

CUSTOMER PROFILE

Inspired to Practice

Once Dr. Mina Narula decided that she would become an orthodontist, she locked her gaze on her goal and let the universe guide her to it.

As a young girl in India undergoing orthodontic treatment, Dr. Mina Narula knew even before her braces were off that she wanted to become an orthodontist. "My orthodontist truly inspired me to live a life dedicated to transforming others," she says. "That's the way I viewed orthodontic treatment: the result is more than straight teeth—it is the psychological and emotional transformation of the patient. I experienced that during my own treatment, and I recognized that transformation within me."

While in dental school, Dr. Narula entered a beauty contest on a whim. When she was declared the winner, her picture was published in a newspaper with the caption: "This is a dentist who dreams of becoming an orthodontist." Her orthodontist happened to see it, and wrote to her saying, "My smile did wonders for you." For Dr. Narula, this was final confirmation of her chosen vocation. "That really struck with me, because it was so true. We have far-reaching effects into our lives when we touch other people," she explains. "It reinforced to me that orthodontics is a real transforming life. I never looked back after I decided this was what I wanted to do. So I give all credit to my orthodontist, Dr. Pradeet Sahni. He is why I became an orthodontist."

Dr. Narula's journey to become an orthodontist was unwavering. Fueled by a passion to practice to the highest standards possible, she remained focused on the big picture and compromised nothing along the way. "I don't do things half-heartedly, ever," explains the double-

certified orthodontist with a 15-staff private practice and a membership in the exclusive Angle Society. She also serves as Assistant Professor and Clinical Instructor at Loma Linda University. "I have a personal faith that we are guided in everything we do. Life leads us in a certain direction and we just happen to fall into those paths."

A Singular Ambition

"Once I decided to become an orthodontist, I never looked back," Says Dr. Narula, who received her dental and orthodontic degrees in India from the All India Institute of Medical Sciences in New Delhi, with the intention to accept Dr. Sahni's invitation to join him in his practice. Life, however, had different plans.

"I married a guy who wanted to emigrate to the United States. So it was decided we would move, and since orthodontics was my first love, I was willing to do whatever it took to continue to practice orthodontics. Of course, I was already an orthodontist in India, but the state-of-the-art treatments and materials we used to read about in class were not available in India at that time. I had to become an orthodontist all over again in the U.S." It was 1991, and at that time she was able to earn her dental degree by passing a grueling exam called the "bench test." Ninety-five per cent of those taking it would fail. "I took that exam because it helped me circumvent four years of dental school in America. I wanted to spend the minimum time in school because I was eager to begin practicing orthodontics. And although in the U.S. you can legally

Dr. Mina Narula, DDS MDS
Center for Orthodontics
Rancho Mirage, California
Customer since 1999

DigiKnow...

Dolphin Headquarters has a new address!

In December 2016, Dolphin moved up the street. Our new address:

**9200 Oakdale Ave, Suite 500
Chatsworth, CA 91311**

All other contact info remains the same.



Dear Dolphin family member:


Welcome! As we work toward a truly no-physical-paper future, this newsletter is now available in electronic form only. Please take the time to scroll and click through this current compilation of interesting news, tidbits, tips and tricks on everything Dolphin.

In this issue, we are honored to bring you an interview with Dr. Mina Narula of the Center for Orthodontics in Rancho Mirage, California. She tells an inspiring story of how, while still a young girl in India, orthodontics became her personal vocation.

We also bring you a helpful message from our Michael Zazucki, Manager of Technical Support. Michael provides useful tips on how to properly back up your Dolphin system data to ensure its security on an ongoing basis, and also making it possible for our team to assist in recovery should you experience a crisis (such as a natural disaster to a frightening ransomware attack).

Next, meet the Dolphin "Mobile" Team! This group talented software coders was corralled to create and sustain our Dolphin Mobile and MyOrthodontist mobile apps. We then offer "Tips & Tricks" on Dolphin Management, delivered by our long-time and super-popular Dolphin certified trainer, Trish Fisher.

You'll also find a brief overview on the changes and improvements in the new re-write of MyOrthodontist app. If you haven't tried the app since the original version, it's imperative you check it out again in this new version 3. Lastly, check out "What's New" and "DigiKnow?" sections for details on what we've been up to!


Chester H. Wang,
Director



A single software system for the ortho-pedo practice.

Dolphin Imaging and Management continue to add ortho-pedo tools

Dolphin has been adding pediatric features and tools to its Management, Imaging and Aquarium products:

- Dolphin Management Specialty – Pedo
 - Manage scheduling and patient treatment for pedo and ortho in one place

WHAT'S NEW

- Distinct ledgers and billing for pedo and ortho
- Effectively track and market to your patients for pedo and ortho treatment

Dolphin Imaging:

- Magnify and Spotlight toolbar tools
- Pediatric/dental FMX layouts

Aquarium:

- Pediatric Library containing 37 pedo-specific patient education movies
- New content added every two months

These products are joined by a full suite of complementary software and services for ortho-pedo practices that includes mobile and Cloud options. For details visit www.dolphinpedo.com.

