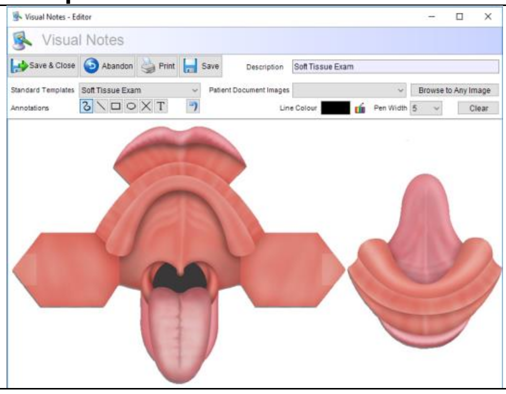
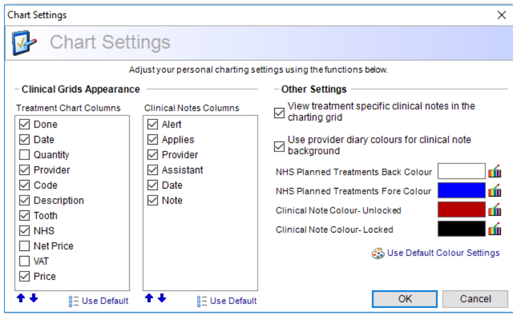
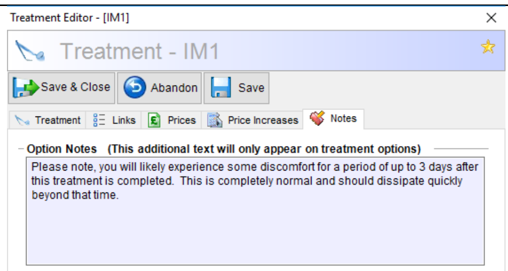
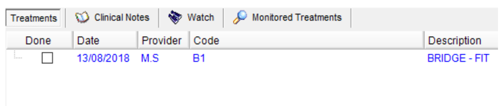
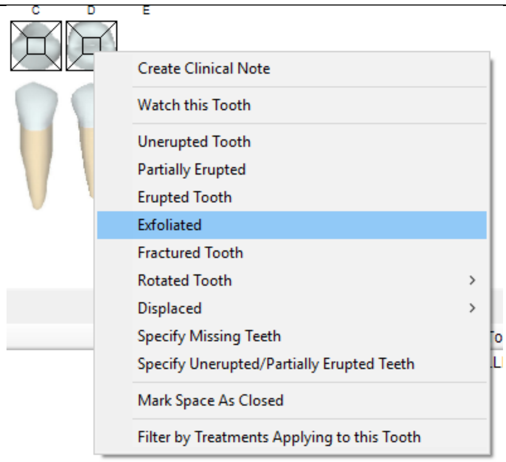
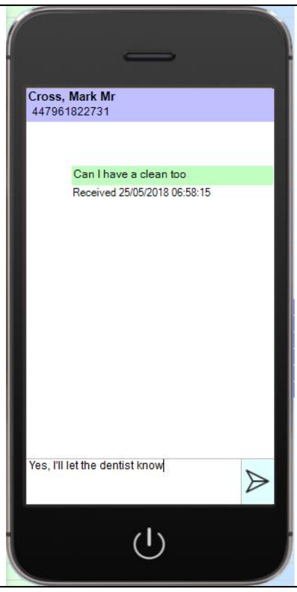
New Features, Bug Fixes and Updates for Version 4.3.0

