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EXACT CLINICAL
USERS GUIDE

Scotland

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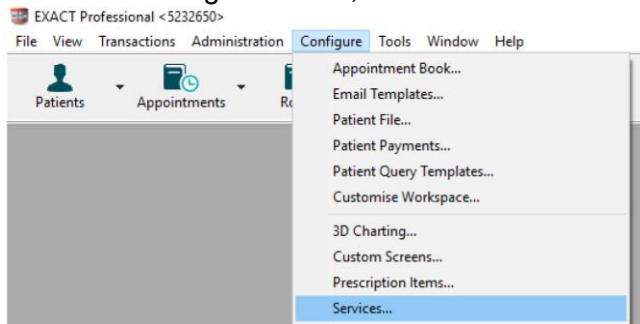
CONFIGURATION

Services

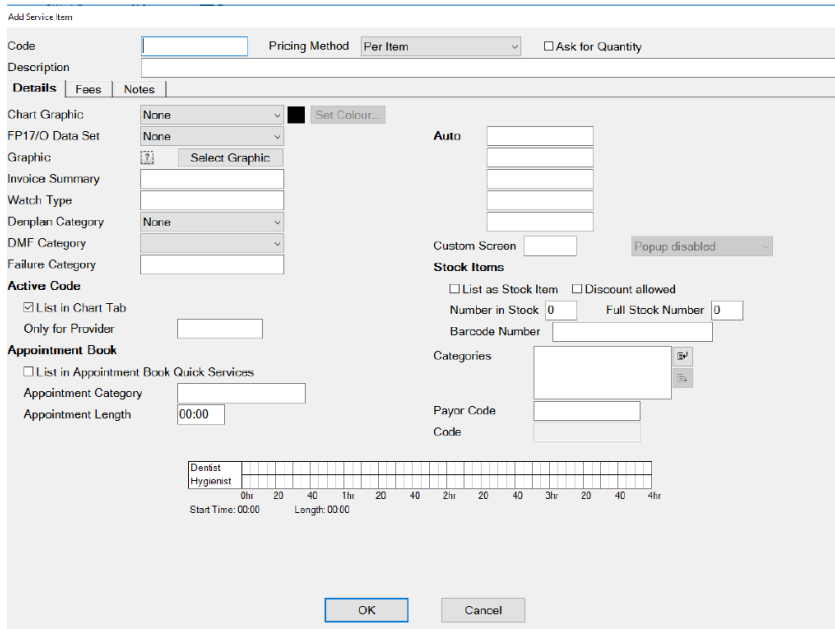
Please note for any of these changes you may need to be logged in as a SUPER user or an Administrator.

Adding Services

1. From the 'Configure' menu, select 'Services'.



2. At the bottom right hand corner of the screen click on the +1
3. This will bring up the 'Add service item' screen. Enter a code for the new service
Please note you can only use a code if it is not already present in the system.



4. Enter a description and select the Pricing Method. If applicable, tick the 'Ask for Quantity' box.
5. Configure the Details Tab information as necessary, i.e. selecting the price code, graphic and colour for the service and add it to any required category. These options control what the service will look like and how it will function.
6. Next click on the 'Fees' tab and enter the pricing information as appropriate.
Enter the price in 'Price 2 (Default)' field as this is where the default fee schedule picks up the prices for charting.

Add Service Item

Code Pricing Method Ask for Quantity

Description

Details Fees Notes

Editing of fee on chart is disallowed

Fee Schedule Lab Item

Stock Cost Price 0.00

	Price 1	Price 2 (Default)	Price 3	Time	Service Cost
Per Item	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="00:00"/>	<input type="text" value="0.00"/>

OK Cancel

- If required, click on the 'Notes' tab to enter 'Clinical Notes' or 'Invoice/Estimate' notes for this service.

Please note that this will show for all patients the service is charted for – you can still edit the invoice/estimate and clinical notes on the chart tab.

Add Service Item

Code Pricing Method Ask for Quantity

Description

Details Fees Notes

Clinical Notes - Will not print on the patient's stationery

If there are any clinical notes which have to be entered when this code is charted enter them here.

Invoice/Estimate Notes - Print on patient's stationery

If there are any notes that you want to print on the patients invoice/estimate when this code is charted enter them here.

OK Cancel

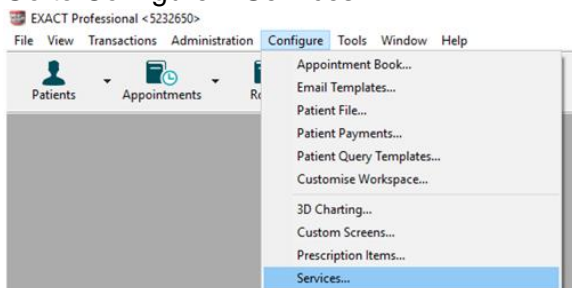
- Press the button to create the new service. This will return you to the 'List Service Items' screen.

You can also view a helpful video on adding services using the link below:

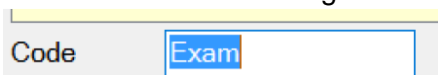
https://www.youtube.com/watch?v=C7zP0_6qPgl

Amending Service Fees

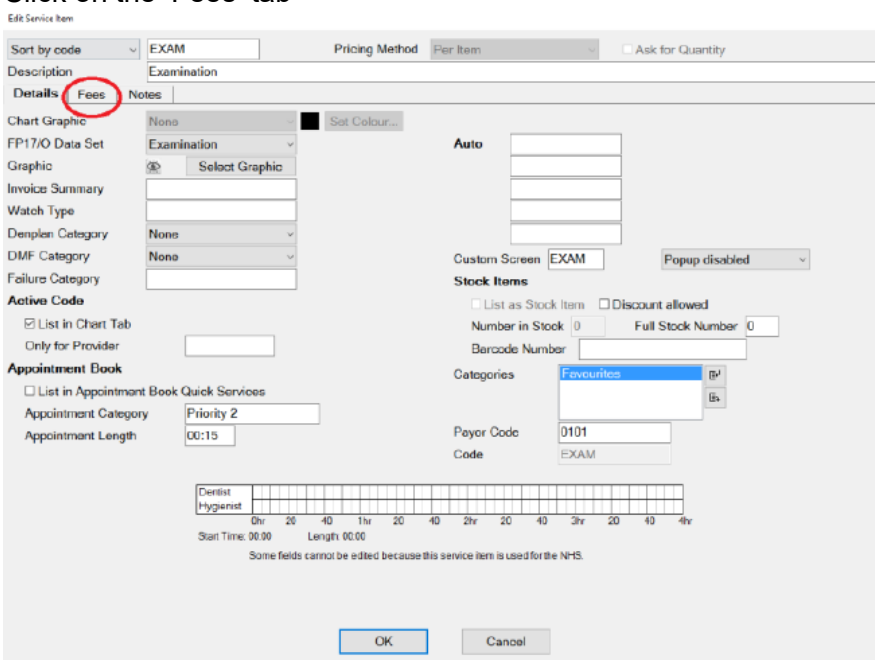
1. Go to Configure > Services



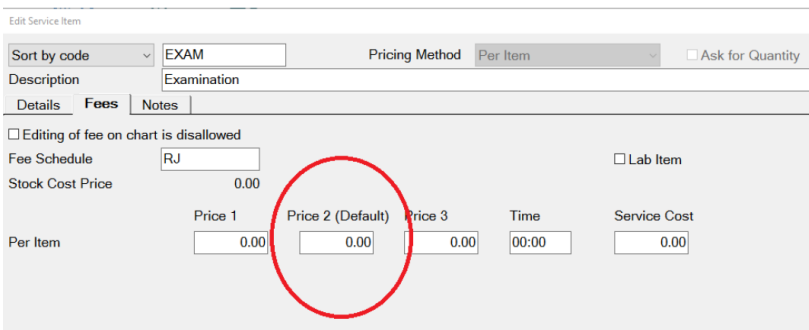
2. Locate the service you wish to change the fee of – you can do this by scrolling through the service list or entering the services code into the bottom left hand corner



