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5 Qualities to Look for in a Dental IT Provider

Behind every successful dental practice is an IT provider they can rely on. The right technology company can protect your network, quickly resolve issues and help your business grow by providing new services and digital tools that make work easier. Plus, by outsourcing your IT needs, you can spend your time and energy where it matters most – with your patients. To help you find the right provider, we've compiled five key elements to look for that will ensure that your practice is in good hands.

Reliability: When choosing an IT provider, ask how long it takes for them to typically respond to calls or provide onsite support. While it's important that they are able to get things up and running quickly, it's also essential that they take a proactive approach to technology support. With services like 24-hour server monitoring, security upgrades and routine maintenance, you can help mitigate data breaches and costly downtime.

Profitability: Technology should increase your bottom line, not drain it! Be sure to choose an IT provider that offers upfront, cost-effective and transparent pricing without hidden fees or long-term contracts. Your provider should act as a partner in helping your practice increase efficiency, reduce costs and maximize chair time.

Customization: Stay away from "one-size fits all" tech support services. An IT provider should work with you to customize solutions that align with your unique workflows, business goals and practice size. Make sure they offer comprehensive services and a variety of options to best meet your practice needs.

Security: Above all else, your IT provider should offer comprehensive data protection, network monitoring and maintenance to keep systems running safely and smoothly. Viruses, malware and hackers are constantly evolving so you need a provider that is up-to-date on the latest cyber security protocol – especially in the dental industry, where patient confidentiality and HIPAA compliance are of critical importance.

Dental Industry Expertise: It's important that the provider you choose specializes in dental-specific IT services and technology support. A general IT provider may not understand HIPAA compliance, know how to best configure hardware in your office, or be aware of the strict regulations for safeguarding patient health records. From practice management to digital x-ray, panoramic x-rays and imaging software, your provider should have experience with all of the technology that dentists rely on.

At Darby TechForce, we are a comprehensive managed technology services provider. Our team of specialists act as dedicated IT advisors to ensure you get the solutions you need, when you need them. We are well-versed in HIPAA regulations, practice management software and the unique challenges dental practices face. Our specialists are dental practice software experts and are skilled in all of the technology you rely on, such as imaging, cameras, x-rays, CBCT, panoramic units and more. Our specialized services increase practice efficiency by streamlining processes, setting up your hardware and software to work together seamlessly, troubleshooting problems before they happen, and protecting your data from security breaches.

From desktop support to security, installations and integrations, we've got you covered. Call us today at 800.886.2093 to see how working with a trusted dental IT provider can revolutionize your practice.