



1750 Delta Waters Rd #102-211
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5 Critical Characteristics You Must Demand From Your Dental IT Firm

Demand an IT Firm that understands the immense risk you have undertaken. You spent nearly a decade to become a dentist. That's an admirable commitment. If malpractice insurance wasn't bad enough, now you have cyber security and compliance to contend with.

Your Practice retains patient's private information. The obligation to keep this PHI secure rests solely on your shoulders. I apologize for the bluntness, but that's the truth. It is your job to ensure that any person or organization who comes into contact with patient's PII, PHI, or ePHI is qualified to maintain its security. In addition, your IT firm must sign a Business Associate Agreement and commit to being HIPAA-compliant themselves.

This is a lot to ask a "one-man-band" computer guy. You deserve an IT firm that is serious about your data privacy and security. Choose someone who knows the Dental industry and is committed to privacy & security.

Demand someone qualified and committed to serving the Dental Industry. Your office relies on the integrations between your Practice Management Software, X-ray imaging hardware & billing and payment processing. This is not an area where a technician should be learning. Demand experience.

Open Dental, Dentrix, EagleSoft, Daisy (and the others) can be complicated. Efficiently executing software upgrades and new hardware appliance installations is critical. If not handles properly, these events can cripple your productivity and profitability.

Demand someone who takes the privacy and security of your business data seriously. Find someone who loses sleep if YOUR patient data isn't backed up and verified. Ever lose sleep over someone else's problem? We do it all the time.

Your server may be dependable, but the hard drive is just a piece of electro-mechanical hardware. At some point, it WILL FAIL. I've never seen a business who could afford to lose ALL their electronic business data. Can you?

Our backup clients enjoy peace of mind knowing that their data is not only backed up, the backup is confirmed. To take it one step further, the backup image is actually TESTED on the live server EVERY WEEK! No more worries here!

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A unique, proactive approach to IT management. -

Let our technology expertise become your competitive advantage.



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Demand an IT Firm who has happy clients. Speak with other dentists who have worked with the IT Firm. Most of our clients have come to us via referrals from happy clients. We're proud to have been part of their office teams for years! And we're happy to share names and numbers. Just ask!

There are many 'computer guys' out there, but most simply aren't qualified. Sure, they do an ok job but many times when it comes to specialty IT such as cyber security and compliance, they don't even know what they don't know. Demand a firm who is acutely aware of Dental software, has experience in the dental field, and has other practicing dentists who will vouch for them.

Demand an IT Firm who finds your flaws. While this may not sound very pleasant, it is for your own good, I promise! While onsite, our analysts are always on the lookout for items which may be HIPAA or security issues. If we see a sticky note with passwords, a paper file left laying open, or the server screen left unlocked, you can count on us to say something!

You see, as part of your team, we share in the responsibility to keep your patient's data safe and secure. It is our responsibility to help bring these issues to light and help correct them. We are just as concerned about your business as you are!

Giving us the opportunity to prove to you our Dental IT model is superior could be the best decision you've made in a long time.

You've spent a lifetime working hard to get where you are today. Let us help you protect and preserve it. Give you complete peace of mind. Call today.

Dedicated to serving you,

The Team at Action DataTel

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