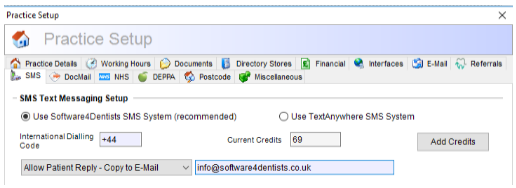
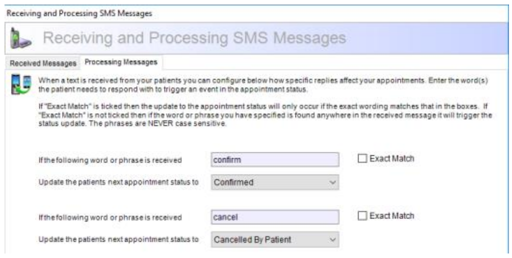
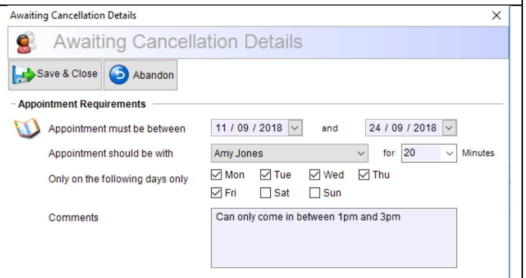
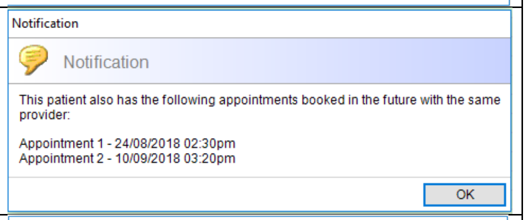
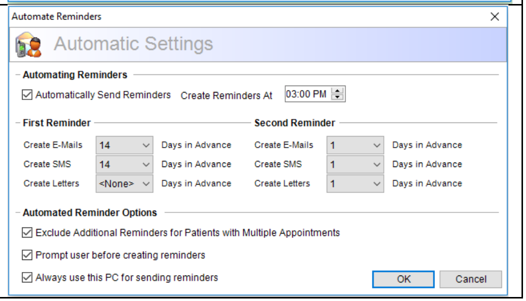
Patient Record Updates

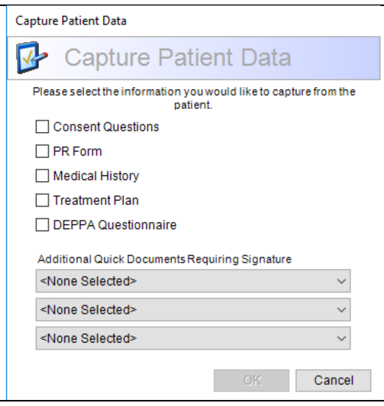
Description	How To Use	Example
A "Soft Tissue Exam" template has been added to the "Visual notes" area.	Open a patient record and select the "Visual Notes" tab. Select "Add Note" at the bottom of the grid and you'll see "Exam - Soft Tissue" has been added to the drop down list of selectable images. You can use the editing tools provided to add text or other visuals to help with identifying any issues.	
Clinical notes can be set to use the provider background colour used in the diary, to make it clearer who has created a clinical note.	In the patient record under the "Charting" tab, click on "Settings" at the bottom of the charted items and either tick or untick the "Use Provider Diary Colours for Clinical Note Background". Obviously it only makes sense to turn on this setting if each provider has a unique colour in the diary. Please note, for aesthetic purposes it is best to use pastel shades as opposed to dark or bold colours as this can make the black wording less clear. The default pastel yellow colour used for working hours will be translated to white for the clinical notes.	
When providing patient treatment options, a note can be added to provide additional treatment related information to the patient. This note is appended to the treatment description when listed as a treatment option.	Go to the "Treatments" database and edit the treatment you would like to add additional option notes to. Select the "Notes" tab, In the "Option Notes" box, enter any additional text you would like to see below the actual treatment. These notes are appended to the treatment description when listed as a treatment option. The notes will not appear anywhere else (such as treatment plans).	
When creating treatment options for a patient, there is now a choice of whether the dental chart is displayed for each option or not; as is already possible when creating a treatment plan.	When creating patient treatment options, selecting "Print Treatment Options" will ask if you want to print the chart or not. Simply select "Yes or No".	
For practices that have larger screens, the 6 point perio chart displays both the upper and lower teeth side by side. For users with smaller screen resolutions, you can continue viewing either upper or lower, but not at the same time.	Open a patient record and go to the "Perio" tab. If your screen resolution is large enough you will automatically see the upper and lower teeth side by side.	
When in the charting area, the provider initials have been added to each charted treatment row, so that it is perfectly clear which provider has planned and completed a treatment.	Open a patient record and go to the "Charting" tab. Note that on each row showing any treatments the patient has had, a new "Provider" column has appeared with the provider initials. Please note, the order and visibility of the columns shown in the treatment grid and clinical note grid can be changed in the "Settings" area just below the grid.	

