

Evaluating a New Practice Management Software System

dentaljim | Total Posts: 4 | Member Since: 10/25/2003 | Post 0 of 72 | Posted: 10/26/2003 8:01:47 AM

Hi Townies! My first time posting! I'm looking to upgrade my practice management software. I currently have Easy Dental--(don't laugh) the DOS version. I recently bought the practice and now it's time to change. I'm only using one or possibly two computers in the near future within the office and won't go digital for a few years. I've narrowed my search to Dentrix or EagleSoft. Which do you think is better for my situation?

Nancy Hammel | Total Posts: 1,365 | Member Since: 4/20/2002 | Post 4 of 72 | Posted: 10/26/2003 9:27:24 AM



Although no software is perfect, Dentrix (and Schein) are good, solid companies. We progressed from Easy Dental for DOS through Easy Dental for Windows and then onto Dentrix two years ago. We had EXCELLENT training, which is AN ABSOLUTE MUST. No matter what program you choose, you will be unhappy unless your entire office receives good training.

Secondly, the support at Dentrix is great. I can always get a hold of a support tech even if I am on hold for 10 minutes (which is a rarity.) And even though I bought the program from an independent re-seller, I've never had a need to call him again once he sold me the product.

I would also think choosing Dentrix would be a distinct advantage because of the ability to convert the data.

canalking | Total Posts: 149 | Member Since: 9/11/2002 | Post 12 of 72 | Posted: 10/26/2003 9:27:24 AM

I will just mention that I too narrowed my search to two companies. Then I heard about a company that many people never heard of, MOGO. They provided a free disk of the actual working program. You get to use it for 30 days, then, if you do not wish to purchase it, it will no longer work. If you like it, you can purchase it and enter the code to make it a permanent program. This is better than the demo CDs you may get with data already entered and shows you what they can do with it, but MOGO uses your own data and it is the complete, unrestricted program. I went MOGO after I tried it out. I don't know if you considered it, but it is a lot better than reps showing you pages of reports (they all look alike after awhile) and you get the opportunity to see the program in real life action.

jrccds | Total Posts: 117 | Member Since: 4/7/2003 | Post 13 of 72 | Posted: 10/26/2003 6:19:49 PM

If you are set on EagleSoft or Dentrix then my pick would be EagleSoft. If you have not looked at MediaDent you might check them out, I got a full system from them and have been very happy with it, we looked at EagleSoft, SoftDent, Dentrix, and MediaDent. For us Dentrix was at the bottom of the list (even though I know a Dentrix trainer very well), it came down to SoftDent (we didn't like version 10 that much--my wife has lots of experience with SoftDent), EagleSoft (I know lots of guys who have and it and like it, we just didn't like the lack of straight answers on prices), and MediaDent (easy to use, straight answers on any questions, and the most versatile and functional IMO).

We have been very happy with the product and service from MediaDent, you might consider them if you have not already. I should also mention that I have NO ties to MediaDent other than we bought from them and have been very happy.

Dave McWhinnie | Total Posts: 27 | Member Since: 8/9/2001 | Post 25 of 72 | Posted: 10/30/2003 9:22:14 AM

MOGO is great! Not very expensive; no expensive support deals; super stable; great value for the money; works with Quicken, Apteryx, digital x-ray systems, etc.; open architecture; very responsive support; etc. I have been using MOGO since 1993 and couldn't be happier. It runs on 4+ computers in my office and is great on a peer-to-peer network.

gumdoc | **Lorne Lavine, DMD** | Dental Technology Consultants | Total Posts: 2,932 | Member Since: 1/3/2002 | Post 39 of 72 | Posted: 7/4/2004 9:47:10 AM

EagleSoft and Dentrix will be priced about the same if you compare both programs with similar configurations. MOGO will be about 1/2 the cost of the others. As far as the person installing it, that's a bit different. Both Dentrix and EagleSoft use preferred integrators who only install that software, so you shouldn't really worry about that. MOGO doesn't usually have local people to install. Truth be told, installing the software isn't a whole lot more difficult than putting the disc in the drive and hitting "Next". All of them will offer phone-based support to help with installation should you need it.

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The challenge will come if you're integrating high-tech items like imaging software, intraoral cameras, and digital radiography. You really need someone who has experience with this. Just ask the installer to give you a few references of offices with similar configurations to your office. Also, if you're planning to put in new hardware, make sure you get a few quotes. The software company will try to convince you to get their hardware, but it's almost always more expensive than what you can get on your own, comes with shorter warranties, and often has outdated components. Hope this helps.

gregholm | Total Posts: 7,098 | Member Since: 4/28/2001 | Post 43 of 72 | Posted: 8/1/2004 6:43:38 PM

If you've been on Dentrax a long time I would seriously reconsider the idea about switching to EagleSoft. The conversion process is fraught with potential disasters. Yes, you can do a test conversion, but that only tells you so much.

In our January conversion from SoftDent to EagleSoft, all of our data was corrupted by double posts, lost data, etc. I will bet the Dentrax image module is CHEAP compared to some of the \$\$ problems you would have if you get away with even half the trouble we've had.

By the way, EagleSoft is a good program, but you may not realize how valuable some of the info you have gathered over the years in Dentrax may be and take for granted.

Further, there are add-on costs for different modules to EagleSoft too.

FIND IT ONLINE

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