What's New in Aquarium

Aquarium for Surgery

Dolphin's patient education software is available in a separate, streamlined package especially for surgeons. Its clinically accurate, 3D animated full-motion videos and still images demonstrate surgical procedures such as block bone graft; sinus lift; implants; and more. Aquarium's surgery content is developed under the guidance of Board Certified oral and maxillofacial surgeons.

Multiple Language Interface

Aquarium now offers a switchable language interface that currently features a total of 9 languages: English, French, Italian, Spanish, Portuguese, Russian, Japanese, Simplified Chinese and Traditional Chinese. Future updates will continue to add new languages.

Pediatric Library category

The December 2016 update of Aquarium added a "Dolphin Pediatric" library category, containing movies of interest to pediatric dentists and their patients. Topics includes flossing, eruption, thumb



habit appliance, and more. So far, there are 37 movies in this category.

"Upload to YouTube" Wizard in Aquarium

A new "Upload to YouTube Wizard" makes it easy to post your Aquarium movies to your YouTube channel without violating the Aquarium End User Agreement.

To learn more, visit www.dolphinimaging.com/aquarium.



Dolphin Mobile accommodates both iOS and Android with a single version

An identical feature set for iOS and Android was released in Dolphin Mobile version 4. For more information about Dolphin Mobile, visit www.dolphinimaging.com/mobile.

(Continued from page 1)

CUSTOMER PROFILE



practice orthodontics as a general dentist, I wanted to become certified. So I took the test and then spent three years getting my orthodontic certification.” During this time, Dr. Narula served as a Research Fellow in Orthodontics at the Harvard School of Dental Medicine; worked as an orthodontic assistant; and earned her orthodontic certificate from Tufts University in Boston.

A Dose of Serendipity

Setting up practice and settling down in California was ultimately a matter of chance. “The bench test was only offered in a few states, and California was one of them. So I ended up getting my license here, and just stayed.” Why Rancho Mirage? “Sheer coincidence. My husband and I met a friend for dinner in the Coachella Valley, and thought, ‘We could settle anywhere, why not here?’” And thus was the extent of the search for a place to practice and call home. “It was not a strong business decision as such that we didn’t consider the demographic, the competition, the school system, etc. We simply fell in love with the area, and so looked for a practice to buy. Everything just fell into place by itself.” Dr. Narula’s husband is a dentist, so they bought a practice and began working together. “The first thing I bought for my practice was Dolphin.”

Why Dolphin?

Always looking to live and practice as fully as possible, Dr. Narula regularly attended orthodontic meetings and listened to industry consultants right from the start. “Dolphin dominated the market right from the beginning. I loved the team, and so I didn’t even look beyond Dolphin. For me if my heart feels it is right, I don’t look beyond.” Dr. Narula was a big follower of the orthodontic business guru Roger Levin, who endorsed Dolphin in his lectures. “The essence of his message was always ‘Never take shortcuts,’ and

‘always do what you believe is going to be the right thing for your business, even if it hurts, financially, in the beginning.’ He would say that Dolphin Imaging is the best of the imaging software.” This reinforced to me that if I want to practice orthodontics to the level I want, and with the dedication I have toward it, then I was not going to take any shortcuts.”

When asked what she values most about Dolphin, Dr. Narula does not hesitate in her reply. “Any practicing orthodontist will tell you that orthodontics is an art, a science, and a business—three completely different but integral aspects of a practice. Dolphin ties all three of them together. Literally, you cannot run one without the other. You have to run the business of orthodontics successfully in order to enjoy it. You have to treat it as a science—only then will you get predictably good results. And you have to enjoy the art part of it, as only then will you get unique results that you will customize. Dolphin is able to do each and every one of them for me seamlessly, and ties them all together.”

Giving Back

Dr. Narula maintains a close relationship with the Coachella Valley dental community. After being approached by several dentists for guidance on their own orthodontic patients, she began offering CE courses to teach them how to incorporate orthodontics into their practice.

“I figured out a long time ago that there will always be a section of orthodontics that will be done by the general dentist,” she explains. “So I wanted to educate them on where was the cutoff line between when they could stay profitable in their own practice, and when they should refer to the specialist.” The courses cover areas such as diagnosis through CBCT, permanent retainer placement, and Invisalign.

It wasn’t long before she realized that general dentists and their staffs were lacking in management training, so she began holding management classes. “I started bringing in experts to speak on topics such as taking a new patient call; customer service; and team morale.”

Members of all service industries are acknowledged at the Center for Orthodontics with a program called Smiles from Within that offers a heavy discount for orthodontic treatment. This includes not only the dental and medical doctors and staff, but also nurses; teachers; firefighters; police; and first responders. “It is our way of thanking them for leading a life of service,” explains Dr. Narula.