3. Double click on the service and it will open the 'Edit Service Item' screen.
4. Click on the 'Fees' tab



5. From this screen you can change the price of the service in the 'Price 2 (Default)' column.



6. Repeat for any other services you need to amend.

Adding Services to Categories

1. Have the required 'Edit Service Item' screen open. This is done by locating the service item in the service list and double clicking on it (please note if you are on the service list on the chart tab you will need to right click on the service and select edit)

The screenshot shows the 'Edit Service Item' interface. At the top, the 'Sort by code' is set to 'CHRONP1' and the 'Description' is 'Chronic Perio (Visit 1 of 3)'. The 'Details' tab is active. On the left, there are fields for 'Chart Graphic' (None), 'FP17/O Data Set' (Scale & Polish), 'Graphic' (Select Graphic), 'Invoice Summary', 'Watch Type', 'Denplan Category' (None), 'DMF Category' (None), and 'Failure Category'. Below these are 'Active Code' options, including 'List in Chart Tab' (checked) and 'Appointment Book' options. The 'Categories' field is highlighted with a red circle, and the 'Periodontic' category is selected in the dropdown menu. Other fields include 'Payor Code' (102) and 'Code' (CHRONP1). At the bottom, there is a grid for 'Dentist' and 'Hygienist' with 'Start Time' and 'Length' columns.

2. Click the  icon to the right of the 'Categories' field; this will open the 'View Service Categories' window.

The screenshot shows the 'View Service Categories' window. It contains a list of categories with checkboxes for 'Base' and 'T. PL.'. The categories are: *Base Chart, *Conversions Dept, *Extra Appointments, *Favourite Base Chart, *Hygienist Services, *Private Fee List, -Custom Screens, ==NHS BELOW==, Anaesthetics, Assessed Fees, Bridges, Care Pathways, Conservation, Denture Repairs, Diagnosis, Domiciliary, Favourites, Incompletes, Inlays & Crowns, Miscellaneous, Occasional Treatment, Orthodontic, PDS, and Periodontic. The 'Base Chart' category is selected at the bottom of the list. The window has 'OK', 'Cancel', and a text field containing '*Base Chart' at the bottom.

If the category that you would like to add the service to is not in the list click on the +1 in the bottom right hand corner and you will see the 'Add Service Category' window. Give the new category a description and select whether it is for base charting or treatment then press OK

Add Service Category

Description

Show in Treatment Plan List

Show in Base Charting List

OK Cancel

3. Ensure the category you would like to add the service to is highlighted and press OK.
4. You can add a service item to as many categories as you like. In order to add it to more categories follow steps 2 and 3.
- 5.

Removing a service from a category

1. Have the required 'Edit Service Item' screen open. This is done by locating the service item in the service list and double clicking on it (please note if you are on the service list on the chart tab you will need to right click on the service and select edit)
2. Click on the category you would like to remove the service from in the 'Categories' field

Categories Periodontic ✕
 +

3. Click on the ✕ on the right hand side and select Yes

Adding a Category to the Chart Tab

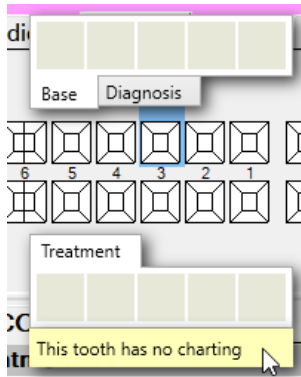
You can view a video guide using the link below:

<https://www.youtube.com/watch?v=zSxtGjEv0JY>

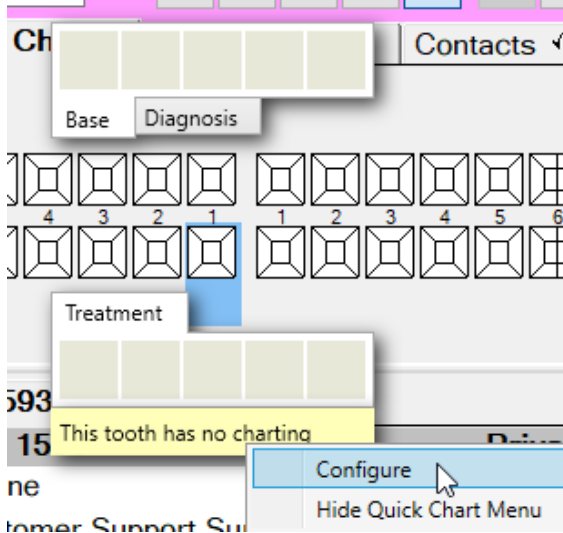
Configuring Quick Charting

Quick Charting is the hover box which displays a list of selected services when you move your cursor over the tooth chart.

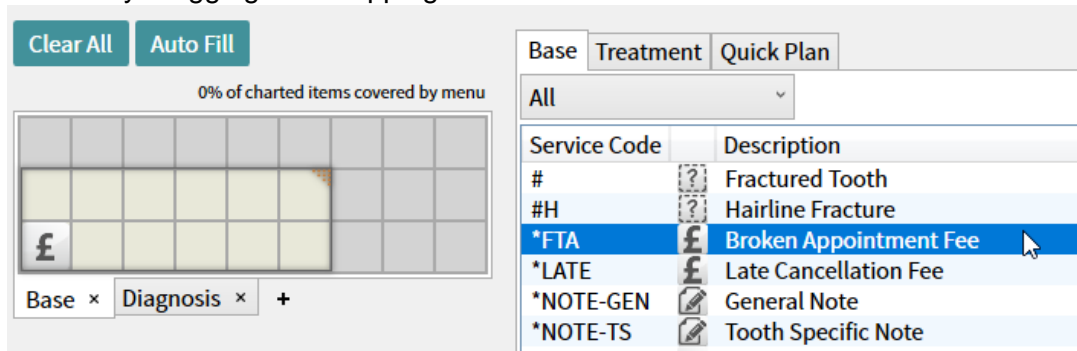
1. Go onto the chart tab of a test patient
2. Hover over the tooth chart and you should see the screen below



3. Right click on the yellow bar and select Configure

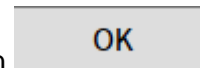


4. To add base items double click on them from the list on the right. You can move them around by dragging and dropping.



5. You can add up to 27 services to each tab to increase the amount of services you can add click on the triangle in the top corner of the selection window and drag as required.
6. Click onto the treatment tab and repeat step 4.

7. Once you are happy with your Quick Charting set up click on



Adding Quick Plans

You can view a video guide using the link below:

<https://www.youtube.com/watch?v=l1xWJ8pA-gY>

Creating Consent Forms for Clinipad

You can view a video guide using the link below:

<https://www.youtube.com/watch?v=aHyS6MtIIIGY>

Adding Quick Notes

You can view a video guide using the link below:

<https://www.youtube.com/watch?v=c55dncYoJoY>

Adding/Removing Tabs in the Activity Area

You can view a video guide using the link below:

<https://www.youtube.com/watch?v=bCd0inrNeGM>

Creating Custom Screens

You can view a video guide using the link below:

<https://www.youtube.com/watch?v=to6fbkM5kXE>

CHARTING TREATMENT

Moving Patients to the chair

You can view a video guide using the link below:

<https://www.youtube.com/watch?v=xhvm6ssc1d0>

Recording BPE

Adding the BPE

1. Once you have opened the patient record click on the 'Perio' tab
2. Click on the **+1** under the lower window on the left hand side of the screen
3. Use the check boxes and drop downs to record the patients BPE

BPE

Bleeding ?

