant Level: Intermediate/AGD Subject Code: 552/Financial Management

Course Objective: Learn all there is to know about creating and managing Fee Schedules. Since Fee Schedules are an integral part of Pediatrics, this is one class you should not miss. Learn how to create and apply fee schedule according to the insurance carrier requirements. Creating Benefits information and percentages are also detailed.

Friday 1:00 -2:15

Ortho Understanding the Setup Menu

Course Code: C9C-523, Continuing Education Units–1

Participant Level: Advanced/AGD **Subject Code:** 550/Practice Management

Course Objective: Do you ever need to make a change to the office database but have no idea how to do it? Do you want to understand how your database is setup? Join us in making the correct choices for your practice. Learn the value of setting up your database correctly and making the correct choices.

Smart vs. Healthy - How Becoming a Healthy Organization is the Secret Sauce to Success

Speaker: Chris Bentson

Course Code: C9S-459C, Continuing Education Units–1

Participant Level: Basic/AGD **Subject Code:** 552/Financial Management

What's the secret sauce to success in the present orthodontic environment? Our observation is - become a healthy organization! This lecture is centered on themes published by author Patrick Lencioni (author of 11 books, including "Five Dysfunctions of a Team" and most recently "The Advantage"). This lecture will concentration, in part, on what it takes to be "Smart" with regard to the disciplines of strategy, finance, marketing/sales, and technology - fundamentals of all businesses large or small.

The second half of this lecture will focus on that it means to be "Healthy". These softer skills include the art of building a healthy organization centered around a leader's ability to articulate the "why", the need to attract and build a leadership team, the necessity of repeating the mission, the "why", with clarity, and ultimately the need to get out of the way and give the freedom to the organization (employees) to accomplish the mission.

You'll learn about:

- Many doctor-owners focus 90% of their time on how to be "Smart" but refocus doctors on why 50% of their time should be spent on being "Healthy".
- How this change will make a difference in practice performance in today's competitive orthodontic environment.
- Trends in the specialty.

Ortho Advanced Contracts

Course Code: C9C-524, Continuing Education Units–1

Participant Level: Intermediate/AGD **Subject Code:** 552/Financial Management

Course Objective: Simple contracts as well as complex contracts with multiple responsible parties and insurances are covered. Does your office offer auto payment plans or renegotiate and adjust contracts? This is the class for you. Learn the tips and tricks to create contracts with multiple parties and insurance. Manage renegotiating and auto payment plans with ease.

Ortho Document Templates & Letters

Course Code: C9C-509, Continuing Education Units–1

Participant Level: Intermediate/AGD **Subject Code:** 550/Practice Management

Course Objective: At times you need more than simple templates. Using the document editor tools will provide you the knowledge to create professional quality correspondence. After all, correspondence identifies your practice to patients and colleagues. See how the tools in the Document Editor can turn your correspondence around. Adding headers/footers, images and inserting logos have never been easier. Knowing and using the appropriate tools can make all the difference.

Pedo Financials and Reporting

Course Code: C9C-537, Continuing Education Units–1

Participant Level: Basic/AGD **Subject Code:** 552/Financial Management

Course Objective: Learn the ins and outs of a pediatric ledger. See how to post charges from the planned treatment that has been performed and how to correct an entry if needed. Insurance benefit templates to take the guesswork out of treatment planning. If you are the financial coordinator for your Pediatric office, this class should be tops on your list. What reports are recommended for Pediatrics within Cloud 9. Be the confident financial coordinator in the office. Learn how and when to add charges, payments and adjustments. Insurance benefits templates. Reports designed for Pediatrics within Cloud 9.

Friday 2:45 - 4:00

Ortho Questionnaires with Letters

Course Code: C9C-503, Continuing Education Units–1

Participant Level: Basic/AGD Subject Code: 550/Practice Management

Course Objective: This class is designed to teach the creation and use of letters and questionnaires for communication and treatment planning. After this course, you will know how to link a template with an appointment as well as a questionnaire. Learn the ins and outs of creating exceptional questionnaires and merging with templates both for professionals and lay persons.

