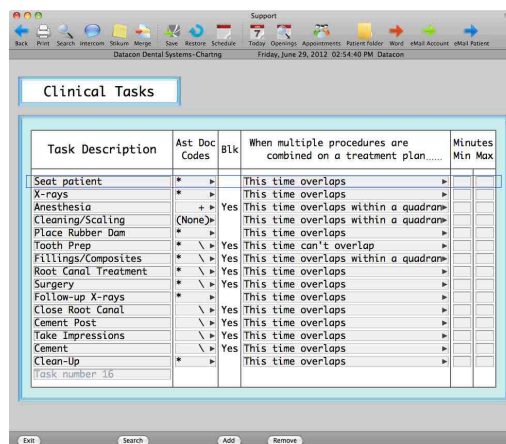# Features We Thought You Would Like

Chart Notes

Your software includes a number of tools to simplify the process of entering chart notes. As our clients are transitioning to the "paperless" office, these tools are becoming more important and we are continuing to improve them. Lets look at a few features in this area.

Patients Needing Charting – This is the software equivalent to a stack of charts. When patients are seen and treatments are diagnosed or completed, the software checks for any required chart notes and adds the patient to this list if they are not completed. There is an option to place any patient who was seen on this list. When the doctor has edited and checked the chart notes, a menu selection "puts the chart away".
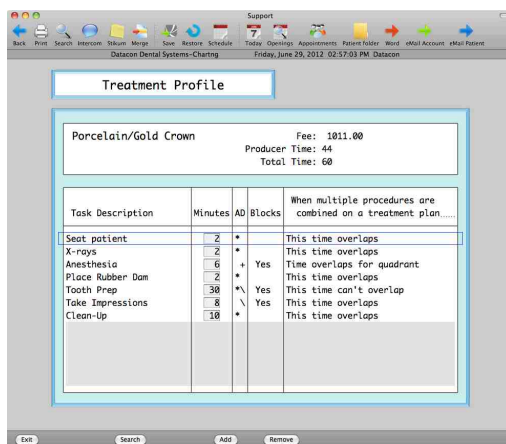
Chart Note Templates – Note templates have been in the software for a while but we have expanded on their use and capabilities. The simplest template consists of a preset block of text to be included in a note. A more complex template contains an outline with check boxes for items to be included in the note. There can also be areas in a template where text can be entered to complete the information to be saved. Upon exiting the template, the software assembles the selected items into a complete note that can be edited and saved. Note templates for diagnosis and for treatment can be defined for each procedure category. Diagnosis notes are entered when treatment plans are created. They would include diagnostic information such as cracked restoration, decay, etc. Treatment notes are entered when the procedures are completed.

Treatment Notes for Visit - This is a standard code that is posted from the Patients Needing Charting screen by clicking a check box. The template for this note would contain information you wish to record that is not specific to individual treatments. This might include notes about a consultation, notes about anesthetics or procedures that apply to the entire visit.

Clinical Tasks – A more sophisticated method of creating treatment notes for a visit automatically creates a template based on the tasks that are performed during each procedure.

In Treatment Profiles we can define a collection of Clinical Tasks that are common to various treatment procedures. These might include seating the patient, consultation, pre-op and post-op x-rays, administering anesthetic, placing a rubber dam, prepping a tooth, etc. Each task can have a note template assigned with text and options that are specific to that task. The anesthetic task might include options for type and quantity of anesthetic for instance. Other tasks might specify materials or just simply state that the task was performed. Once these tasks are created, they can be assigned to each treatment procedure and the amount of time they require can be specified. When a treatment plan is entered, the software can automatically calculate the amount of time needed for the appointment based on the tasks required by the various treatments. When the treatment is completed, the software can automatically create a chart note template that only includes notes relevant to the tasks required by the treatments performed.

We are Here to Help

Hardware vs. Software

Your computer system is a complex tool you use to accomplish your daily tasks. When your computer system is not functioning the way you expect it to, things can get pretty tense. If this happens, it is our job to work with you and to do whatever we can to remove any complications from your office routine.

There are three main facets to your computer system:

• Software - This includes Datacon practice management software, Apple's OS X or Microsoft Windows operating systems, third party clinical software, Office, Adobe, Safari, etc.

• Hardware - This includes physical workstations, Datacon server, printers, monitors, keyboards, etc.

• Networking - The network consists of all the pieces that connect your hardware and software together. Some of the networking components such as routers and modems are a mixture of hardware and software. Others such as the wiring, jacks, patch cords, and hubs are simpler but just as critical.

All of these parts must interact perfectly with each other for your system to perform at it's best. Individual hardware or software components may fail without impacting the entire system but the network is the glue that ties everything together. If the network isn't right, the other hardware and software components can't communicate with each other and no amount of fixing the software or hardware will make things work properly.

When your system isn't functioning normally, our first goal is to determine the root cause of the problem. "Is it hardware, software, or networking related?" To do this, we try to narrow it down to a single part of the system by asking a multitude of questions.

Our primary knowledge is in the area of your Datacon software. Our talented support team members have all worked in a dental office just like you and are experts in using and adapting the Datacon Dental System. If there is a problem with your Datacon software we can usually resolve it very quickly.

We are not hardware experts but we know quite a bit about the hardware in your office and we are learning more each day. Many hardware issues can be resolved or isolated via some common troubleshooting techniques and we do our best to help with this prior to referring you to a technician.

The networking side of things can get a little complicated. The components of a computer network are varied. There are unique settings on many of the components and requirements from your ISP or other software vendors. There are passwords, inside IT helpers, contract IT helpers, and a few do-it-yourselfers. If we've learned anything, we've learned that for the most part, no two networks are set up the same.

When you telephone our office because your computer system isn't acting the way you want it to (or not "acting" at all) we will always do our very best to isolate and correct the problem. If we can't help you, we will direct you to the proper IT firm to get you running as quickly as possible.

It is a good practice for you to have at hand a complete list of your computer system's access information. Information such as IP addresses, router passwords, workstation user names and passwords, server passwords and the name and phone number of your IT firm are often required when troubleshooting your system. When you have an outside IT firm in your office for servicing it is important that they do not change the schema of the network without contacting Datacon. If we can't connect to your system, this limits our ability to help you.

We look forward to helping you. Please email any comments you have to support@datacondental.com or click on the support link on our website!