Tech Update May 2023

How can my Practice Management Software Run Faster?

We are often asked:

Why is my practice management software running slow?
How much speed do I need? What causes my network to drag?

Allow us to give you some points to consider:

- Wireless networks are the choice for mobile devices, but should not be the primary choice for your practice computers. We suggest that you use a wired connection instead. When you are plugged into the router directly, your speed is faster and you avoid the lag that is caused by congestion from multiple devices using the same Wi-Fi. An Ethernet connection will always provide a faster data transfer while uploading large files (like digital x-rays).

- Don't wait-- Upgrade to the latest version of your Practice Management Software. You might be comfortable with the look and feel of the old version, but by upgrading your software you will most likely have a faster experience with automatic bug fixes. As a bonus, you may be pleasantly surprised that the improvement will streamline booking functionality, integrate with other software better, or offer more patient engagement features.

- Double check your server and workstation specs. Are you using compatible hardware for your software? Investing in your network will lead to an increase in practice efficiency. For example, running an outdated firewall not only leaves you vulnerable to cyber-attacks, but it also slows the ability for your software run at the ultimate speed level.

- Speed Matters: This is especially true for cloud-based software. Speed is separated into two measurements-- how quickly data can be downloaded, and uploaded. Download speed refers to how quickly data is pulled from the internet to a device. Upload speed is how quickly data can be pushed out from your device to the internet. Both are important for everyday functions, from pulling patients files to submitting claims. Call your internet provider and make sure you have the maximum speed available to run your network.

- Connectivity: Most offices need a gigabit (1 Gig) connection to run their PM software, but your maximized speed might never reach that level if you are using a device without the capability to do so. It might be as easy as changing your network switch.

At HTI, we are dental practice software agnostic – so ask us any questions. We work with all dental practice management software and would be happy to review what is compatible with your hardware and the other digital technology in your office.