Advice for New Grads

Teaching at Loma Linda brings Dr. Narula in contact with orthodontic residents on a regular basis. “I always encourage residents to rotate through my office to see how we do it and experience the energy and power of orthodontics. I tell them that you have to love to be a lifelong learner, and you have to enjoy your growth as you are learning. If you feel the need to grow to keep up with competition, you will never be happy. Orthodontics as a field is changing radically. You have to love the field in order to keep up with it. I tell my residents to love every aspect of it—the business part, the science part, the technology part, the customer service part, the patient management, that psychology that goes into it, what goes into making your team special—every aspect of it. My biggest advice is not to compromise on something you are going to love doing. What they actually eventually end up doing is up to them, but I can only tell them what should be in their minds, and the thought process that should guide their actions.”



MESSAGE FROM DOLPHIN SUPPORT

Backing Up Your Data

by Michael Zazucki

The biggest challenge we face in Support is not being able to assist a client when they do not backup their data. The security of your practice data is vital to your business so it's important to ask yourself, "Am I backing up properly?"

Your Dolphin software requires two primary areas to be backed up regularly:

- The SQL database, which contains contracts, ledgers, treatment notes, scheduled appointments, questionnaire answers, and much more.
- The working directory (located on your server), contains letter templates, patient images, cephalometric analysis data, custom reports and other vital information.

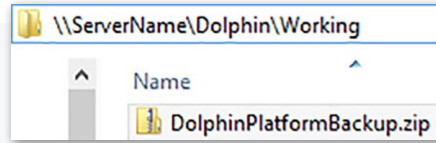
Dolphin Imaging contains built-in tools that will back up your SQL database by default, but you must manually backup the working directory. It is critical that the working directory is being backed up to a safe location on a regular basis. To achieve this, you will need to work with your local IT to setup a process that saves it to a separate hard drive.

Here's how our SQL backup works:

- **Dolphin Imaging (Premium) only** – When you close Dolphin Imaging you will receive a prompt that requires you to initiate the backup process if it has not been run in the past 24 hours.



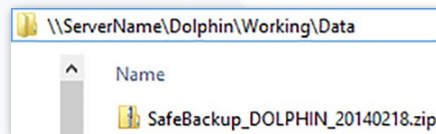
When you click "Pre-backup and Exit" Dolphin Imaging creates a backup of the database under your server's working directory named DolphinPlatformBackup.zip



Beginning with version 11.8, the backup will run automatically once you close Dolphin. Please note if you also use Dolphin Management, this feature is disabled in Imaging and managed through your Management system.

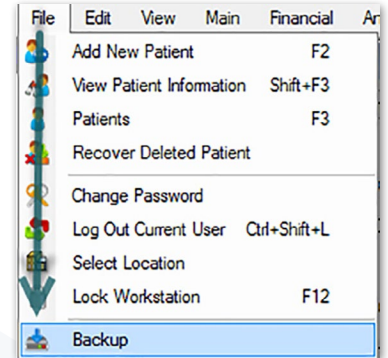
- **Dolphin Management** – The SQL backup is tied to the End of Day (EOD) and End of Month (EOM) processes. (It is important to note that this feature can be disabled.) If you do not have a 3rd party SQL backup solution, make sure the system's default backup is enabled by going to Tools > Options > General (tab) > and confirm the option "Skip the Safe Backups at EOD" is NOT checked.

With this option enabled Dolphin Management creates a safebackup.zip located in the Dolphin\Working\Data directory on your server at the beginning of the EOD and EOM process.



Since EOD is run once per day, I recommend running a mid-day backup

when you close for lunch. To do this, go to File > Backup.



This process will take approximately 5 minutes. It will provide additional security and greatly reduce the burden of having to manually reenter all of the morning transactions should an incident occur.

Unfortunately, during my tenure at Dolphin, I have worked with numerous customers that have lost anywhere from a few hours to several years of data because they failed to properly back up their systems. When an event like this occurs we want you to be protected. If you are unsure whether your local tech is backing up the correct data, please have them call Dolphin Support to review the procedure.



Michael Zazucki
Manager of Dolphin Support

Mike is originally from Flat Rock, Michigan, a small town south of Detroit. His fascination with computers began in high school. He holds a BS in Computer Information Technology and has Comp TIA A+ certification.

DigiKnow...

Beverly Hills Face Workshop: Orthodontics & Orthognathics for Facial Rejuvenation

Los Angeles: June 6-9, 2018

Bilbao, Spain: September 12-15, 2018

The Beverly Hills Face Workshop is a 4-day, hands-on course for orthodontists and orthognathic surgeons. Conducted by Drs. Dan Grauer (orthodontist) and Robert Relle (orthognathic surgeon), the course provides orthodontists and orthognathic surgeons with a practical system for evaluating, planning, predicting, and achieving successful results when treating the dentofacial patient. All attendees are offered trial versions of Dolphin 3D and 3D Surgery software. Limited space is available. Visit www.bhfaceworkshop.com for details and to register.



The Mobile Team

Like the devices it develops for, the Mobile team is small yet powerful.

The Dolphin Mobile app for your practice and the MyOrthodontist app for your patient were delivered into the world by Dolphin Management, where they were nurtured to support the appropriate elements of other Dolphin product lines. Soon it became apparent that the apps needed a dedicated team to bring them to full maturity within the special space of mobile technologies.