When charting a patient with deciduous teeth you can quickly exfoliate a child tooth.	Open a patient record with mixed dentition and right click on any deciduous tooth. Note that a new option "Exfoliated" is revealed which will record an exfoliated tooth in the base chart.	
On the patient record "Consent" tab, there is now an "Accepts All" and "Declines All" quick select option.	Selecting "Accepts All" or "Declines All" instantly sets all the GDPR questions for that patient to your selection and also asks if it was instructed verbally or in written form.	

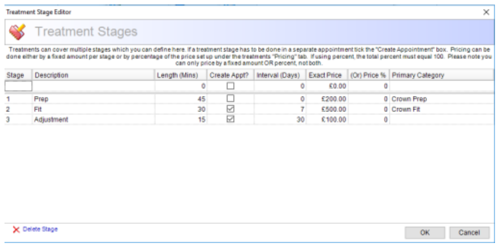
Appointment Updates

Description	How To Use	Example
If you are using Comart Dental SMS texting service rather than the old TextAnywhere one, you are used to seeing patient replies come back in response to a message you have sent out. Now you can instantly respond to a patient query instead of having to come out of that area and go elsewhere in the program.	When a reply comes in from a patient, enter your response in the box at the bottom of the phone and press the blue right arrow. Simple as that!	
For customers who have already switched to using the Comart Dental SMS texting service you may be aware that up to now, only one reply was possible from a patient to a text. It was implemented so that patient's could quickly respond to an appointment or recall reminder, however we soon discovered that patients started texting long after the initial sms message just to ask questions or give feedback. These messages were ignored because they were not in response to a text your practice had sent. However, now the program will display all patient sms messages up to 6 months after they have been sent a message.	Automatic	

Some dentists using the old TextAnywhere SMS service depended on patient sms responses being sent to their e-mail address. This was so that they could see any replies at home or over the weekend without logging into the software at the practice. We have therefore added this option to our service.	To have copies of incoming sms messages go to your e-mail address, go to "File/Practice Setup" and select the "SMS" tab. In the drop down box, choose "Allow patient reply - Copy to e-mail" and then enter the e-mail address alongside it. Please note, this can only work if you have set up your e-mail account correctly under the "E-Mail" tab. If you are already using Comart Dental to send out e-mails to your patients then it will already be configured correctly. When a patient sms response comes in, Comart Dental will automatically send it to the e-mail address you have designated.	
Up to now, to automatically update an appointment status based on a patient's sms response, the patient's reply had to match exactly the wording that was entered by the practice. We have now made this a "Like" match. For example, if a patient replies with "I'd like to cancel please", Comart Dental will extract the word cancel and perform that operation for you. Note: This feature is only available to customers that have switched to using the Comart Dental SMS service.	To automatically update an appointment status based on a patient's sms reply, click on "Communications" from the menu at the top of the screen and select "View and Process SMS Messages". Select the "Processing Messages" tab and enter the phrase you would like to look for in a patient's response. If that word or phrase is received the program will update to whatever appointment status you have set in the drop down below it. If you still require an exact match, i.e. the patient must text exactly "cancel" to cancel, then tick the "Exact Match" box.	
You can now edit patient details that are in the "Awaiting Cancellation List". In the past you could only add or delete these entries, but now you can amend any of the details.	Open the "Appointment Diary" and select "Appointment Diary" from the menu at the top of the screen followed by "Awaiting Cancellation List". Here you can enter the details of patients who request a call back if a slot becomes free due to a cancellation. To amend an entry, double-click on the entry, or highlight it and press "Edit Details" at the bottom of the dialogue.	
Comart Dental will now notify the user when an appointment is cancelled or moved, if there are any other appointments booked with the same provider. Allowing a user to also alter/cancel these other appointments if necessary.	Automatic when moving or cancelling a patient's appointment.	
Some practices make appointments with patients that are a significant time period away. In these instances it is sometimes insufficient to send only one reminder a day or two before a patient's appointment is due, as they may have completely forgotten about it. We have therefore added the ability to send two appointment reminders where you feel it would benefit your practice.	Go to "Documents", "Create Appointment Reminders" and select "Automate Reminder Settings". The new dialogue is similar to the old one but you can send both a first and a second reminder. The first reminder would normally be sent a longer period of time before the appointment so the patient is able to make a note of it somewhere, with the second reminder being sent a day or two before the appointment is due.	