Irresistible

Speaker: LeeAnn Peniche

Course Code: C9S-460C, Continuing Education Units–1

Participant Level: Basic/AGD Subject Code: 550/Practice Management

There are somethings in life you just have to have. Join LeeAnn Peniche as she takes you through the 10 steps to stellar case acceptance by becoming the irresistible practice. Learn the 10 steps to become an irresistible practice.

Ortho Insurance 101

Course Code: C9C-527, Continuing Education Units–1

Participant Level: Basic/AGD Subject Code: 552/Financial Management

Course Objective: If you want to know how to manage the Claims Queue List and deal with all aspects of insurance on a daily basis, this is one class not to miss. Renegotiating insurance contracts after the EOB has arrived is also covered. Learn how to use the Insurance Claims Queue to your advantage as well as creating employers and renegotiating insurance contracts.

Ortho What Features Aren't You Using?

Course Code: C9C-512, Continuing Education Units–1

Participant Level: Basic/AGD Subject Code: 550/Practice Management

Course Objective: See the features in Cloud 9 that are available that you might not realize existed. Join us to learn about features that you can incorporate in your practice today! Learn how to use the features of the existing version before the new version is released. Build your knowledge right now.

Pedo Insurance & Claims

Course Code: C9C-538, Continuing Education Units–1

Participant Level: Intermediate/AGD Subject Code: 552/Financial Management

Course Objective: Does filing insurance claims give you a headache? Learn how to file pediatric insurance claims with confidence to make the most out of a patient's benefit. Pediatric insurance claims will be covered in detail, along with filing and modifying a claim.

Friday 4:15 - 5:30

Social Media Round Table

Course Code: C9C-530, Continuing Education Units–1

Participant Level: Intermediate/AGD Subject Code: 550/Practice Management

Course Objective: Do you want to know more about social media and how to make it work for your practice? Join the industry's best in discussing social media in a facilitated open forum. Be ready to share your ideas! Learn best practices from the industry's best and your peers on social media.

Proven Strategies for Marketing Success

Speaker: Charlene White

Course Code: C9S-461C, Continuing Education Units–1

Participant Level: Basic/AGD Subject Code: 550/Practice Management

Charlene will show you how you can improve your bottom line, by making marketing a priority.

You'll learn how to:

- Target key areas that need focus by completing Charlene's "Self Analysis" questionnaire and marketing preparation forms.
- Create a powerful marketing plan that encompasses patients, parents, referring teams, schools, community and your team.
- Set a budget and calculate return on investment. Make your dollars work for you.
- Take home specific marketing tips that you can implement right away.

Clinical Round Table

Course Code: C9C-518, Continuing Education Units–1

Participant Level: Intermediate/AGD Subject Code: 550/Practice Management

Course Objective: Find out how other clinical assistants are using Cloud 9 to run their clinic. Share with your peers what works best in your clinic using Cloud 9 and find out what works best in theirs.

Treatment Coordinator Round Table

Course Code: C9C-516, Continuing Education Units–1

Participant Level: Intermediate/AGD Subject Code: 550/Practice Management

Course Objective: This is an open discussion of items critical to the treatment coordinator position in an orthodontic practice. Be ready to share your ideas and get new ones with your peers. Share best practices of treatment coordinators with your peers and gain new ideas for incorporating in your practice.

Ortho Advanced Insurance Round Table

Course Code: C9C-545, Continuing Education Units–1

Participant Level: Basic/AGD Subject Code: 550/Practice Management

Course Objective: Do you want to know what your peers are doing in their practices regarding insurance and if you should incorporate those techniques in yours? Best practices will be shared in this facilitated open forum. Be ready to share your ideas! Learn best practices from your peers and share your ideas about insurance.