Dewitt Blankenship, now manager of Dolphin's practice management, mobile and web software products, was formerly a Dolphin Management software developer directly involved with the creation of Dolphin Mobile version 1. "I can appreciate the challenges that our mobile development team gets to work through every day," he says. "I'm proud of how quickly our mobile team has adapted to recent technology changes we've made, and the improved quality of the software they've created as a result."

The Team

Rohit Purohit has been with Dolphin since 2002, when he was hired onto the Dolphin Imaging development team. Soon after he was invited to work on the then-new AnywhereDolphin—Dolphin's record-sharing service—and he jumped at the chance. "I realized the revolutionary potential of AnywhereDolphin, and that it would provide me enormous opportunity to learn new software technologies and improve my skills," he explains. "The concept of AnywhereDolphin came from the idea of going paperless, and that users don't have to wait for days to share their information with others." His position on the Mobile team represents the conduit between MyOrthodontist and AnywhereDolphin, which is where the backend of the app is housed and where customers go to setup and customize the app for their practice. Rohit earned a BS in electrical engineering in his native India, followed by an MS in Computer science at the University of Iowa.

Yasanthi Ranatunga was brought onto Dolphin in 2013 as a Mobile Software Engineer specifically because she was proficient in the computer language necessary to optimally design the front-end of MyOrthodontist. "MyOrthodontist was in initial development stage at the time, and though I worked on both the back-end and the front-end of the application, my main task was to work on the design for the user experience, it was a big hit when we've announced the upcoming (first) release of Myorthodontist app during our 2014 Dolphin Meeting, Chicago" she says. Currently she is working on both Dolphin Mobile and MyOrthodontist mobile apps. Yasanthi immigrated to the United States from Sri Lanka in 2012 as a "Green Card Holder" with her family. She had worked as a full-stack software engineer in Sri Lanka for more than six years after graduating from the BCS, The British Chartered Institute for IT (UK).

Andy Barajas joined Dolphin in 2015 to work directly on Dolphin Mobile, fine-tuning and ultimately redesigning the user interface. These days, he works on both apps. "I am the Lead Mobile Developer, working on both Dolphin Mobile and MyOrthodontist," he offers. Working closely on a daily basis with Rohit and Yasanthi, one of his main responsibilities is



Dewitt Blankenship
Manager of Dolphin's Mobile Team

to manage the tasks for new features and bug fixes and distribute to the rest of the team. "The focus of my work on the apps is to create a sleek user interface that is snappy for a great user experience." Andy graduated from University of California at Santa Barbara with a BS in computer science. A self-professed fighting game junkie, his first job out of school was programming a video game within the fighting genre called Skullgirls by Lab Zero.

The Rewards

All three are problem solvers by nature, and find fulfillment in creating a new design that improves the user experience. They also enjoy troubleshooting on how to make it even better. "We recently introduced an important feature that was taking 30 seconds to load," says Andy. "No doctor is going to be okay with waiting that long. So, I worked on it and eventually reduced it to two seconds. That was really rewarding." Along with seeing his work quantifiably improve the performance of the app, Andy enjoys the ongoing challenges of working with technology and the learning opportunities that go with them. "I find great satisfaction when I compute something that works the way I want it to," says Rohit. "I also enjoy helping customers solve problems."

The Dolphin Dynamic

The Mobile team members make no secret that the culture at Dolphin adds to their job fulfillment. "I feel like I am in a family," says Yasanthi. "Everyone has been warm and welcoming from the start. My team members and even those from other departments went out of their way to help me and make me feel comfortable. I am so happy."



Andy
Barajas

Rohit
Purohit

Yasanthi
Ranatunga

TIPS & TRICKS - DOLPHIN MANAGEMENT

Getting to Know the Tool Bar in Dolphin Management

Maximize your Dolphin Management with these tactical treasures from the Tool Bar.

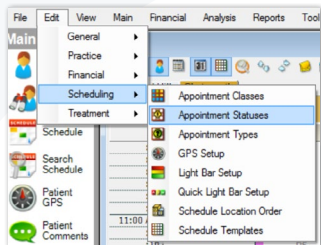
Add special appointment statuses to help you organize your patient flow.

For example, all patients scheduled in the New Patient chair can go into their own GPS Status and get their own message when the software knows they are "here." When they walk up to the keyboard and enter their name into the system, it will put them in the Exam GPS status. This helps the practice better handle the flow of new patients.

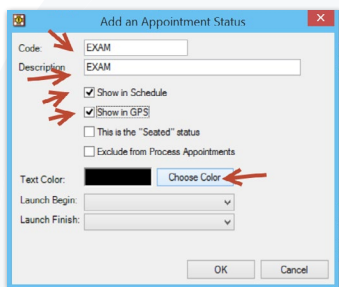
All of the patients scheduled in any chair other than Exam would go into Reception (W) and all patients scheduled in the Exam column would go into the Exam GPS status.