You are now able to create custom quick documents for use with signature capture pads and tablets. You can select up to three of your documents to be reviewed and signed by the patient.	Create your appointment as usual and select the "Capture Data" link at the bottom of the editor. The three template drop down boxes will automatically be displayed, in addition to the standard options. Select whichever templates your practice has set up for the patient to review and sign. Please note, you should ensure that each template has a "<Patient Signature>" field present, otherwise the program cannot capture the signature. Simply open your template in the word processor and press to move the cursor to the location you want the signature box, then double click "<Patient Signature>" on the left.	

Treatment Updates

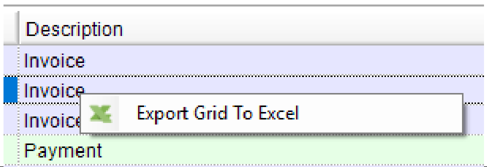
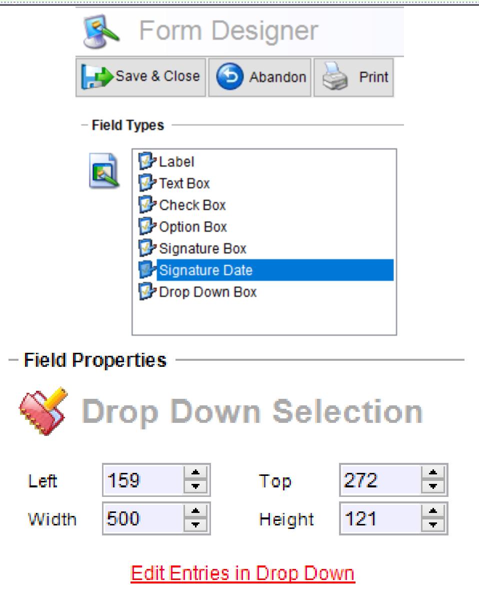
Description	How To Use	Example
Rather than using percentages for the price of treatment stages, the program will allow you to select fixed prices for each stage of the treatment.	Go to the "Treatments" database and edit a treatment that has stages, such as a crown. Click the "Define Treatment Stages" button and the dialogue will appear that allows you to define the stages. Note that there is now a "Fixed Price" column where you can specify the exact price of the stage rather than using a percentage of the price defined under the "Pricing" tab. Please note you can either use fixed pricing OR percentage pricing on each treatment, not both	

Financial Updates

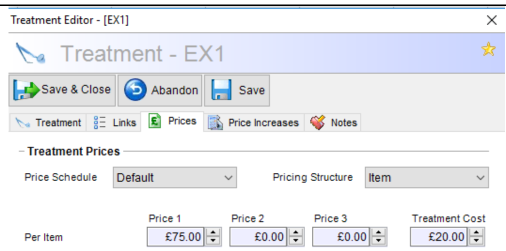
Description	How To Use	Example
When creating statements, the ability to choose patients in credit has been added.	Go to "Financial" > "Create Statements" in the menu at the top of the screen. Press the "Calculate Balance for All Patients" button and note that there are options at the bottom of the dialogue for quickly choosing patients in debt or in credit.	

Miscellaneous Updates

Description	How To Use	Example
An "End of Day" report has been created which instantly shows the following information on a single report: Daily Payments Daily Invoices Not Paid Daily Treatments Not Charged.	On the "Home" screen of Comart Dental when you first log in you'll see a new "Create 'End of Day' report. Simply click to generate the information.	
A list of your reminders can be viewed instead of the home page icons and has been moved to just below the home page pictures to make it easier to view.	On the "Home" screen you can switch between the "My Reminders" view and the standard "Home" page by simply clicking the option.	