Saturday 9:00 - 10:15

Personality Poker®

Speakers: Sue Hanen & Shannon Brockway

Course Code: C9S-462C, Continuing Education Units–1

Participant Level: Basic/AGD Subject Code: 550/Practice Management

Join us for this fun, interactive session and play Personality Poker®

Created by Stephen Shapiro, and psychologically tested by Michael Wiederman, professor of psychology at Columbia College in South Carolina, Personality Poker is the playing card tool for driving high performance teamwork and innovation.

In this session, we will play a powerful and fast-paced card game that has been played by over 100,000 people in Fortune 500 companies around the world. It will help your practice create teams that value and foster multiple points of view, allowing for uninhibited creativity and innovation.

Come alone or bring your teammates and walk away with tips to:

- Play with a Full Deck by creating balanced teams that represent all personality styles
- Play to Everyone's Strong Suit by placing team members in the right roles
- Deal Out Tasks by dividing work in a way that maximizes efficiency
- Shuffle the Deck by bringing together personalities that encourage collaboration

Statuses – Defining the Statuses that Define Your Patient Base

Speaker: Char Eash

Course Code: C9S-463C, Continuing Education Units–1

Participant Level: Basic/AGD Subject Code: 550/Practice Management

This course will review how to set, track and define the statuses with the orthodontic practice. The statuses and procedure codes are many times confusing when tracking active patients. A quick review of a positive purge process for all statuses will be presented. Learn how to set, track and define the statuses with the orthodontic practice.

Ortho Pedo Round Table

Course Code: C9C-540, Continuing Education Units–1

Participant Level: Basic/AGD Subject Code: 550/Practice Management

Course Objective: Do you want to know what your peers are doing in their practices and if you should incorporate those techniques in yours? Best practices will be shared in this facilitated open forum. Be ready to share your ideas! Share best practices of treatment coordinators with your peers and gain new ideas for incorporating in your practice.

Ortho Ceph

Course Code: C9C-531, Continuing Education Units–1

Participant Level: Basic/AGD Subject Code: 378/ Cephalometrics (Orthodontics)

Course Objective: This class completes the tracing cycle from creating a tracing, learning the landmarks, then viewing and creating super- impositions. Modifying a tracing and Settings will also be covered. Learn the “insides” of orthodontics with ceph tracing and add to your anatomical knowledge. Tracing a ceph just takes a few moments and provides the premise of a treatment plan.

Front Desk Round Table

Course Code: C9C-515, Continuing Education Units–1

Participant Level: Intermediate/AGD Subject Code: 550/Practice Management

Course Objective: Do you want to know what your peers are doing in their practices regarding the front desk and if you should incorporate those techniques in yours? Best practices will be shared in this facilitated open forum. Be ready to share your ideas! Learn best practices for handling the front desk from your peers and share your ideas.

Saturday 10:45 - 12:00

Ortho Using Data Miner

Course Code: C9C-521, Continuing Education Units–1

Participant Level: Intermediate/AGD Subject Code: 550/Practice Management

Course Objective: Creating a custom report can be a little intimidating. What fields should I select and what filters should I create? How do I select the appropriate information for viewing? This class conquers the how and whys of custom report creation with the Data Miner. Learn how to use the Data Miner to create unique and customized reports.

The History and Mystery of Financial Arranging

Speaker: Jackie Shoemaker

Course Code: C9S-464C, Continuing Education Units–1

Participant Level: Basic/AGD Subject Code: 552/Financial Management

From a business perspective, financial arrangements offered to patients have the ability to either help your practice's production soar or drown your cash flow! In this presentation, Jackie Shoemaker will explore insights and techniques used in orthodontics, as well as other industries, to provide a fresh look at the art of financial arranging. We'll discuss the balancing act that must take place between the Treatment Coordinator and Financial Coordinator to maximize cash flow without crippling case acceptance.

- Learn to measure the relationship between production and financial arranging to
- make policy decisions.
- Examine alternate arrangements to offer patients promoting flexibility while
- keeping the practice's best interest in mind.
- Identify the advantages and disadvantages of utilizing patient ratings.

