# DR. HUONG LE, DDS, MA

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**PROFILE**

Dr. Huong Le has been involved with the National Network for Oral Health Access (NNOHA) for over 10 years as president, president elect, secretary, board member, and chair of the subcommittee on health information technology. NNOHA is the only national network of community health dental providers, offering support by developing resources and innovative initiatives. Dr. Le has coauthored two white papers for NNOHA (part one and part two) on the importance of electronic health record (EHR) technologies in public health clinics.
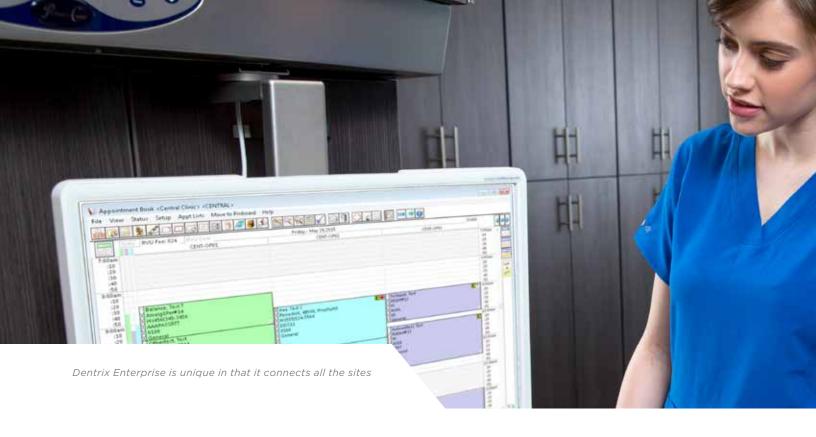
### A NECESSARY SOLUTION FOR PUBLIC HEALTH ORGANIZATIONS

Dentrix Enterprise is an invaluable tool for public health organizations. Just ask Dr. Huong Le, Chief Dental Officer (CDO) of the dental clinic at Asian Health Services in Oakland, California. The Asian Health Services medical clinic was founded 42 years ago, but in 2003, when it was ready to expand services to include dental care, Dr. Le was recruited as CDO. Since she was already using Dentrix at two clinics that she was directing, she knew the value of the practice management software but recognized that she needed the unique centralization and reporting benefits that Dentrix Enterprise offered a multi-site, public health clinic. She accepted the new position with one catch: "I told them I would not be coming on unless they had electronic health records!" she laughed. The clinic chose Dentrix Enterprise as she recommended.

Dentrix Enterprise has continued to play a crucial part in the success of Asian Health Services dental clinic since then, and Dr. Le says it's been a worthwhile and lasting investment. "Over the last 13 years, the medical clinic has gone through three different practice management systems while the dental clinic has had only one." This has been a great benefit for the dental clinic as it has avoided the costs in time and money involved with moving to new software and conducting training and record changeovers.

### WITH MULTIPLE CLINIC LOCATIONS, WE NEED CENTRALIZED RECORDS

Dr. Le recognized that with multiple sites, it was critical to have the centralized information that is core to Dentrix Enterprise. Just last year, the clinic provided care to 6,000 patients at five locations, and it will soon add another site. "Dentrix Enterprise is unique in that it connects all the sites," Dr. Le noted. "We have multiple part-time providers who are able to lookup patients and see charts and X-rays from all sites at all locations." This makes accessing patient information convenient from anywhere and saves on bookkeeping costs.

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## THE DENTAL-SPECIFIC WORKFLOW IS EASY TO USE

Another feature that Dr. Le appreciates is that the Dentrix Enterprise workflow is simple to learn, and it's specific to the dental business, eliminating the hassle of dealing with the workarounds of a purely medical system. Asian Health Services has providers from specialists to students and residents who need user-friendly software that's quick to learn. "With all of these providers, we can't have complicated software. That is key," she pointed out. "It's really easy to train the students to pick up and use Dentrix Enterprise." Because of the wide variety of specialties and levels of skill among providers, Dr. Le also likes that the software "allows us to create templates and assign procedures by levels of complexity, scheduling providers according to their experience." She added, "The transition from ICD-9 to ICD-10 was easier than expected. We found adding the new codes to our clinical notes and billing was simple."

Some of Dr. Le's favorite features of Dentrix Enterprise are the handy dental schedule template, clinical charts and notes, intuitive accounting ledger, sliding payment scale and the ability to handle various insurance plans. "Dentrix Enterprise also makes sequencing treatment based on priorities easy," she said. And because Dentrix Enterprise is interoperable, Asian Health Services has been able to establish a demographic interface with their medical health record system that will enable both sides of the clinic to view patients' overall health needs.

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### TRACKING AND REPORTING DATA NEEDED FOR FUNDING IS SIMPLE

Robust reporting functionality is also important to public health organizations like Asian Health Services because of data they need to collect and track. The clinic depends on many reports in Dentrix Enterprise, such as number of visits, no-shows, aging, charges, collections per provider, procedures, referrals and quality measures. "Dentrix Enterprise is easy to program and revise. We have a new UDS [Uniform Data Set] dental measure, and I've set up the system to run this report," Dr. Le said. This effortless custom reporting functionality in Dentrix Enterprise enables Asian Health Services to create the reports they need to qualify for critical federal funding.

Dr. Le added that "it would be a huge loss" if Asian Health Services ever had to do without Dentrix Enterprise. Staff and providers rely on it because it is so efficient and user-friendly. "Dentrix Enterprise continues to improve with new features and enhancements to help with the new requirements and the constant changes in dental practice. We have been using Dentrix Enterprise for 13 years and have been very happy with it. We know we will not change to anything else!"

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