How do I get there? How do I do this?

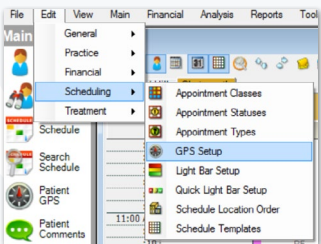
First create the status under Edit → Scheduling → Appointment Status.



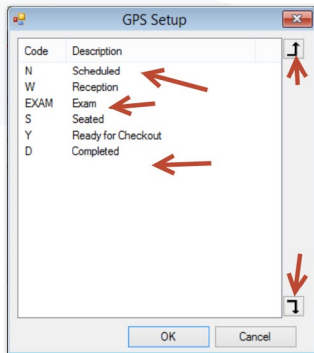
Click on the New button.



Correct the order in the GPS under Edit → Scheduling → GPS Setup.



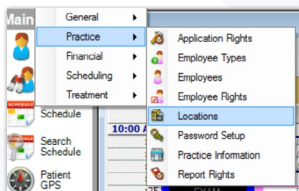
Scheduled must remain first in the list and Dismissed Last. My "dismissed" is renamed as "Completed" in the screenshot.



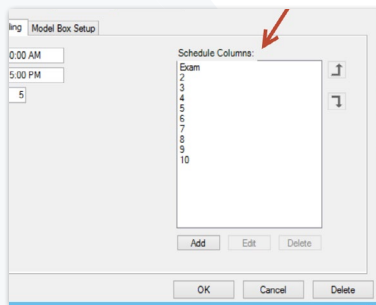
Once these steps are completed, you can tell the software which chairs go into which status. The exam status can also be added to the GPS detail.

How do I get there? How do I do this?

Go to Edit → Practice → Location



Open the Schedule tab under your location.



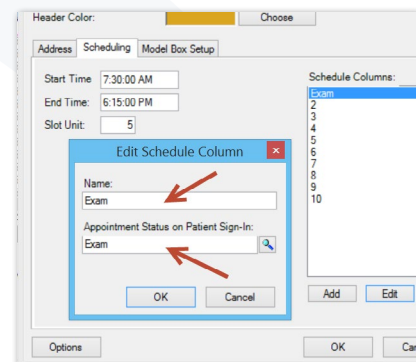
Choose the chairs that are affected by the appointment status change. If you make the Exam status be after the default waiting status, you will only have to change the Exam chair status. If the exam status comes before the waiting status, you will have to go into each chair and tell each chair to go into your "waiting status" except the Exam status.



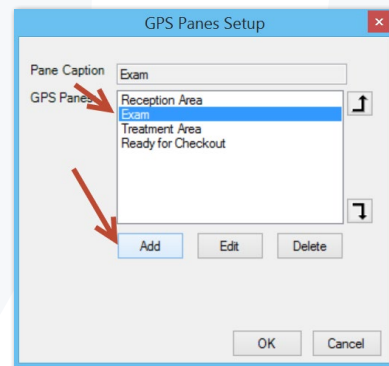
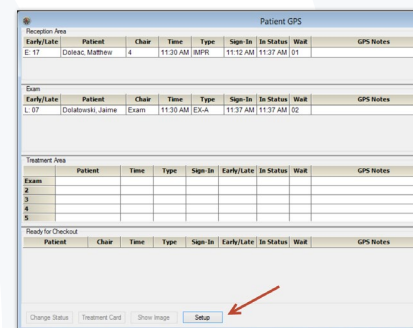
Trish Fisher

Trish has worked in orthodontics since 2002. As a clinical technician and treatment coordinator she gained experience in scheduling, finances, insurance, digital imaging and cephalometric tracing.

She received her BA in Management Accounting with minors in both Computer Science and Information Studies from Alverno College, graduating with honors. Trish is a Dolphin trainer based in Wisconsin, where she and her husband own a consulting firm called Business Information and Technology Solutions (BITS).

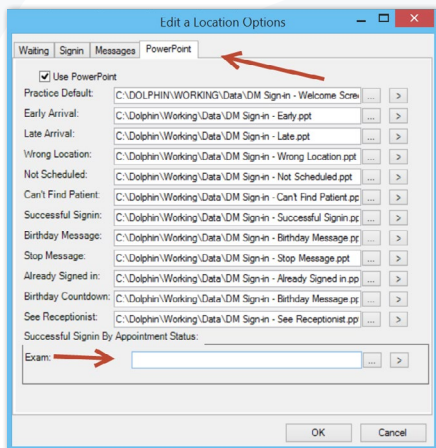
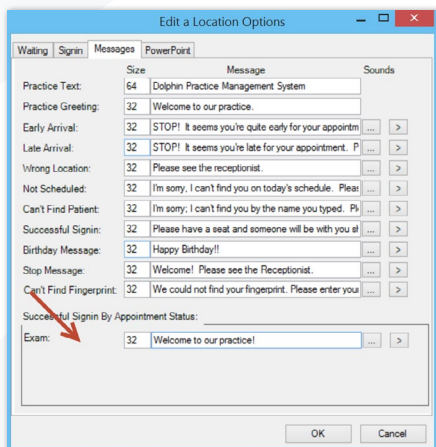
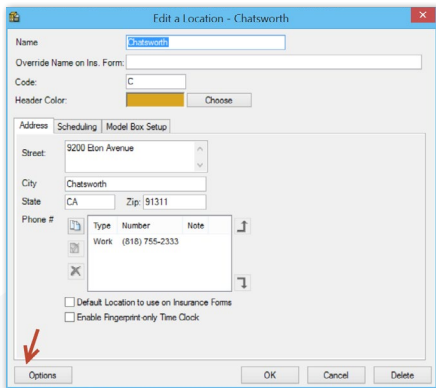