Better handling of on-screen keyboard when using tablets in patient mode. In order to enter text when using a tablet the on-screen keyboard needs to be shown to the patient. However we found that on some tablets, Windows was not showing the keyboard at essential times such as when editing a medical history meaning the user had to manually turn on the keyboard by pressing a button in the windows taskbar. We have therefore taken control of exactly when the keyboard should be displayed which should make it much easier for a patient to enter details on a tablet.	Automatic when using a tablet in "Patient Mode" with no keyboard attached.	
Patient grid data can be exported to an Excel spreadsheet by right clicking and selecting export to excel.	Open a patient record and select a tab that uses a grid such as "Accounts" or "Appointments". If you right click on the grid you'll see you can "Export Grid To Excel".	
A "Signature Date" field and a "Drop Down Box" field have been added as a control type to use on your medical history form. The date field will automatically be stamped with the current date when the patient signs the form using either a signature pad or a tablet. The "Drop Down Box" enables you to enter a series of viable options that the patient can select from when filling in a field.	Go to "Documents" and then "Design Medical History Form". Note there are two new controls you can drag onto your form. Drag the "Signature Date" field type onto your medical history form and place it next to or near the "Signature Box" you should already have on the form (if you are enabling signature capture of course). To use a drop down, drag the "Drop Down Box" control onto your form. Note, when selecting it in your form, on the left it will say "Edit Entries in Drop Down". If you click on this it will display a dialogue where you can enter as many viable options as you like, for the patient to choose from when entering their medical history details.	

Report Updates

Description	How To Use	Example
"Patient X-Ray Breakdown" report has been added which displays all x-rays that have been taken and totals the number of different grades.	Go to "Reports" and click on the "Patients" tab.	
"Profit Analysis By Treatment" report shows the profits made by your practice based on the treatment cost vs the price you are charging.	Go to "Reports" and click on the "Financial" tab. This report can only work if you have set up the treatment costs in the treatments database. To do this go to "Treatments" and then edit a treatment to show the dialogue. Click on the "Prices" tab and next to where you have entered any prices for level 1, 2 and 3 you'll see a "Treatment Cost" box. Enter the amount that you believe the treatment costs your practice to actually administer the treatment. Once this is done, the software can calculate future treatments you perform and give you a breakdown of your most profitable treatments.	

"Patients With Open Courses and No Appointments" has been added which is an updated version of the "Patients With Open Courses" report.	Go to "Reports" and click on the "Patients" tab.	
"Patient Spending By Joined Date" report has been added.	Go to "Reports" and click on the "Financial" tab.	
"Appointment Time Spent By Patient Group" report has been added. Gives a breakdown of how much time each provider is spending on each "Patient Group".	Go to "Reports" and click on the "Appointments" tab.	
"Appointment Time Spent By Appointment Category" report has been added. Gives a breakdown of how much time each provider is spending on each "Appointment Category" type, i.e. "NHS", "Private" etc.	Go to "Reports" and click on the "Appointments" tab.	
"UDAs Per Month" report has been added giving a breakdown by provider of how many UDA's each provider is achieving in each month.	Go to "Reports" and click on the "Staff" tab.	
"UOAs Per Month" report has been added giving a breakdown by provider of how many UOA's each provider is achieving in each month.	Go to "Reports" and click on the "Staff" tab.	
"New Patients Per Month" report has been added. This is a more advanced version of the "New Patients" report, as it gives the actual names of the patients joining and also allows you to see and filter by the number of appointments they have had.	Go to "Reports" and click on the "Patients" tab. Normally you would filter on the "Patient Joined" date, but if you can also filter on "Number of Past Appointments" and "Number of Future Appointments". For example if you filter by past appointments = 1 and future appointments = 0, you'll see a list of patients that have joined, but only signed up for a single appointment.	

Bug Fixes

Record	Description	Status
4.3.0.1	Bleeding, plaque and suppuration percentages on the 6 point perio charts should be calculated based on number of teeth remaining not on the standard number of teeth in a mouth.	Fixed
4.3.0.2	If you print an option before saving it, the appointments appearing below each option could be ordered incorrectly.	Fixed
4.3.0.3	When converting an option to a plan, if you select "Print Plan" without pressing the "Save" button first on the patient record, it prints no treatment items.	Fixed
4.3.0.4	If a task reminder shows and then the system automatically logs out, the log on screen appears behind the task and you can't bring it to the front to log back in.	Fixed
4.3.0.5	PR form should have 'Yes' box ticked if evidence has been seen.	Fixed
4.3.0.6	If a computer's default printer is set to a non A4 printer (i.e. an appointment card printer), an error occurs when trying to create some on screen documents such as the PR form.	Fixed
4.3.0.7	Denplan have recently updated their web site interface to use TLS 1.2 security as opposed to TLS 1.1, which has prevented assessments being transmitted to the DEPPA site. The software has been updated to use the TLS 1.2 security protocol.	Fixed