

Oasis Practice Management Software

Bruce Menzies Denture Clinic

Situation:

The Bruce Menzies Denture Clinic has been operating in Mooloolaba, Queensland for 22 years.

Three years ago when the clinic started expanding they came to the conclusion that their existing software and systems were not up to the task of supporting ongoing growth.

The Bruce Menzies Denture Clinic has been operating in Mooloolaba, Queensland for 22 years, with Dental Prosthetist Bruce Menzies at the helm and wife Dawne as the clinic's practice manager. They currently employ three staff members.

Three years ago when the clinic started expanding Bruce and Dawne quickly came to the conclusion that their existing software and systems

were not up to the task of supporting ongoing growth. "We were using a basic manual appointment book and card filing system," says Dawne, "We knew there were limitations to doing things this way, but it wasn't until we happened upon Oasis Software at a trade show in Sydney that we began to understand the type of business advantages practice management software could offer our practice."

"After a demonstration of Oasis Software at the show, we became excited about the possibilities for our practice and soon made the decision to go with it. Once we'd made the call the process was easy," says Dawne, "Oasis helped us organise the hardware and networking, installed the software and gave us onsite training. They were very patient and it all went very smoothly. When we required phone assistance or support our calls to the Oasis national help desk were promptly returned, and they were very attentive which is always reassuring after you've made an important investment."

The Menzies maintain Oasis Software has transformed the way they run their practice. "We now have crucial patient information at our fingertips," says Dawne, "with photo identification, medical histories, notes and charts all in one place which means we can quickly get up to speed on our returning patients. This is important for us as it can be hard to keep track...we've put 3,200 patients into our Oasis system already, that's a lot of faces to remember!"

"One of the features of Oasis which we're particularly pleased with is the ability to identify how our patients found out about us and gain information on their demographics, ages, the areas they came from. We can see where the 'peaks' are. Being able to use these kinds of statistics is brilliant, it allows us to target our marketing campaigns and know we are directly reaching our audience."



Oasis Practice Management Software

Bruce Menzies Denture Clinic

"Oasis Software literally changed the way we thought about running our practice."

"With Oasis Software we are able to keep our records comprehensive and up-to-date so we have the added security of knowing we're organised."

"For example we've been able to work out that patients who come to us via Yellow Pages tend to be those in an emergency situation who need immediate attention or repairs, whereas other forms of advertising work better when it comes to attracting new patients."

"Oasis pretty much controls our practice. We use it to schedule in dental work, map out the week ahead so that there is an even spread of procedures and time allotments, scan photos and manipulate images to provide patients with finished looks for them to sign off, and we use a lot of the word processing functionality to send out thank you notes and keep track of referrals. The software is very multi-purpose and easy to use. We were able to train one of our staff members how to use it with no problems."



"With Oasis Software we are able to keep our records comprehensive and up-to-date so we have the added security of knowing we're organised, and that, for example in the event of litigation we're well prepared with immediate access to vital information."

Bruce and Dawne frequently recommend Oasis Software to their colleagues, satisfied their own experience with the product will ensure other practices benefit in the same way. "We cannot recommend it highly enough," says Dawne, "We show it off to our visiting colleagues and they tend to be impressed with the way it plans, runs and organises the practice. At least four of those we've shown it to have ended up purchasing Oasis Software themselves."

Future expansion plans for Bruce Menzies' Denture Clinic includes purchasing additional computers and inter-oral cameras to work in conjunction with Oasis Software to provide patients with images in the surgery.