

# TIPS to Master Your Energy for Less Stress and Practice Success

(and How Eaglesoft Can Help)

Focusing on these **7 ENERGIES** and leveraging Eaglesoft practice management software will improve practice efficiencies and allow you to present your best self.

By Renee Knight

All too often, dentists and their team members just accept stress as part of the job. There's a lot going on, after all, from treating and diagnosing patients to getting a handle on the business aspects of running a dental practice.

But stress doesn't impact just you and your team; it impacts your patients as well. If you're feeling run down and frazzled, you can't focus on your patients as you should. They, in turn, don't have the experience they expect, which could prompt them to schedule their next appointment at the practice down the street. That's why finding ways to manage stress is so critical to practice success.

The question is, how? Kristen Brown, an energy mastery expert and keynote speaker, says it boils down to focusing on 7 key energies, which comes in part from investing in the right tools. This allows you to present your best self, making the practice a better place to work and visit.

"It's important to ensure you show up for yourself, your patients, and your team," she says. "A lot of people don't like going to the dentist; just pulling into the parking lot puts them in a stress response. So managing your own energy, flipping

that, and knowing the tips and tricks to engage with patients better is really important."

Here's a look at the 7 energies Brown teaches dentists and other professionals across the country to master those energies, and how Eaglesoft practice management software can help.

## ENERGY NO. 1: VISION ENERGY

**WHAT IT IS:** This means looking past today and seeing where you want to be down the road, which can be difficult when you're stressed. Stress chemicals shut down your ability to think about the future; your goal becomes just getting through the day.

**TIPS TO MASTER IT:** Take a minute to think about what you want your future to look like, whether it's 1 year from now or 20. Really see yourself there. This allows your body and your brain to sync back up so you can evaluate if what you're doing in the moment will help you achieve that vision.

**How Eaglesoft helps:** The software offers many features that get you on the path toward meeting your goals, including MoneyFinder. MoneyFinder

is an easy-to-use tool that helps you identify hidden money in your practice and patient base to help you reach your financial vision, says Erin Smith, product marketing manager for Patterson Dental. You can select different criteria based on your practice needs, such as patients with unscheduled treatment and remaining insurance benefits, to create a concise list of patients to realize new revenue opportunities.

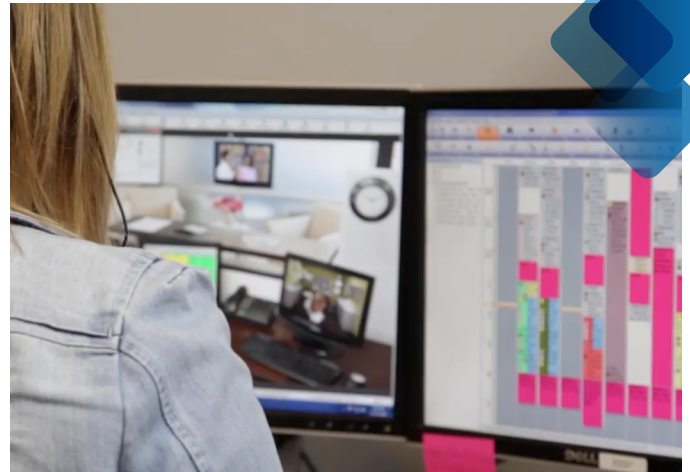
An organized office is another vision an office manager may have for the practice. With Eaglesoft, there's only 1 patient record, so everything from images to charts to insurance and account balance is housed in 1 place. Everyone knows where to go to get what they need, keeping the practice organized and efficient.

Enhanced team communication is another vision many practices focus on. Enter Eaglesoft's Messenger feature. With Messenger, team members can live-chat right from the software; they don't need to go searching for each other or talk in whispers, so patients don't overhear conversations. Communication becomes more streamlined and professional.

## ENERGY NO. 2: STRATEGY ENERGY

**WHAT IT IS:** While vision energy is about your long-term goals, strategy energy is about looking at everything that's available to help you meet those goals.

**TIPS TO MASTER IT:** Take a minute to identify and appreciate what's awesome about your practice right now. You also can complete 1 small step that's part of a bigger plan. You won't overwhelm yourself, yet you'll still be closer to meeting your goal.



**How Eaglesoft helps:** The software has multiple tools that enable users to get work done quickly so they can achieve their vision faster. QuickFill is an example. Last-minute cancellations can wreck your schedule but with QuickFill you can maintain a list of patients who prefer an earlier appointment to contact if a spot opens up. This makes it easy to keep the schedule full without taking up a lot of your time.

End-of-period reporting, another example, allows practices save time tracking financial records. Instead of manually running reports, which usually happens after hours or on the weekends, Eaglesoft can run your end-of-period reports for you and save them in SmartDoc automatically.

## ENERGY NO. 3: COMMUNICATION ENERGY

**WHAT IT IS:** This isn't just about listening carefully and speaking clearly. Communication energy focuses on communicating authentically and showing up as your best self—no matter your state of mind.

**TIPS TO MASTER IT:** Think of 3 energy words you want people to use to describe you when you're not in the room. When you're stressed, ask



yourself what's 1 small thing you can do to put those energies out into the world. Changing the tone of your voice is an example.

