



Ryan F. Mueller
Aesthetic & Family
Dentistry at a Glance:

- Original practice established in 1954 in downtown Portland, Oregon
- Practice purchased by Dr. Ryan Mueller in 2007
- Most patients are busy professionals who work downtown
- One dentist, two hygienists, one office administrator

Delivering Better Payment Experiences With Dentrix Ascend

Located in the heart of Portland, Oregon, Dr. Ryan Mueller and his small staff of two hygienists, one dental assistant and an office administrator have been providing expert dental care in a fast-paced urban setting for more than 15 years. “Most of our patients are busy professionals with full schedules and high expectations,” explained Dr. Mueller. “That means we’re always looking for ways to make every aspect of our practice more personalized, modern and efficient.”

MEETING (AND EXCEEDING) PATIENTS’ NEW PAYMENT EXPECTATIONS

This commitment to quality obviously starts with exceptional dental care, but it also includes the many interactions that surround that care—including billing and payments. “We’ve noticed a big shift in our patients’ payment habits and expectations over the last couple of years,” said Betsy Cord, the office administrator for Dr. Mueller’s practice. “Today, our patients expect a variety of contactless payment options when they check out, and they simply don’t have time to mail checks or call our office to make payments after they leave. Even just a few years ago, paper statements and snail mail checks were the norm, but not anymore. It has reached the point where you really can’t separate good overall patient experiences from modern, convenient payment options.”

Fortunately, Dentrix Ascend Pay and Dentrix Ascend Online Payments have made it easy for Dr. Mueller, Cord and the rest of the team to meet these high expectations. “When we activated Dentrix Ascend Pay and Dentrix Ascend Online Payments, it was literally as easy as clicking a button,” Cord said. “In just a few minutes, we added all of the modern payment options our patients want and expect.”



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Or visit www.DentrixAscend.com/online-payments

Big-time checkout and online payment experiences for small practices

Dentrix Ascend Pay and Dentrix Ascend Online Payments have allowed Dr. Ryan Mueller and his team to:

- Offer all the modern, contactless payment options patients expect when they check out
- Send statements electronically via text or email in bulk or individually
- Provide convenient, secure payment links that allow patients to pay balances in seconds from any device
- Collect small balances quickly and efficiently
- Automatically post in-office and online payments to the Dentrix Ascend Ledger

FASTER, MORE CONVENIENT CHECKOUT EXPERIENCES

These fast, modern payment experiences start when patients check out. “About half of our patients pay their full balance before they leave our office,” Cord explained. “Before we moved to Dentrix Ascend Pay, we used WorldPay to process all of our card payments, which meant we had to post payments manually in our Dentrix Ascend system. That took a lot of extra time, and it made for a slow, clunky checkout process.”

“With Ascend Pay, all those payments are processed and posted automatically in Dentrix Ascend,” Cord continued, “which streamlines the whole process. Plus, we can accept pretty much any payment type our patients prefer to use — from traditional magnetic stripe and chip cards to smartphone apps, eWallets and HSA/FSA cards. Our patients are busy, tech-savvy people, so they really appreciate that extra speed and flexibility.”

OFFERING EASY PAYMENTS ANY TIME, FROM ANY DEVICE

For patients who leave their appointments with an outstanding balance, Dentrix Ascend Online Payments a feature of eStatements extends these fast, convenient payment experiences beyond the office — by making it easy for patients to review their statements on any device they choose and pay balances with a few taps or clicks. According to Cord, “With Dentrix Ascend, I can send electronic statements and a convenient payment link via text message — either individually or in bulk. The first time I used the Dentrix Ascend Online Payments, I wasn’t sure what to expect. But within just a few hours, I had received online payments for 15% of the statements I had sent out. With paper statements, it would have taken at least a week to receive that many payments, probably more.”

BENEFITS FOR PATIENTS AND THE PRACTICE

Dr. Mueller’s busy patients appreciate the ease and convenience of receiving electronic statements and paying online. “I love that we no longer ask our patients to go through the old-fashioned routine of getting a statement in the mail, writing a check, finding a stamp and walking an envelope to the mailbox,” Cord said. “I also love that our patients don’t have to remember to call the office to make payments and wait while I type their information into my virtual terminal.”



“The first time we used Dentrix Ascend Online Payments, we received seven payments within minutes, and all payments automatically post to the Dentrix Ascend Ledger! This product is amazing!”

- BETSY CORD, OFFICE ADMINISTRATOR

But as great as these new payment options are for patients, they're equally valuable for Betsy and the rest of the team. First, having every in-office and online payment post automatically to the Dentrix Ascend Ledger eliminates a lot of extra, unnecessary work. “I used to spend way too much time just entering payment information,” Cord explained. “Now all that busywork has disappeared. It's almost like having an extra assistant.”

Dentrix Ascend Online Payments have also made it practical and worthwhile for Dr. Mueller's practice to collect small balances that they used to write off. “With all of the printing, mailing and processing costs, it just doesn't make financial sense for me to snail-mail a paper statement for \$10,” Cord said. “But Dentrix Ascend Online Payments doesn't cost anything to send. Patients can make those payments online in a few seconds, and they get processed and posted automatically. So now it's practical and worthwhile to collect those small balances, which has definitely made a difference for our bottom line.”

SMALL, SMART AND EFFICIENT

For small practices like Dr. Mueller's that take pride in the unique patient experiences they offer, Dentrix Ascend Pay and Dentrix Ascend Online Payments are invaluable tools. “I handle all of the office administration for our busy practice, so I need and appreciate the extra efficiency,” Cord explained. “But even more important, these tools allow us — even as a small practice — to offer the same modern, convenient payment options and experiences our patients get from their favorite big brands. We're constantly looking for ways to make our small team more efficient and uplevel the experience we offer our patients. Working together, Dentrix Ascend Pay and Dentrix Ascend Online Payments have allowed us to do both.”



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**connected dental software and
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coaching to help practices
improve every aspect of practice
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