BPE Grid

Bleeding 0

Notes

1

2

3

4

X

1*

2*

3*


4*

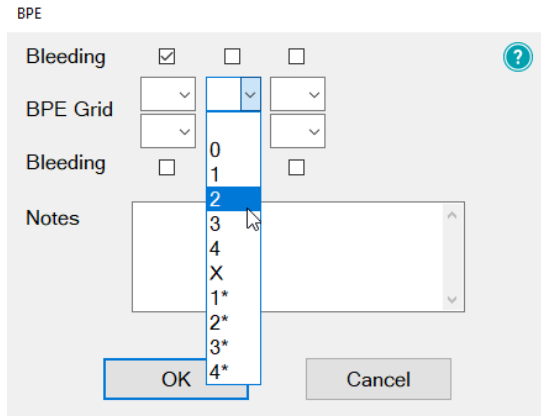
OK Cancel

4. Once you have completed select

BPE Shortcut

In order to add the BPE score for a patient follow the steps below:

1. Click on the  button on the patient tool bar
2. Use the check boxes and drop downs to record the patients BPE

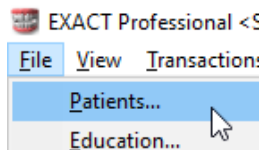


3. Once you have completed select 

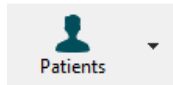
Treatment Planning

Opening a Course of Treatment

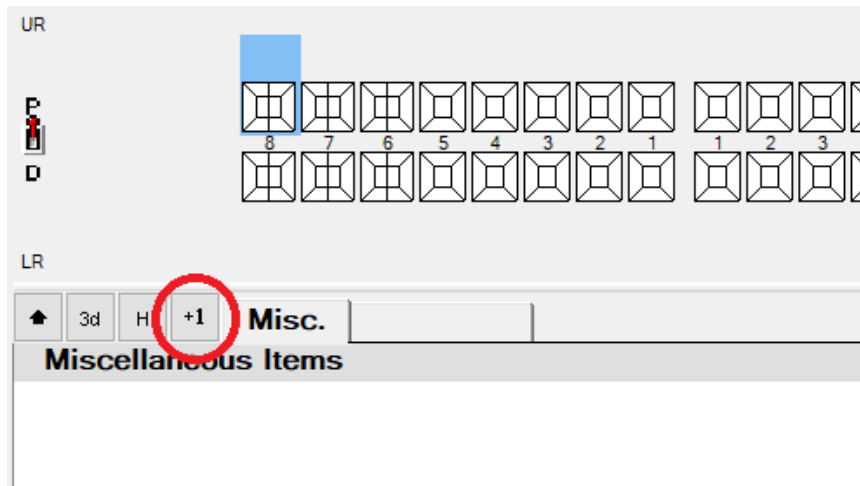
1. Go to File > Patients




Or click on the patient's button on your workspace




2. Click onto the 'Chart' tab
3. Underneath the tooth chart to the left hand side click on +1



- On the 'Create Course of Treatment' screen select which payor the course of treatment is for. If it is a Private course of treatment please the field blank. For any other payor you will need to click on the  button to the right hand side and choose from your available list.

Create Course of Treatment

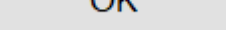
Description

Payor 


Number of Appointments

Planned Colour

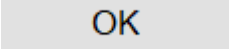
'Do Not Charge' colour

- Once you have selected your payor click on 
- If you are not logged in as a provider you will need to enter the dentist, hygienist etc. initials into the 'Provider' field – you can use the list button view all the available treatment providers at your practices

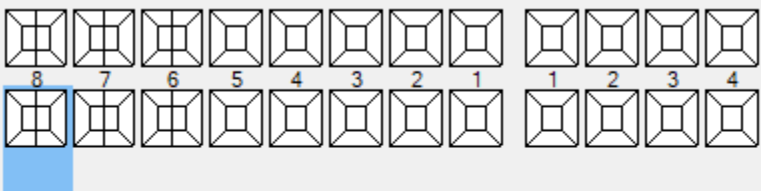
Select Provider

Provider 

Fee Schedule

- Click 
- Your Course of Treatment will now show on the chart tab underneath the tooth chart

LR



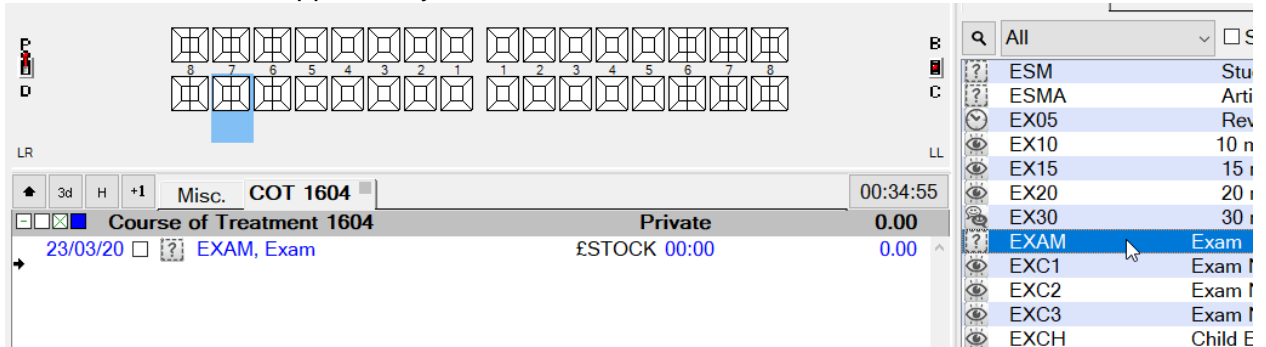
Misc. **COT 1604**

Course of Treatment 1604

Charting Treatment

Once you have opened a Course of Treatment you can begin to chart your treatment

1. Select an item from your quick charting or double click an item from your service list. The service item will now appear on your course of treatment



2. Double click on the service in the COT window

Edit Chart Item: EXAM- Exam

Provider	£STOCK	Fee Schedule	DEF1
Planned Date	23/03/2020	Price Code	Price 2 (Default)
Estimated Time	i. 00:00	Fee	iii. 0.00
Completion Date			
Actual Time	00:00		
Last Edited By	SOEUK		
<input type="checkbox"/> Do Not Charge			
ii. Clinical Note Invoice Notes			

Clinical notes will not print on the patient's invoices and estimates

OK

You can then do the following:

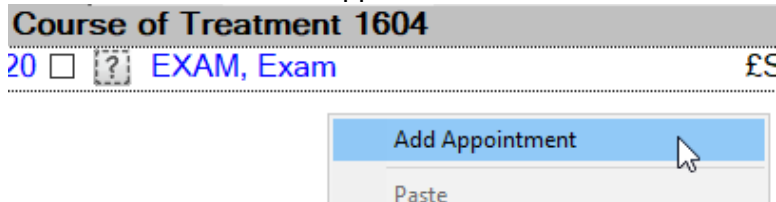
- i. Add an estimate time that the service will take to complete
- ii. Add any clinical notes/invoice notes
Please note anything added to the Invoice Notes tab will appear on all patient stationary e.g. estimates and invoices.
- iii. Add or amend the fee for the item

3. Once you are happy with the changed select **OK**
4. Repeat for all services that you need to add to the COT

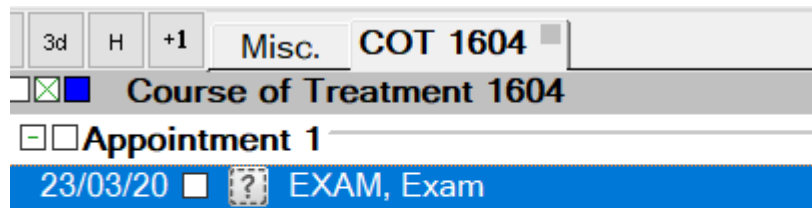
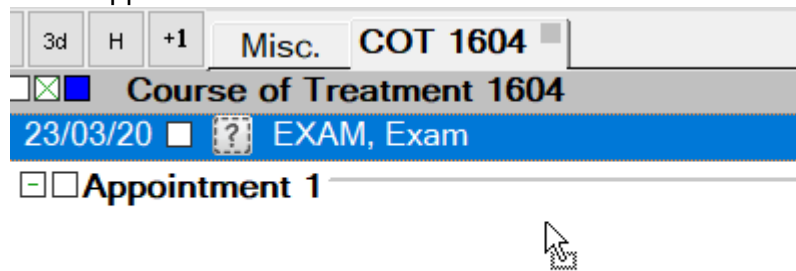
Adding Appointments

If you are planning a COT where multiple appointments will be required you can add appointments to your COT screen to break up the service items and make them easier to read.