**How Eaglesoft helps:** One area where office managers can focus on communication energy is in the morning huddle. Being organized for this morning meeting can be stressful. Eaglesoft makes preparation easy with SnapShot. With 1 click, the office manager can create a practice overview that shows key areas, such as production vs collections totals and accounts receivable totals, even trend them over time, and use that information in the morning huddle. This jump-starts the conversation about practice performance and opportunities while ensuring everyone is on the same page.

Managing employee hours and payroll can add stress to your day. Time Clock and Employee Time Sheets within Eaglesoft make it easier to manage employee hours and create detailed time sheets for payroll. Office managers no longer have to track down this information or

handle things manually; it all happens within Eaglesoft.

#### ENERGY NO. 4: RELATIONSHIP ENERGY

**WHAT IT IS:** Creating reciprocal relationships, which means simply that the energy exchange between 2 people feels good for both parties, is key. That comes from supporting and lifting each other up.

**TIPS TO MASTER IT:** Be a light for others, which might mean calling someone who's having a rough time. You also can reach out to someone you've wanted to meet who you know will support you on your journey.

**How Eaglesoft helps:** The ability to add notes to the patient chart plays a huge role in mastering this energy. When patients share something personal, like an upcoming vacation or family wedding or birth, note it in the chart and ask about it at the next appointment. Doing so helps

you create personal connections with patients. The Eaglesoft Insurance Suite is another tool that can help build patient relationships. Once a treatment plan is created, you can check insurance eligibility with a single click through Real Time Eligibility. There won't be any unwelcome surprises down the road on what a patient's out-of-pocket expense will be, helping keep the relationship between patient and practice positive.

### ENERGY NO. 5: CONFIDENCE ENERGY

**WHAT IT IS:** This energy is really about showcasing your superpowers to the world, even when you're stressed.

**TIPS TO MASTER IT:** Make the things you're really good at a bigger part of your day. Doing so will put you into a flow state and a better mood. Try writing down 25 of your superpowers and dressing in your favorite outfit for an extra confidence boost.

**How Eaglesoft helps:** To make doing what you love a priority, you need to take tedious tasks off your to-do list. The Eaglesoft Insurance Suite is

one example of how Eaglesoft allows you to do that. You can submit, manage, and track claims and attachments electronically, eliminating the time and headaches that come from doing it manually.

Instead of being stressed, you gain peace of mind knowing a highly skilled support team is dedicated to your success. When you have questions or need a reminder on how to do something, the Eaglesoft experts at the Patterson Technology Center have you covered. Trained specialists, available via live chat, email, or phone, and an online FAQ website allow you to get answers quickly. You're not left to figure out everything on your own, freeing up more time to do what you love.

When it comes to training, the Patterson Dental Technology Advisors provide custom training either in person or virtually to ensure everyone is confident with the software and using it to its full potential. Webinars, user groups, and other resources are also available.

### ENERGY NO. 6: CREATIVITY ENERGY

**WHAT IT IS:** Simply put, creativity energy is about having more fun in your life and at work.

**TIPS TO MASTER IT:** Create a list of the things you love to do at work and do those first. Make sure to fit in your favorite hobbies in your off time, too. Schedule them as you would any other appointment. Doing what you love reduces the stress response and floods the body with endorphins. Make it a priority.

**How Eaglesoft helps:** Eaglesoft makes the entire office more efficient, saving everyone time. You can spend that free time however you





like, whether you chat with coworkers to form better connections, plan team-building activities, or spend more time talking with and educating patients. Being more efficient also protects your free time. You'll no longer need to stay late or come in on the weekends because you weren't able to get everything done.

### ENERGY NO. 7: MOTIVATION ENERGY

**WHAT IT IS:** This is the ability to kick yourself in the butt and get things done. Everything takes longer when you're not motivated, hurting efficiencies and leading to stress.

**TIPS TO MASTER IT:** Find a way to interrupt your physical and emotional state. That could be going outside for 1 minute or checking off one of the items on your to-do list that takes 5 minutes or less. Getting 1 small task done will make you want to tackle another and another, kicking off your motivation like a ripple effect.

**How Eaglesoft helps:** Eaglesoft eliminates tedious tasks, motivating you to get more done. Recall Wizard, for example, creates reports and automatically prints everything you need to quickly send out recall reminders. Then there's Fast Check In. This feature allows patients to complete electronic forms when they check in, with that information put into Eaglesoft for easy access. Everything automatically syncs to Eaglesoft, eliminating the manual work that can seem overwhelming and freeing up more time to talk with patients.

Eaglesoft is a user-friendly platform and there are shortcuts and multiple ways to navigate to your next task within the software. This allows you to work faster, motivating you to keep going down your to-do list.

## Less stress leads to success

Focusing on these **7 ENERGIES** with the help of Eaglesoft will reduce your stress level, improve efficiencies, and enhance patient care—leading to better patient retention, an increase in referrals, and a more robust bottom line.

"You don't want to live in stress," Smith says. "By focusing on these energies, you can make sure you're presenting yourself in the right way for both your patients and for your team."

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