



WATERTOWN DENTAL PROTECTS PATIENT INFORMATION WITH CARBONITE

Dr. Peter Dana of Watertown Dental has seen many changes since he first became a dentist over 35 years ago.

For one thing, says Dr. Dana, who runs the thriving family practice along with his wife, Dr. Virginia S. Teiber, there have been amazing technological advances that allow for more effective yet less invasive dental procedures. There has also been a massive shift toward digital information, and a rise in industry regulations such as the Health Insurance Portability and Accountability Act (HIPAA).

Dr. Dana is so moved by all the change that he took some time to write about it on the Watertown Dental homepage.

“The ability to adhere tooth colored composites to teeth has led to more conservative, lifelike restorations and the demise of silver-mercury fillings. Modern dental porcelains are so strong that a metal base is no longer needed for crowns,” the message reads. “The digital world has entered the dental office as well. X-rays are taken with sensors utilizing less radiation and software that enhances images immediately on the computer screen. Impressions for dental crowns are now scanned by a laser which goes to a 3D printer to create models.”

With dental offices running on more digital information than ever before, having a secure and reliable backup system in place is more important than ever. But it can't be just any solution. Dentists need a simple yet powerful backup solution that's supported by a top-notch customer care team. They also need a solution that supports their HIPAA compliance efforts.

“Backing up your data in a safe, HIPAA-controlled environment is crucial,” Dr. Dana said. “That's one of the reasons why I went to Carbonite.”

Dr. Dana also chose Carbonite because it backs up his important patient files automatically in the background, without him having to give it much thought. With Carbonite, the dentist is free to focus on what he does best: improving people's smiles.

“Everything is digitized today – the records, the X-Rays – and I don't want to have to worry about backup,” he said. “I want a no-brainer.”

LOCATION:

Watertown, MA

SPECIALTY:

General and cosmetic dentistry

CARBONITE USER SINCE:

November 2013

KEY BENEFITS:

Supports HIPAA compliance, automatic backup, top-notch tech support

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Some of Watertown Dental's favorite things about Carbonite include:

SUPPORT FOR HIPAA COMPLIANCE

The dental practice needed a backup provider that allowed it to remain HIPAA compliant. Carbonite meets HIPAA regulations of a Business Associate and provides its covered entity customers with a Business Associate Agreement.

"Security and privacy in the dental office is top priority," Dr. Dana said. "You have to protect the data."

EXCELLENT TECHNICAL SUPPORT

Carbonite's award-winning U.S.-based technical support team is available to help customers with any issues or questions seven days per week. Watertown Dental hasn't had to call the Carbonite technical support team very often. But when they do, the support team always resolves issues quickly.

"Carbonite is reliable. If the server ever breaks, I know I'll have the data backed up."

RELIABLE, AUTOMATIC BACKUP

Watertown Dental uses the Carbonite Server Pro Bundle package, which covers backup for all of the practice's workstations, files servers and databases. Dr. Dana is happy to know it backs up X-Rays, scans and other patient information without him having to think about it.

"Carbonite is reliable," he said. "If the server ever breaks, I know I'll have the data backed up."

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