1. Once you have added a service item to your COT right click on white space on the COT window and select 'Add Appointment'



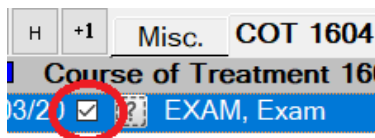
2. The appointment will appear underneath the item you have already charted. To move this service item into an appointment left click and hold down on and you will be able to drag this into Appointment 1



3. Repeat step 1 for each appointment you need to add charting your services as you go.

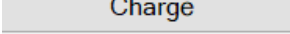
Marking Treatment as Complete

Once you have completed a service on a patient you will need to mark it as complete in Exact. You can do this by click on the check box to the right of the service.



Please note: treatment should be ticked as soon as it is completed as Exact picks up the completion date from the day the service item is ticked.

Charging Treatment

Once you have marked treatment as complete you will need to select . This will lock the completion date and fee for this item and send the required payment to the reception departure work flow.

Scheduling Future Appointments

Once you have charged your treatment if there are any future appointments you would like the reception team to book you will need fill out the screen below which will display once you have charged the first appointment through.

Appointment Workflow

Please select the appointment(s) that must be booked today.

Select All

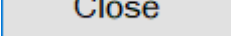
i. Book Appointment 2 ii. iii.

Expected Length Booking Interval day(s)

FCO LR7 MOD

Notes

- i. Add a tick in this box if you would like the receptionist to book this appointment.
- ii. Add the length you would like the appointment to be
- iii. Add how many days in the future you would like the appointment to be.

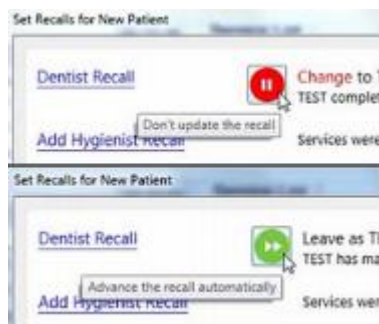
Once you are happy with the information entered select  at the bottom of the screen.


Recalls


Depending on your recall set up you will be prompted to set a recall date for your patient when charging treatment. The recall date should automatically set to the default recall interval chosen by the practice.

Advancing and pausing recalls

From the recall prompt you can do the following:



 Will allow you to not advance the recall date.

 Will allow you to advance the recall date to the suggested default.

Changing the recall interval

1. If you would to amend the recall interval from the default click on '[Dentist Recall](#)' or '[Hygienist Recall](#)' and you will see the screen below:

Recall History **History** Last Seen By ESTOCK

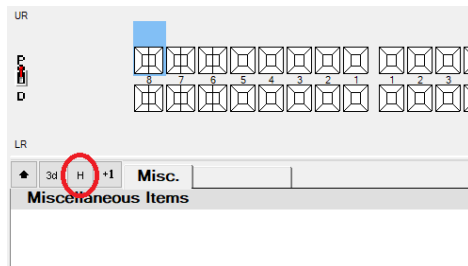
ESTOCK 6 Monthly. Due on 23/09/2020 for EXAM (30 mins)

2. Untick 'Use Default Recall Values' and you will then be able to edit the recall interval, service and length as required.
3. From this screen you can also set the patient to 'Do Not Recall Patient' and this will stop them receiving any recall communications.

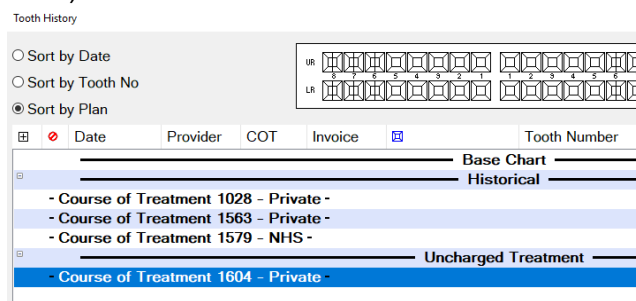
Viewing Treatment History

To view a patients full treatment history first go to the patients chart tab and follow the steps below:

1. Underneath the tooth chart to the left hand side click on H



2. This will open the patients treatment history broken down into three sections Base Chart items, Historical (items which have been charged) and Uncharged Treatment (planned work)

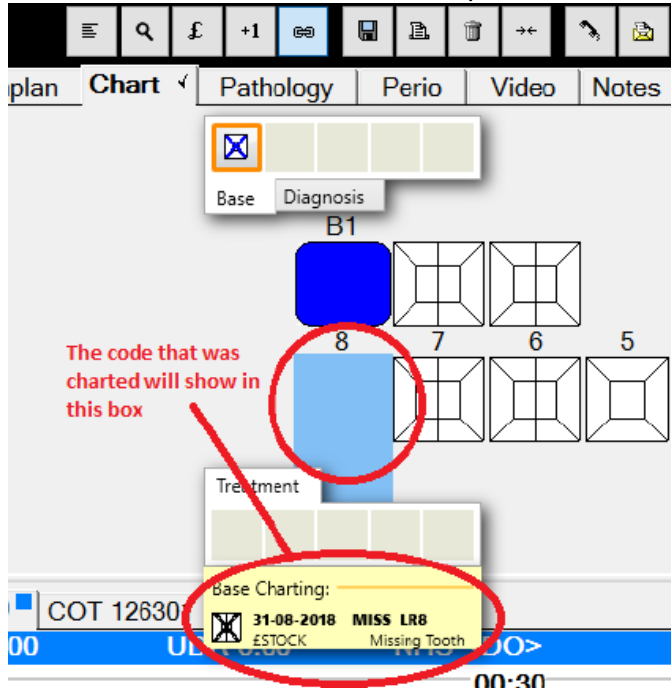


3. You can sort this screen in three ways:
 - i. **Sort by Date** – this will show you the treatment in date order with the newest work showing at the bottom.
 - ii. **Sort by Tooth No** – this will show all service items grouped together by tooth
 - iii. **Sort by Plan** – this will show all service items grouped together by which Course of Treatment they were completed on.

Removing Incorrect Base Charting (Voiding)

Voiding treatment from the tooth chart

1. Go to the patients chart that you wish to edit
2. Hover over the tooth to find out the precise code that was used originally



3. Highlight this in the Base Chart service list

Service List	Base
Q	*Base Chart
<input type="checkbox"/>	Sort by payor code
.JVZ	
RT .RCT	RCT - EXISTING
.RZ	
.Z	MISCELLANEOUS
<	Drifted Right
>	Drifted Left
><	Closed Gap
CARRIES	Existing carries
CAV	Cavity
DIS	Discoloured
ERUPT-EXFOL	Unerupted or exfoliated teeth
IM	Impacted
X MISS	Missing Tooth
OVHNG	Overhang
PE	Partially Erupted Tooth
RR	Retained Root
SUPER	Supernumerary
W	Watch This Tooth
W#	Watch Fracture
WS	Watch Stain
-CARIES	Established Caries Present

4. Click onto the tooth in question and this will remove the incorrect base charting on the patients tooth chart.

Voiding treatment from the patients history

1. Use the steps in 'Viewing Treatment History' to access the history window
2. Scroll up to find the base charting section and highlight the item you want to remove

