

# Smart Lab. Smarter Office.

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From a technology perspective, the word “Smart” has evolved into a double entendre – ask a technology professional and you’ll learn S.M.A.R.T. is actually an acronym which means – Self-Monitoring Analysis and Reporting Technology. The original term was coined by IBM in 1992 to describe their ability to predict computer hard drive failures. Over time the acronym has evolved by both technical and non-technical people into an adjective describing digital access to information, either located on a computer’s hard drive, digital devices, or through the internet – Regardless of where the data originates, the expectation of the end user is to have immediate access.



Dental practices have been one of the slowest categories to adopt digital/smart technology for several reasons, with the cost to adopt as one of the most significant barriers. If your dental practice has been struggling with this decision, it may be time to consider partnering with a dental lab, such as Golden Ceramic, that has already

incorporated digital dentistry into their full menu of dental manufacturing and customer support services. This approach, at minimum, will allow you to leverage on-demand digital case management access. The following is a brief summary of how your practice will realize several benefits to improve your overall practice without making a capital investment:

- **Anytime, Anywhere Access** – the need to access patient information can occur at any time, day or night. The best cloud based systems will provide your office with a secure portal to check on or retrieve a case when it fits your needs vs. waiting until the next business day work hours. Even more convenient is the ability to access your secure portal at any location, and on any device, that’s convenient for you or your support staff.
- **Security** – your patient information is automatically backed up and encrypted to secure your office and patient information. This insures you and your office are always HIPPA compliant.



- **Virtual Rx Case Uploads** – using on-demand access to our Rx form database allows you to upload your patient cases quickly and easily – they're available at your convenience through your own secure portal. In less than a few minutes, you've accelerated the case production by up to a week.
- **Production/manufacturing tracking** – track the progress of any case through final destination delivery to accurately schedule the next appointment without risking the convenience of your patient.
- **On-line messaging** – to save additional time, the on-line dashboard allows notes or questions to be posted by your office or one of your lab's technicians.
- **Invoice and Payment access** - eliminates a layer of administrative tracking, bill payment scheduling, and unexpected costs.

**Golden Ceramic Dental Lab** is always invested in exceeding our dental partner's expectations. We recognized smart technology provides our dental partners with easier, faster, and on-demand access when it's convenient for their practice, not the other way around – we quickly understood the value of having our virtual lab function as part of your offices. This is only one way we work to exceed your expectations. [Schedule a demo today](#), and we'll show you how our Dental Practice Management System will save you valuable time and money.



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