You will want to add this status to the GPS detail screen. You will need to log in as the Admin employee to make this change.



(Continued from page 6)

Also under Edit -> Practice ->Locations -> Options add a special message to the new appointment status if desired. Remember you can also create a PowerPoint slide if it is installed on your sign in computer.



To view Tips & Tricks from past issues of Echoes, visit www.dolphinimaging.com/Media/EchoesNewsletter



WHAT'S NEW

(Continued from page 2)



Occlusal collision colormap

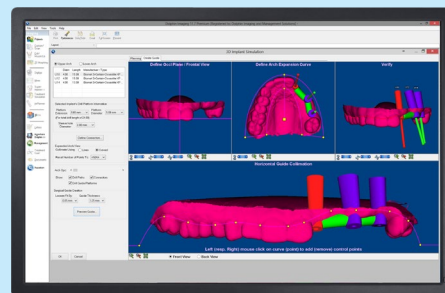
New in Dolphin Imaging 11.9

- A new “Color Match” tab in the “Enhance image” window allows you to pick an image from a different timepoint, and auto-adjust the color of the current image to more closely match the look of the corresponding original image.
- Duplicate Patient Warning system will alert you if you create a new patient that has the same first name, last name, and date of birth as an existing patient.
- Three new surgical analyses: [FACE], [Ortomax], and [Diez & Bonilla].
- Support for MyOrthodontist mobile app for patients.
- Download patients directly from AnywhereDolphin with the free viewer.
- Share a patient via AnywhereDolphin from directly inside Dolphin Imaging.

Coming in Dolphin Imaging 11.9.5

- “Submit to BeamReaders” button allows you to transfer a patient’s record, along with work-order notes to BeamReaders for a radiology report and/or image portfolio. This feature requires an AnywhereDolphin

- account, free to members of the Dolphin Service Club.
- New “Surgery” button on tool bar to enter 3D Surgery module.
- Discard color from imported color 3D study models
- Bibliographic citations added to Norms in the Custom Analysis Editor



Coming in Dolphin Imaging 12: 3D Drill Guides

3D Drill Guides is designed to be an add-on software module to Dolphin 3D, expanding its existing Implant Planning tools to create an all-in-one implant treatment planning program. By adding 3D Drill Guides to your 3D system, you gain the ability to plan guided implant cases from start to finish in your own office. Choose from a comprehensive library of implants to add to a patient’s 3D image for precise treatment planning, then with the 3D Drill Guides module you can create printable implant surgical guides. Print the guides yourself, or send to your favorite lab. No per-case fees. This software is now in design evaluation. Interested in evaluating the software at no charge? Email BetaDI@dolphinimaging.com for info.

Dolphin Management and MyOrthodontist have their own Facebook Users Groups

Dolphin Management and MyOrthodontist customers now each have a closed environment in which to discuss the software with each other. The Users Groups are meant to be a forum for users

to freely communicate with peers and share their experiences with the software. We encourage all Dolphin Management and MyOrthodontist practices to join by visiting www.facebook.com/groups/myorthodontist and/or www.facebook.com/groups/DolphinManagement.

DigiKnow...

You can sharpen your Dolphin software skills with additional training?

Have you recently upgraded your Dolphin system? Hired new staff? Purchased new digital equipment? Feeling like it’s time for a brush-up on the basics? Training isn’t just for beginners. The Dolphin Training team offers on-site or phone training sessions in customized packages to suit your ongoing needs. Continuing Education credits are available depending on individual state approval, including Canada. For details contact training@dolphinimaging.com or call 800.548.7241.

DigiKnow...

New "Dolphin in Research" web page

A source of pride here at Dolphin is that for decades, researchers and clinicians have used Dolphin software in their academic studies and published them in clinical journals worldwide. A new page on our web site has indexed hundreds of them going back to 1988. The page is searchable *by topic*. Go check it out at www.dolphinimaging.com/media/research.



JCO Names Student of the Year Award Winner

The Journal of Clinical Orthodontics (JCO) announced Dr. Moataz Elmahdy (from the University of Rochester) as the winner of the 2017 Eugene L. Gottlieb JCO Student of the Year Award. In its second year, the award includes more than \$8,000 worth of prizes from American Orthodontics, JCO, and Dolphin Imaging & Management Solutions. The winner of the inaugural 2016 Award was Dr. Krystian Jarosz of Rutgers University.