Tooth History

Sort by Date
 Sort by Tooth No
 Sort by Plan

Show All

Date	Provider	COT	Invoice	Tooth Number	Particulars	Fee	Part
Base Chart							
29-08-2018	ESTOCK			UR5	MISS, Missing Tooth		
29-08-2018	ESTOCK			UR4	MISS, Missing Tooth		
29-08-2018	ESTOCK			UR3	MISS, Missing Tooth		
Historical							
21-08-2018	ZH				AUTONOTE, Note	0.00	0.0
Clinical Notes: Botox							
28-08-2018	ESTOCK	126300	22892		0101, Examination	18.50	18
Custom Screen:							
28-08-2018	ESTOCK	126300	22892	UR8	5201, Extraction (Occ)	32.00	32
Custom Screen: LA Used							
Cartridges Used 0.0							
29-08-2018	DO	126303	22894	UR8	B1, Bridge Preparation & ...	100.00	10
Uncharged Treatment							
28-08-2018	ESTOCK	126301		UR8	5201, Extraction (Occ)	0.00	0.0
Custom Screen: LA Used							
Cartridges Used 0.0							
29-08-2018	ESTOCK	126302		LR4	.BMW, Maryland Wing	1000.00	10
29-08-2018	ESTOCK	126302		LR4	.BM, Metal Bridge	187.60	18
29-08-2018	ESTOCK	126302		LR4	C. CROWNS - EXISTING	250.00	25

Show Void Search

3. Then click on **Void** in the bottom right hand corner and this will remove the charting.

THE PERIO TAB

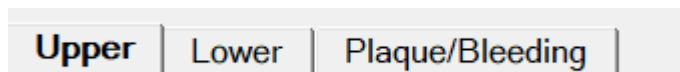
Classic Perio

Configuring classic perio

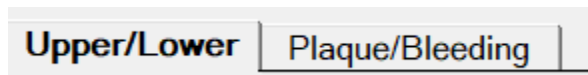
From the patients file select the 'Perio' tab you will see the options below

Wide screen options Separate tabs Combined Upper/Lower tabs

1. **Separate tabs** will allow you to record perio on the upper and lower arches on separate tabs

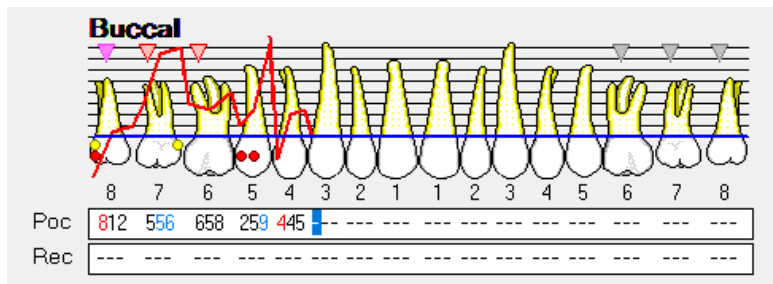


2. **Combined Upper/Lower tabs** will allow you to record perio on the upper and lower arches on the same tab.



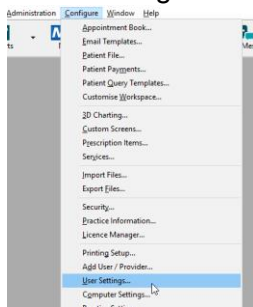
Recording Perio using the classic perio screen

1. Go to the Perio tab
2. Click on the **+1** at the bottom of the top window to the left hand side
3. You can now begin charting from the R8 – L8 on each of the arches
 - i. You can type numbers in to chart the pockets and recession. If the number is above 9 you will need to click on '+' on your keyboard followed by the number e.g. 15 is '+' followed by 5 – these will show in blue. In order to chart an overgrowth press the '-' key on your keyboard followed by a number these will show in red..
 - ii. To add Furcation you will need to click on the triangles. One click will give you grade 1, two clicks grade 2 and three clicks grade 3.
 - iii. To chart Suppuration click 's' on your keyboard and to add bleeding click the 'b' key.

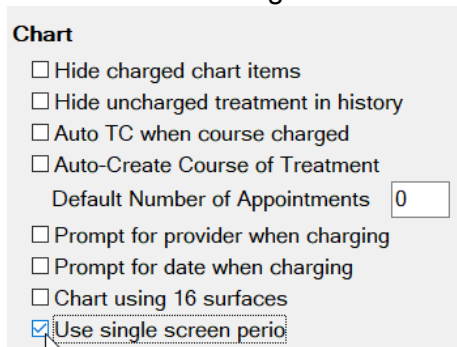


Turning on Single Screen Perio

1. Go to Configuration > User Settings




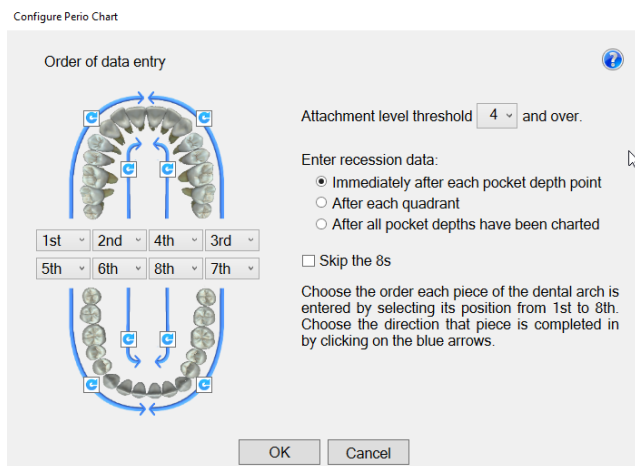
2. From the user setting screen click on the box next to 'Use single screen perio'




3. Click on the  icon on the tool bar.

Configuring single screen Perio

1. Go to the 'Perio' screen on a patient file
2. Click on the  in the bottom right hand corner
3. On the screen below you can set the way that you chart including the order in which data is entered, attachment level threshold and recession data.

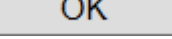


Using Single Screen Perio

1. From the Perio tab click on the  beneath the top window on the left
2. Add a title for your perio charting
3. From the chart you can add the following
 - i. **Mobility** – Click on the field; one click is 1, two clicks is 2 and three clicks is 3
 - ii. **Furcation** – Click on the field; one click is I, two clicks is II and three clicks is III
 - iii. **Plaque** – Click in the field
 - iv. **Recession and Bleeding, Pus & Pocket Depth** – add numerical values
 - v. **Attachment** – will automatically total from the recession and Bleeding, Pus & Pocket Depth.

	UR8	UR7	UR6
Mobility	3		
Furcation	I II	III	
Attachment	6 16	9 10 10 10	5
Recession	4 8	4 5 5 5	
Plaque	+	+	
Bleeding, Pus & Pocket Depth	2 8	5 5 5 5	5

Buccal

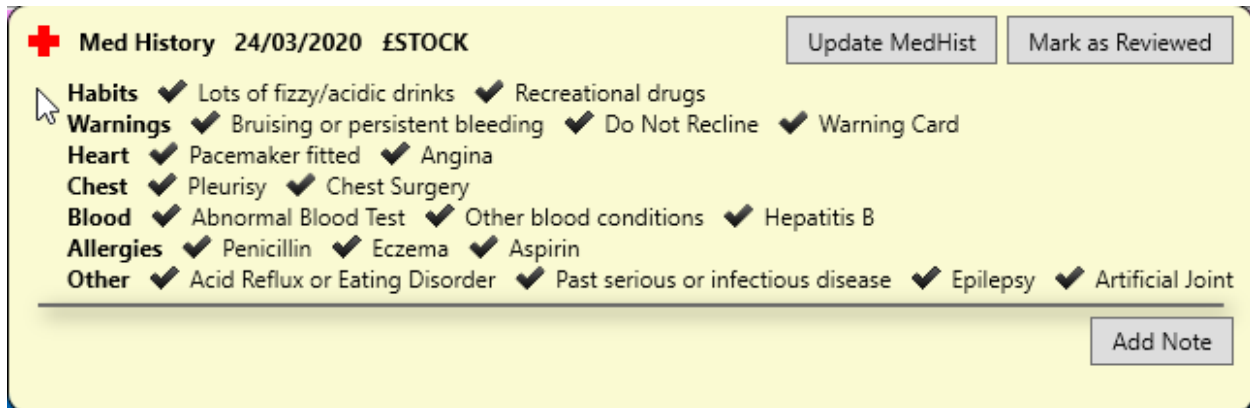
4. Once you are finished select  and your charting will be saved.

