



Dr. Paul G. Trotter

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The topsOrtho™ High-Performance Cloud: Better Security

Today, there's a heightened sensitivity towards data security. The ransomware WannaCry—in all of its various forms—has compromised the security of patient records at several practices around the country. From our start, we created topsOrtho™ to be the most secure software available. Interestingly, that secure architecture included making topsOrtho cloud-based technology. We were “cloud before cloud was cool!”

One tops Doc who understands this is Dr. Paul G. Trotter, of Trotter Orthodontics. He's a big proponent of topsOrtho's High-Performance Cloud technology. We want to talk about his experience both with High-Performance cloud and taking his practice fully digital.

***team tops:* Thanks for speaking with us today, Dr. Trotter. Can we start with your history?**

Dr. Trotter: Well, I grew up with an orthodontist—namely, my father, Dr. Barrett Trotter. I knew early on that I'd follow in his footsteps. I worked in his office, ended up in dental school followed by orthodontic residency, and then later joined his practice. He completed his residency and opened his practice in 1981 in Augusta, Georgia. When I began, I joined him, and we opened our satellite office in Evans, Georgia in 2014.

So how did you learn about topsOrtho?

I first learned about topsOrtho during residency. I got my first Mac when I started dental school and immediately fell in love! From the beginning, I got sucked into the Mac infrastructure. (laughs) I was always impressed with the Mac operating system. So topsOrtho was an attractive option. It runs seamlessly and reliably. I can get around quickly and consistently.

When I first joined my Dad's practice, he was using a PC system for scheduling and financials. It was slow, and we were paying fairly high fees for IT support. Switching was a no brainer. I knew that we couldn't run two offices relying on paper charts. I wanted to take both offices into paperless digital charting.

What about security concerns?

When you have a physical server, you're subject to fire, natural disaster and theft. Today, if you have a data compromise due to theft, you are facing some serious HIPAA fines. And if that happens, you're in further trouble because you have to pay for ID monitoring and the cost, trouble and embarrassment having to notify

patients about the data breach. That's why I really appreciate the security and peace of mind I get from topsOrtho's High-Performance Cloud.

In addition, one of my favorite perks about topsOrtho is the availability of remote access. We can log on from our family's lake house whenever the need arises.

So when you switched to topsOrtho, how hard was it?

Well, I'm pretty tech savvy, so when it came time to switch, I got rid of our IT guy, and in one afternoon, I was able to hook up both offices myself. We've run problem free ever since!

When was that?

Four years ago.

Any advice for someone who's considering switching to topsOrtho?

If you're switching from paper charting like we were, you are already committing to a capital hardware investment. You may as well spend a little bit more for the reliability and ease of use of Macs.

Let me also add this—I got a call from a colleague and friend recently. His practice needs to upgrade the server for his PC-based management system. The server they need will cost \$45,000! With topsOrtho and the High-Performance Cloud, I'll never have to worry about a cost like that. What will their next server cost?

How does your staff feel about tops?

Our Treatment Coordinator just went through the topsOrtho webinar on the D7 Matrix treatment coordinator tool in topsOrtho, and she likes it a lot, now that she understands it. That was very helpful for her. Our receptionist previously worked on a PC system, and she's really come to appreciate topsOrtho. She picked up on it and learned it quickly.

What's your favorite feature on topsOrtho?

For me, it's reliability. I know that's not a feature, but it's my favorite thing about topsOrtho.

Excellent! Thank you for your time, Dr. Trotter!

Dr. Trotter currently serves on the Alumni Association Board of The Dental College of Georgia at Augusta University. He achieved Diplomate status with the American Board of Orthodontics in March 2014. He and his wife Liz live and work in Evans, Georgia.