New Dolphin Imaging and Management integrations:

easyrx

- EasyRx is a Cloud-based digital patient appliance prescription management application for orthodontic practices and labs. For details on how it works visit www.easyrxortho.com.

Protected Trust

- Protected Trust is an IT security company that offers an innovative email encryption tool that helps businesses like yours adhere to regulatory demands such as HIPAA.

OrthoBanc

- PayWithBreeze, a new credit card processing service from OrthoBanc, is now supported by Dolphin Management.

1st Dolphin Mediterranean Meeting in Rhodes, Greece

Infolab (Dolphin distributor in the Mediterranean) held the 1st Mediterranean Dolphin Meeting in Rhodes, Greece on September 22, 2017. The event occurred the day prior and in conjunction with the first event of GREESLO (Greek Society of Lingual Orthodontics).



2017 Brasil Dolphin Meeting, Sao Paulo

Renovatio (Dolphin distributor in Brazil) commemorated 10 years of collaboration with Dolphin by holding a Dolphin Meeting for local customers. The event took place on September 5, 2017 at the World Trade Center in Sao Paulo, Brazil, on the first day of COBRAC. Visit the Renovatio Facebook page [here](#).



The biennial Australia Dolphin Meeting

The 2017 Australia Dolphin Meeting was held in Brisbane, Queensland, Australia on November 10-11 at the Rydges South Bank Brisbane. Members of the Dolphin U.S. team traveled down under to assist in conducting classes and helping customers in the Computer Lab.



Dolphin Master Class with Dr. Simonas Grybauskas

Dolphin distributors Major Partner and Dolphin Spain together organized a Dolphin Master Class held in Haarlem, Netherlands, on November 29th, the day prior to the start of BSSO. The class was held at Stemles restaurant, and featured Dr. Simonas Grybauskas, who presented a detailed demonstration of the new Head Orientation feature in Dolphin 3D.



Excellence in Digital Orthodontics with Dr. Dan Grauer October 10-13, 2018 Los Angeles

Dr. Dan Grauer will be holding a 4-day workshop on digital orthodontics. The program will be organized into parts:

1. Diagnosis and treatment planning
2. Imaging, from photos to customized appliances
3. Customized labial
4. Customized lingual, aligners and retainers

DigiKnow...

AnywhereDolphin is FREE to all Dolphin Service Club members?

One of the many perks of the Dolphin Service Club is free access to the AnywhereDolphin record-sharing service. AnywhereDolphin allows you to effortlessly and securely share your Dolphin records with referrals and patients over the Internet. Shared records include x-rays, photos, treatment request forms, and notes. You can exchange records between your AnywhereDolphin account and your Dolphin Imaging database; give referrals and patients access to the records that you specify; create templates for customized notes; track who accessed what records and when; and more. And to top it off, recipients can view the records online without the use of Dolphin software.

Dolphin Service Club



MyOrthodontist Gets a Total Rewrite in Version 3.

An overhauled user interface and a ton of new features were delivered in the recent update to the MyOrthodontist mobile app for patients.

Version 3 of the MyOrthodontist mobile app was released in October, adding design and functionality improvements to both the front and back ends of the app. Improvements include a new look and feel plus sleeker navigation and performance. It also now runs in a native environment in both iOS and Android, resulting in a faster, more responsive interface.

Other new features include:

- Create customized primary and accent colors when setting up your MyOrthodontist theme
- Support for adding custom social media links
- Simplified account creation by stepping users through the process, whether they are at the practice; received an invitation email; or they need to create an account by entering data manually
- Fingerprint login
- Ability to sign questionnaires
- Practice rating system
- Push notifications to remind your patients about appointments/new content

For more detailed info on this new release, click [here](#).

The MyOrthodontist mobile app gets patients involved in their treatment by putting your practice in the center of their lifestyle. Downloading MyOrthodontist to their iOS or Android device will empower them to take an active role in their treatment, while also enhancing their relationship with you and your staff.

Some Frequently Asked Questions

What is MyOrthodontist?

MyOrthodontist is a mobile app for patients and responsible parties, providing them access to information about their treatment, billing and your practice. Once they download MyOrthodontist to their smartphone, they have access to:

- Patient Information
 - o View future and past appointments
 - o View account balance

- o Make payments
- o Complete and sign online questionnaires
- o View photos from Imaging
- o View Aquarium© patient education video
- Practice Information
 - o FAQs
 - o Media files like videos, images
 - o News Items
 - o Staff bios
 - o Contact info (email, phone)
 - o Submit practice ratings and reviews
 - o Social media such as Facebook, Instagram, Google+ and Twitter

Is MyOrthodontist customizable?

Yes! MyOrthodontist is easily customizable for your practice. Using a new MyOrthodontist setup screen in AnywhereDolphin, you set up your profile information: details about the practice, doctors and staff. You can also include links to web site items such as news, RSS feeds, and social media. Personalize the app by uploading your logo and choosing from over 25 color themes, or create a custom one of your own.