THE MEDICAL TAB

Updating the medical history

Updating the Medical History with Clinipad

If you are using clinipad your patient would have filled out their medical history form on arrival. When you move the patient to the chair you should see the pop up box below



Med History 24/03/2020 ESTOCK

Update MedHist Mark as Reviewed

Habits ✓ Lots of fizzy/acidic drinks ✓ Recreational drugs

Warnings ✓ Bruising or persistent bleeding ✓ Do Not Recline ✓ Warning Card

Heart ✓ Pacemaker fitted ✓ Angina

Chest ✓ Pleurisy ✓ Chest Surgery

Blood ✓ Abnormal Blood Test ✓ Other blood conditions ✓ Hepatitis B

Allergies ✓ Penicillin ✓ Eczema ✓ Aspirin

Other ✓ Acid Reflux or Eating Disorder ✓ Past serious or infectious disease ✓ Epilepsy ✓ Artificial Joint

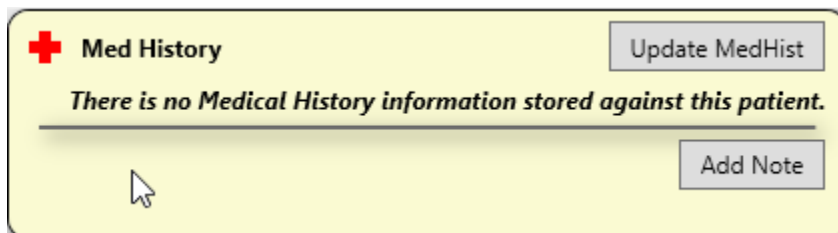
Add Note

From this window you can do two things:

1. **Update MedHist** – this will need to be pressed if the patient remembers anything that they did not add when filling in the clinipad.
2. **Mark as Reviewed** – If there are no changes required and you have confirmed this with the patient click Mark as reviewed. This will save a line entry on the medical history tab with the date that you reviewed it.

Updating the medical history from a paper form

If you are working with paper based medical history forms when the patient arrives you will see the box below:



Med History

Update MedHist

There is no Medical History information stored against this patient.

Add Note

From this screen click on 'Update MedHist'. From the medical history window select all that

apply and put a tick in Reviewed by at the bottom of the form then select

Please then scan the paper form into the patient file using the steps below:

1. Click on the contacts tab
2. Click on in the bottom right hand corner

- From the screen below select the scan type – if your medical history is only one page select ‘Single Page Scan’ and if it is more than 1 select ‘Multi-Page Scan’

Scan Type

Select a scan type:

Single Page Scan
Single page scanning allows you to scan one page at a time.

Multi-Page Scan
Multi-Page scanning is a feature that allows multiple pages to be scanned as a single contact record.

OK Cancel

- From the screen below select the paper source from the drop down (this is whether you will be using your flatbed or feeder) and choose the picture type – I would advise to use Black and White as this will be a smaller file.

Scan using OKI-MB562-AE3C57

What do you want to scan?

Paper source
Flatbed

Select an option below for the type of picture you want to scan.

Color picture

Grayscale picture

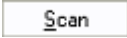

Black and white picture or text

Custom Settings

You can also:
[Adjust the quality of the scanned picture](#)

Page size: Legal 8.5 x 14 inches (216 x 356)

Preview Scan Cancel


- Click on 
- You will see the screen below:
 - The **date** will automatically generate to the date you are scanning the item in. If you need to backdate this you can.
 - You will need to enter a description so that people can easily identify the document is.
 - The **creator** will automatically be set as the person who is logged in when the scanning is taking place.
 - The category will automatically set as the first in your list. To change the category click on the  button and select from your available categories.

Contact Information

Date: 19/10/2015

Description: [Empty text box]

Creator: CONV

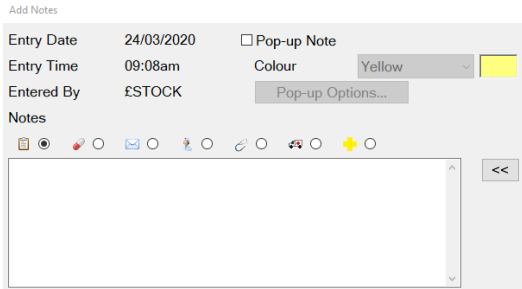
Category: SMS 

OK Cancel

Medical Notes

Adding a Medical Note

1. go to the 'Medical'
2. Click on **Add Note** in the top right hand corner
3. Enter you notes in the text field below, you can also chose the con that is relevant for your note.

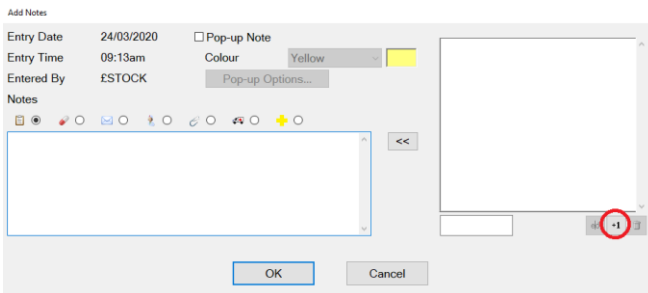


4. Once you have finished your note select **OK**
5. This will then save a line entry on the medical history.

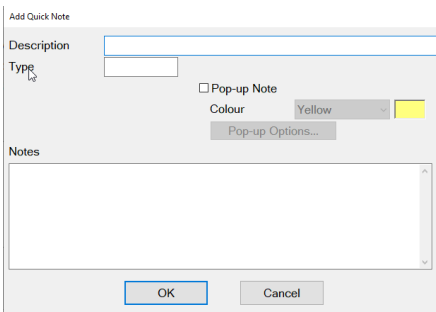
Setting up Medical Quick Notes

If you have medical notes than you will frequently need to use it would be handy for you to set these up as Medical Quick notes

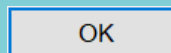
1. Go onto a test patients file
2. Click on the 'Medical' tab
3. Click on **Add Note** in the top right hand corner
4. On the screen below select the +1



5. On the new window that opens below add a description then add the main body into the 'Notes' section



6. Once you are finished creating your template select **OK**



Using Medical Quick Notes

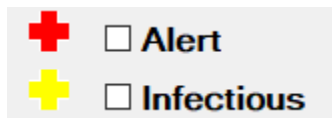
1. Go to the patients' 'Medical' tab and select **Add Note**
2. Click on it in the list of the left

3. Click on the **<<** to add it for the patient.
4. Edit as required then select **OK**.

Medical Alerts

Adding Medical alerts

1. Go to the patients 'Medical' tab
2. At the bottom of the screen you will see the icons below



3. Click into the relevant box to add an alert to a patient

Viewing Medical Alerts

On the patients tool bar you will see the medical history '+'. The icon will show in different colors depending on the alert set:



No Medical Alert Set



The Alert box is checked **or** both the Infectious and Alert box are ticked



The infectious box is checked

When you TC an NHS COT you will need to fill out the GP17 form which contains the following

- I. **Type of Treatment** – this is what the PSD refer as claim types. Claim type 1 is register/re-register (if the patient is yours) Claim type 2 is ‘Reg with another dentist this practice’ and so on. *Choosing the incorrect option here will result in a response. When filling out this section if there are models/radiographs available and they are required for the PSD to pay for that service item in the SDR you will need to select these boxes or your claim will be rejected.*
- II. **Treatment Dates** – ‘Registration/Acceptance’ will pick up from the date of the first appointment and the ‘Completion of Treatment’ will show as the date of the last treatment completed for the patient. *Please note for a child where only an exam has been completed there should be no date entered in ‘Completion of Treatment’*
- III. **Signee** – you need to make sure that both the ‘Signee on Acceptance’ and the ‘Signee on Completion’ have been filled out or the claim will not be sent to the board.