Ortho Email/Text/Staff Communications

Course Code: C9C-507, Continuing Education Units–1

Participant Level: Basic/AGD Subject Code: 550/Practice Management

Course Objective: Having trouble sending an email or a text to a patient? We will cover how to properly setup your practice information so that emailing, and texting can be a regular occurrence in your office. Communicating with co-workers is an easy task with Cloud 9 chat and To-Do's. Learn to use both effectively. Learn how to send an email or a text to your patients, responsible parties, or professionals. Communicate with co-workers through chats or To-Do's.

Ortho Financial Adjustments

Course Code: C9C-536, Continuing Education Units–1

Participant Level: Basic/AGD Subject Code: 552/Financial Management

Course Objective: Not sure about financial adjustments for your patient's ledgers? This class is a must if you are the financial coordinator of the office. Be the confident financial coordinator in the office. Learn how and when to perform an orthodontic financial adjustment.

Ortho Clinical Tips & Tricks/ Treatment Planning & Cards

Course Code: C9C-525, Continuing Education Units–1

Participant Level: Intermediate/AGD Subject Code: 550/Practice Management

Course Objective: Best practices tips and tricks are discussed to make the clinical assistant's job easier. Learn from the best! Find out how to create high-level or detailed treatment plans for your patients. Modifying treatment cards will also be covered. Clinical tips and tricks are provided for you to incorporate into your daily work life. Need help with creating treatment plans? This class will discuss the options.

Saturday 1:15 - 2:30

Ortho Patient Spotlight & TC Reports

Course Code: C9C-502, Continuing Education Units–1

Participant Level: Intermediate/AGD Subject Code: 550/Practice Management

Course Objective: Learn how the Patient Spotlight can assist you in tracking your patients. Patient Spotlight is a powerful tool that performs many steps automatically based upon your setup then provides you with report details. Find out what reports will help you in your daily tasks. Become familiar with the Patient Spotlight feature and how to run treatment coordinator reports for the information you need.

Benchmarking Your Way to a Profitable Practice

Speakers: Manon D. Newell J.D., C.O.O. and Vicki Newell

Course Code: C9S-465C, Continuing Education Units–1

Participant Level: Basic/AGD Subject Code: 550/Practice Management

In orthodontics, as in any other business, we must know where we have been to know where we want to go. This presentation is an in-depth review of the benchmarking process that we implement for our clients. Learn how we use Cloud 9 reporting capabilities as an integral part of the benchmarking success for our clients, including using historical data, collaborative benchmarking, measuring the efficacy of key practice roles and monitoring measuring starts, collections and employee engagement for setting and monitoring goals.

Ortho What's New in Upcoming Releases (REPEAT)

Course Code: C9C-511, Continuing Education Units–1

Participant Level: Basic/AGD Subject Code: 550/Practice Management

Course Objective: See the features that are coming in our future release! Learn how Cloud 9 is always improving to make your work lives easier. Come join us for this exciting class! Learn the new features that are coming in our next release and how you can start your planning now.

Ortho Advanced Insurance

Course Code: C9C-541, Continuing Education Units–1

Participant Level: Basic/AGD Subject Code: 552/Financial Management

Course Objective: This course will teach you the advance Cloud 9 features for the managing of your insurance claims. Validate claims, rebuild claims, coordinating the filing of primary and secondary claims by rank in the claims que, benefits verification through questionnaire, insurance AR reports for managing your insurance delinquency are a few of the advance systems we will review during this course. Learn how to use the advanced Cloud 9 tools for managing your insurance claims and Insurance Accounts Receivables.

Ortho/Pedo Imaging

Course Code: C9C-506, Continuing Education Units–1

Participant Level: Basic/AGD Subject Code: 562/Digital/Video Imaging

Course Objective: Imaging is such an important part of Ortho and Pedo practices. Learn how import, modify and print image layouts. Gridline placement is also covered for that professional touch. Provide attendees with the knowledge to import, modify and select different layouts for exporting and printing images for Ortho and Pedo.