

## Navigating Through Challenges: Our Response to the Change Healthcare Cyberattack

Dear XLDent Community,

As we began planning our newsletter content earlier this year, we never dreamed of the challenges that would unfold in late February. The cyber-attack on Change Healthcare, marked by its widespread impact, prompted us to make decisions that were far from easy. At the heart of these decisions were not just strategic considerations but a deep understanding of the implications for thousands of practices that rely on us.

In our journey through this challenge, we've been reminded of the weight our decisions carry. Each step was taken with a profound sense of responsibility, acknowledging that behind every practice are people who depend on our systems for their daily operations. The human element in our decision-making process was paramount, ensuring that we remained empathetic to the needs and concerns of our community.

The experience has been a reflective one, teaching us invaluable lessons about resilience, adaptability, and the importance of proactive measures. We've seen firsthand the significance of robust cybersecurity measures and the need for continuous improvement in our defenses against ever-evolving threats.

As we move forward, our focus remains on mitigating any potential disruptions to our services. Our commitment to you, our valued clients, is unwavering. We are dedicated to implementing lessons learned from this challenge to strengthen our systems, enhance our response capabilities, and ensure that we are better prepared for any future uncertainties.

Thank you for your continued trust and partnership.

Warm regards,  
Alvin Lin  
Managing Director

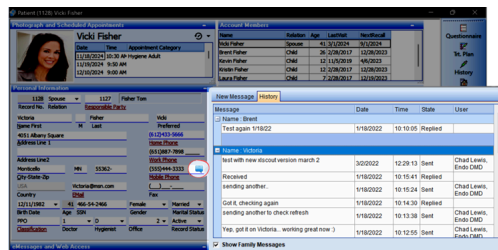
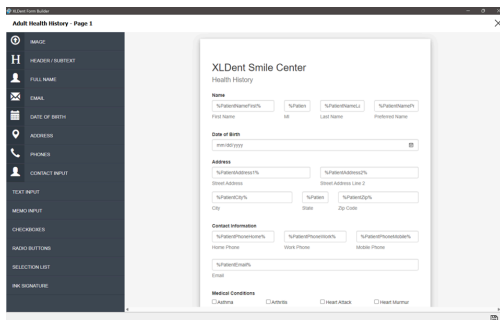


World Backup Day is March 31st, it's a timely reminder for all of us, especially healthcare practices, to evaluate and reinforce our data backup strategies. Read about why backup is crucial, backup best practices and how XLDent and the XLBackup product can enhance your practice's data security in our latest blog: ["World Backup Day: A Reminder to Secure Your Practice's Future"](#).

## Get Ready for a Game-Changer: XLDent Version 19.5 is on the Horizon!

XLDent Version 19.5 Highlights:

- Integrated Form Designer for XLPortal Forms
- XLMsgs Patient/Family Message History
- ADA 2024 Claim Form and Code Support



XLDent 19.5 will be available soon! Watch your email and the XLDent Dashboard for more information!



## Elevate Your Practice with XLConnect: The Ultimate Reminder Service

Transform your dental practice with XLConnect, the tool from XLDent designed to take patient engagement to the next level. Say goodbye to missed appointments and hello to streamlined communications, as XLConnect revolutionizes the way you connect with your patients.

Why Choose XLConnect?

**Reduce No-Shows:** Significantly cut down on cancellations and no-shows.

**Boost Patient Communications:** Keep your patients informed and engaged like never before.

**Reliable Reputation Management:** Partner with us to track, enhance, and showcase your patient satisfaction. Amplify your positive reviews and secure your high standings on leading review platforms.

With XLConnect, embracing the future of dental practice management has never been easier. Ready to revolutionize your patient engagement? Discover how with [XLConnect Reminder Service](#). Make the switch today and watch your practice thrive!

## XLDent Marketing Services

Unlock the full potential of your dental practice with XLDent's cutting-edge suite of marketing services. Are you ready to attract new patients, retain your existing ones, and amplify your digital presence? Then XLDent has got you covered! Explore a variety of marketing services designed for your dental practice, offered by your trusted technology partner.

A look into the services we offer:

**Modern Web Design:** Experience our personalized approach to web design made precisely for your practice's needs through user-centric, intuitive designs that enhance engagement and foster retention.

**Expert SEO Strategy:** Let our strong team of SEO specialists elevate your online visibility to achieve prime positioning in relevant search results.

**Save Time and Resources:** Automate reminders and recall processes to focus on what matters most - patient care.

**Powerful Paid Advertising:** Harness the compelling impact of online ads crafted to attract new patients effectively.

**Strategic Social Media Management:** Maximize patient engagement with our innovative social media strategy that keeps your patients informed, involved, and loyal.

At XLDent, we don't just promise, we deliver. Don't wait, elevate your practice now with XLDent Marketing.

[Learn more about our marketing services](#)

## Save time by paying your XLDent invoices online!

Did you know there is a quick and convenient way to pay your XLDent invoice with 24/7 access? Visit [billing.xldent.com](https://billing.xldent.com) and enter the email address associated with your billing account (usually this is the same email as where the invoice was received). You will receive an email with a secure sign-in link. Follow the link to access your account, review invoices and pay your bill. For more information and to learn more about our billing portal, visit [billing.xldent.com/faq](https://billing.xldent.com/faq).



Tech Tips

# Enhanced Cybersecurity: Protecting Your Practice

In the digital age, cybersecurity is paramount for safeguarding your business against threats. Fortunately, taking proactive steps can significantly diminish the risk of a cybersecurity incident. Here are some essential tips to fortify your defenses:

**Stay Vigilant with Antivirus/Antimalware Software:** Ensure every device is equipped with antivirus/antimalware software, and diligently keep it updated to thwart emerging threats.

**Fortify Your Network with a Firewall:** A properly configured firewall acts as a robust barrier, filtering malicious content and blocking unauthorized access. Regular updates are crucial for maintaining its effectiveness.

**Empower Your Team:** Regular training sessions for employees can be your first line of defense against phishing scams. Knowledge is power when it comes to recognizing and avoiding these common threats.

**Back Up Your Data:** Regular, secure offsite backups or using an offsite backup service can save your practice in the event of data loss.

For more resources and tools to enhance your practice's cybersecurity, visit [CISA's website](#). By taking these steps, you're not just protecting your practice; you're ensuring the trust of your patients remains unbroken.