NHS GP17

COT [REDACTED]

Type of Treatment <ul style="list-style-type: none"><input type="checkbox"/> Register / Reregister<input checked="" type="checkbox"/> Reg with another dentist this practice<input type="checkbox"/> Reg with another dentist other practice<input type="checkbox"/> Occasional treatment only<input type="checkbox"/> Treatment on referralReferral Reason <input type="text"/><input type="checkbox"/> Radiographs AvailableRemarks <input type="text"/><input type="checkbox"/> Models Available<input type="checkbox"/> Treatment necessitated by trauma<input type="checkbox"/> Treatment will be continued by another dentist	Treatment Dates <table border="0"><tr><td>Registration/Acceptance</td><td>21/01/2020</td></tr><tr><td>Completion of Treatment</td><td>18/03/2020</td></tr></table> <ul style="list-style-type: none"><input type="checkbox"/> Failed to Return<input type="checkbox"/> Fee code requiredObservations <input type="text"/><input type="checkbox"/> Patient Refused TreatmentObservations <input type="text"/><input type="checkbox"/> Item 41B (Special Needs) <input type="button" value="Chart"/><input type="checkbox"/> Dentist does not wish to extend registration	Registration/Acceptance	21/01/2020	Completion of Treatment	18/03/2020
Registration/Acceptance	21/01/2020				
Completion of Treatment	18/03/2020				

Exemptions/Charges | Observations | Enclosures | GP17 Signee [REDACTED]

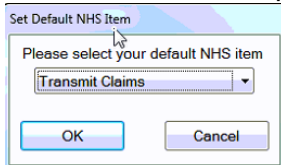
Signee On Acceptance <ul style="list-style-type: none"><input checked="" type="radio"/> Patient <input type="radio"/> RepresentativeFirst Name <input type="text"/>Last Name <input type="text"/>Date Signed <input type="text" value="21/01/2020"/>	Signee On Completion <ul style="list-style-type: none"><input checked="" type="radio"/> Patient <input type="radio"/> RepresentativeFirst Name <input type="text"/>Last Name <input type="text"/>Date Signed <input type="text" value="18/03/2020"/>
--	--

How to transmit

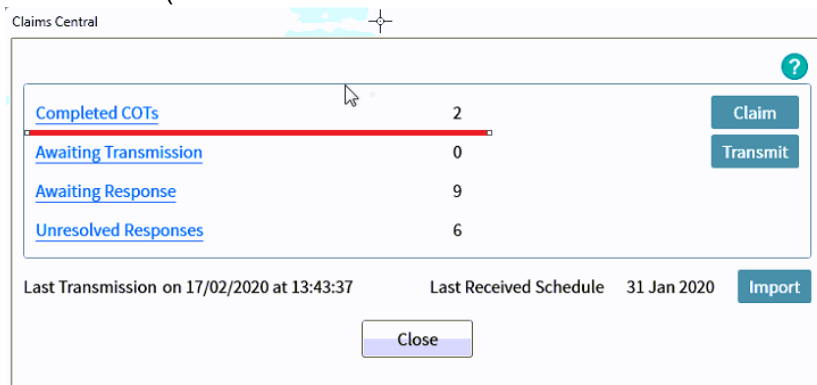
1. Click on the NHS icon on the workspace at the top of Exact



- a. You may be presented with the window shown below ensure 'Transmit Claims' is selected and press OK – this screen will only appear once.



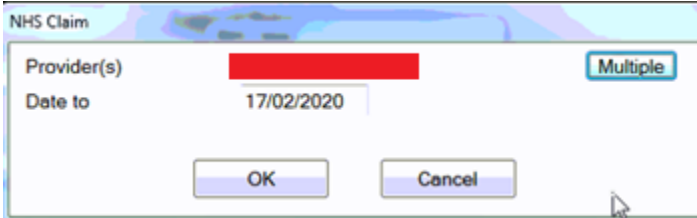
2. Click on **Claims Central**
3. From the screen you will see the number of COTs awaiting to be sent on the 'Completed COTS' line. (these are all the claims the dentist has TC'd since your last transmission)



4. Click on **Claim**
5. Click on **Multiple** then select all of the providers that carry out NHS treatment at the practice then select OK.



6. You will then see the screen shown below ensure that the 'Date to' shows today's date and select OK.



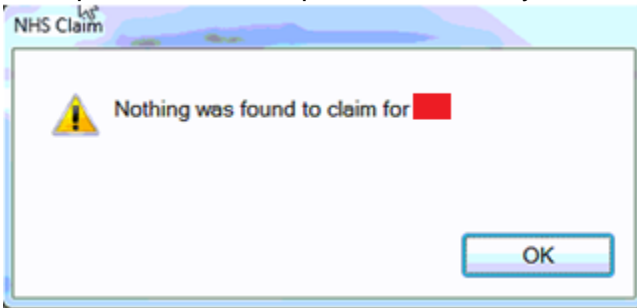
NHS Claim

Provider(s) [Redacted] Multiple

Date to 17/02/2020

OK Cancel

7. If the provider has completed no claims you will be shown the box below select OK.

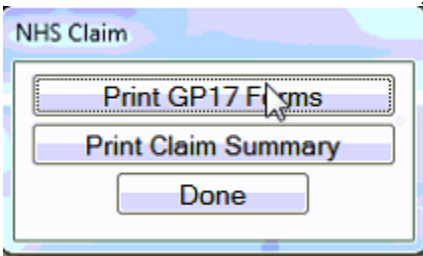


NHS Claim

Nothing was found to claim for [Redacted]

OK

8. You should then see the screen below, if you would like to print a list of all the claims sent select 'Print Claim Summary' if not select 'Done'



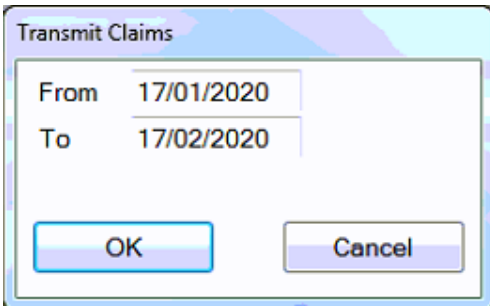
NHS Claim

Print GP17 Forms

Print Claim Summary

Done

9. You will then see the screen below and it will automatically display a three month window. Do not amend these dates and select OK.



Transmit Claims

From 17/01/2020

To 17/02/2020

OK Cancel

10. The screen will then show the transmission in progress bar along the bottom and the number of claims being sent will show in the 'Awaiting Transmissions' line

Claims Central

Completed COTs	0	Claim
Awaiting Transmission	11	Transmit
Awaiting Response	0	
Unresolved Responses	7	

Transmission in Progress...