How does it work? Is it secure?

MyOrthodontist connects to our secure AnywhereDolphin site to validate users and access data from your server (via our Dolphin Ocean Service). Connections between your server, AnywhereDolphin and the MyOrthodontist app are encrypted for security using industry-standard Transport Layer Security (TLS).

What does it cost my patients to download?

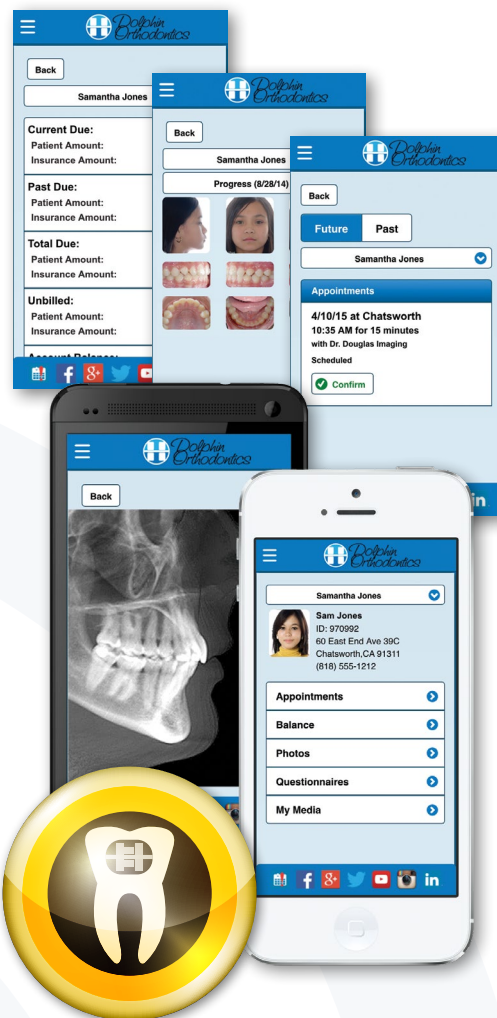
The app is free to download from the App Store or Google Play.

Does the app have the practice name on the App Store or Google Play?

No. The app is listed as MyOrthodontist on the App Store or Google Play. Once the user logs into the app, your customized MyOrthodontist app is displayed.

Can my practice use MyOrthodontist for mobile access?

No. Dolphin Mobile is our practice-facing



mobile app, developed specifically for use by doctors and staff. For more information, visit www.dolphinimaging.com/dolphinmobile.

What version of Dolphin Management is required?

MyOrthodontist requires Dolphin Management 6 or higher, or the Dolphin Security Utilities 7 or higher. To ensure you can take full advantage of the latest features of MyOrthodontist, we recommend running the most recent version of Dolphin Management that is available.

I only have Dolphin Imaging. Is MyOrthodontist available for me?

Yes! The app is available for Imaging-only customers when used in conjunction with the free Dolphin Security Utilities.

Got more questions? Feel free to contact us at 800.548.7241 or visit www.dolphinimaging.com/myortho.

DigiKnow...



AnywhereDolphin gets a fresh new look and lots of updates!

The AnywhereDolphin team has released a comprehensive update that includes a fresh new interface and enhanced functionality. Features include:

- The choice of a Light or Dark theme
- Complete history for each patient log
- Reports feature now offers the option to look back 90 days
- A new “Settings” link contains “Change Password” and “Theme” selector functions
- The ability to view 3D Model attachments within AnywhereDolphin (no need to download)
- And much, much more!

To see the new AnywhereDolphin, visit your account now.

Are you running the most current Dolphin software?

Keeping your Dolphin software up-to-date is crucial to maintaining the accuracy of diagnoses and treatment planning; the smooth operation of your practice; and the safety of your patients. The best way to ensure you always have the most current software is to enroll in the Dolphin Service Club, which not only sends you automatic software updates with unlimited support, but lots of other

perks as well. (Visit www.dolphinimaging.com/serviceclub for details.)

As of November 30, 2017, the most current Dolphin releases are:

- Dolphin Imaging – 11.9 build 24
- Dolphin Management – 8 build 6479
- Aquarium – 3.4 build 6486
- Dolphin Mobile for iOS and Android – 4.5.0003
- MyOrthodontist – 3.0.0003

DigiKnow...You can connect with Dolphin on social media?

Dolphin has been growing its presence on social media! Come join us to find out what’s new, where we’re at, and participate in conversations on all sorts of topics.

- Facebook: Facebook.com/DolphinImaging
- Twitter: Twitter.com/DolphinNews
- Google+: Plus.google.com/+DolphinImaging
- YouTube: Youtube.com/DolphinTalk
- Instagram: Instagram.com/dolphinimaging

DigiKnow...

Join us in Las Vegas for the 2018 Dolphin Meeting!

The 2018 Dolphin Meeting, Las Vegas, is right around the corner! Join us next March 1-3 at the Aria Hotel for our annual weekend of learning and fun. Check our web site at www.dolphinmeeting.com for details and to register.