Last Transmission on 17/02/2020 at 12:17:26 Last Received Schedule [Import](#)

[Close](#)

11. Once the transmission has completed the claims will move down into 'Awaiting Response'

Claims Central

Completed COTs	2	Claim
Awaiting Transmission	0	Transmit
Awaiting Response	1	
Unresolved Responses	6	

Last Transmission on 17/02/2020 at 14:11:43 Last Received Schedule 31 Jan 2020 [Import](#)

[Close](#)

12. Once you do another transmission anything responses the board have sent regarding your claims will come back in. They will show under 'Unresolved Responses'

Claims Central

Completed COTs	2	Claim
Awaiting Transmission	0	Transmit
Awaiting Response	1	
Unresolved Responses	6	

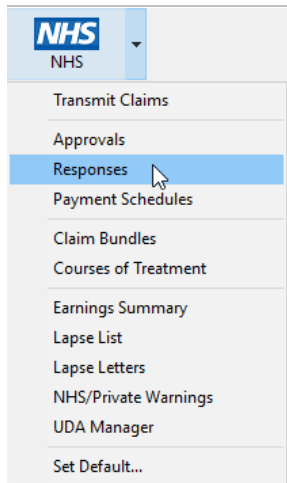
Last Transmission on 17/02/2020 at 14:11:43 Last Received Schedule 31 Jan 2020 [Import](#)

[Close](#)

13. To view responses you can click on 'Unresolved Responses' on the claims central screen on select the arrow shown next to the NHS button and select 'Responses'

Viewing NHS Responses

You can view NHS responses by clicking on 'Unresolved Responses' from the claims central screen shown in the 'How to Transmit' section. Alternatively, you can access NHS responses from the NHS button on the workspace by clicking on the drop down arrow and selected responses as shown below.



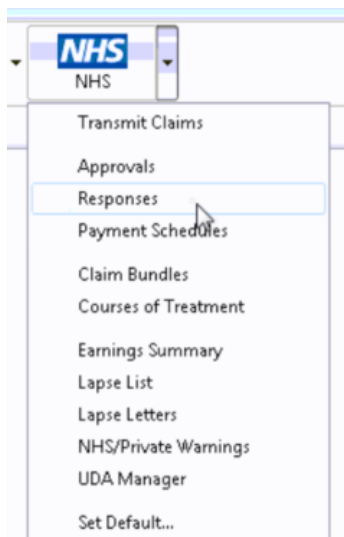
Dealing with Responses

Please use the link below with a link to the most common NHS responses and how to resolve them within Exact.

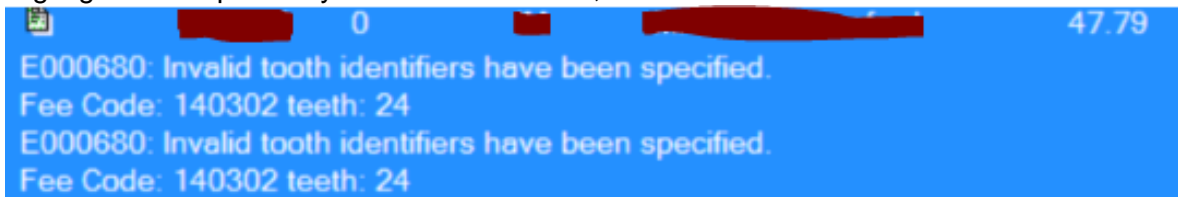
<https://www.soesupport.co.uk/edental/responses.html>

Resubmitting Treatment

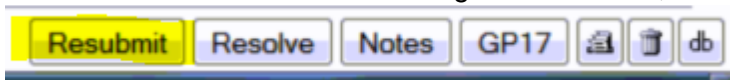
1. To amend / resolve any responses you receive;
2. Click into responses under the NHS drop down.



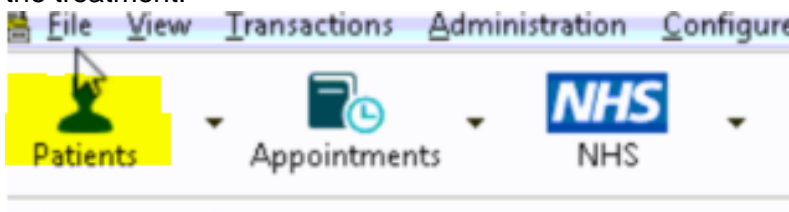
3. Highlight the responses you want to deal with;



4. Click on **Resubmit** in the bottom right hand corner;



5. Once you have resubmitted, click on to the **Patient** icon at the top of your screen and it will load the patient that you have resubmitted the treatment for and allow you to amend the treatment.



6. Before you TC the treatment back through, please check that you have “**prompt for date when charging**” checked under your **user settings**;

You can view a video guide using the link below:

<https://www.youtube.com/watch?v=Ndk7-luIPJQ&t=25s>

PATIENT INFORMATION REQUESTS

Printing Patient Details

You can view a video guide using the link below:


<https://www.youtube.com/watch?v=-BmMKloQiUs>

Estimates

You can view a video guide using the link below:

<https://www.youtube.com/watch?v=supN2BLEf3A>

Printing Invoices

1. To print an invoice click on the  button on the patients tool bar
2. Click on the invoice line for that the patient needs

Transactions: Mr Notes *Notes


Date	Num	COT	Provider	Particulars	Fee	Debit	Credit	Open Amt
13/03/2020	1023		RYANB	Cash			100.00	-100.00
23/03/2020	3847	1604	ESTOCK	Invoice				

Key: Non Account Items Resubmissions Deleted Items

Current: -100.00
 30+ Days: 0.00 **Total Due: -100.00**
 60+ Days: 0.00 Payor Due: 0.00
 90+ Days: 0.00

Family Total: -100.00

Buttons: Close, Statement, Payment, Refund, Adjust, Transfer, Write Off, Allocate, Opening Balance, FP17, Resubmit

3. Click on the  icon under the transaction window on the right hand side
4. On the screen below select how you would like to give the patient their invoice
 - I. Print – this will print at the practice and you can hand it to the patient
 - II. Preview – will allow you to view the invoice before printing
 - III. Email – will attach the invoice to an email as a PDF
 - IV. EasyPost – will send a letter out top the patient.

Print Invoice

Invoice Details: Remove Amounts ?

Number of Copies:

Printer:

5. Your estimate will contain the patients name and address and any items which have been charged through under that invoice line.

Mr Notes *Notes
 Any House
 Any Street
 Any Town
 Any Country
 XXXX XXX

INVOICE

The treatment carried out by Provider For Sundry Sales up to and including 23/03/2020 is detailed below.

DETAILS OF TREATMENT

CHARGES

23/03/20 Exam

Total £0.00

MANAGING OPEN COTs

Care Manager

You can view a video guide using the link below:

<https://www.youtube.com/watch?v=uvpU10fjsdY&t=2s>

List Outstanding Treatment report

When to use this report:

It is recommended that this report is run at regular intervals, at least once a month or once a week, for each Provider.

This is used to print a report listing the patients who have:

- Unclaimed complete treatment plans (all items charged but not TC'd)
- Incomplete treatment plans (plans which are partially charged)
- Incomplete treatment plans with uncharged items (plans which have items which are ticked but not charged).
- For these three options, you can include
- All treatment plans (will show all three options above)
- Only plans with completed treatment

NOTE: A Course of Treatment/Treatment Plan may have chart items whose planned or completed dates span a range of dates. In the case where some of the chart items have planned or completed dates **outside** the date range selected for the report, use the **Include all other treatment in the same COT/Treatment Plan** checkbox to specify whether those chart items will be included or not.


To run the 'Outstanding Treatment' Report

1. Select Administration > Reports > List Outstanding Treatment:
2. The Sort Patients By option allows the report to sort on a number of criteria:
3. Use the Select Patients field to select or define a query for the patients in the From and To date range.

In the case where some of the chart items have planned or completed dates *outside* this date range, use the **Include all treatment on matching COTs/Treatment Plan** checkbox to specify whether those chart items will be included in the Report or not.

For example: If you run the report for a date range over the last month with this option de-selected, it will display any COTs *with their information* from the last month only, and any COTs prior to the last month will display as headings only. However, if you select this option it will show those matching COTs prior to this last month *with their treatment item information*, and COTs within the last month also *with their treatment item information*.

TIP: A useful query to use would be for patients with no future appointments booked. That way any patient who appears on the list will either need to be invoiced for completed work or scheduled for another appointment.

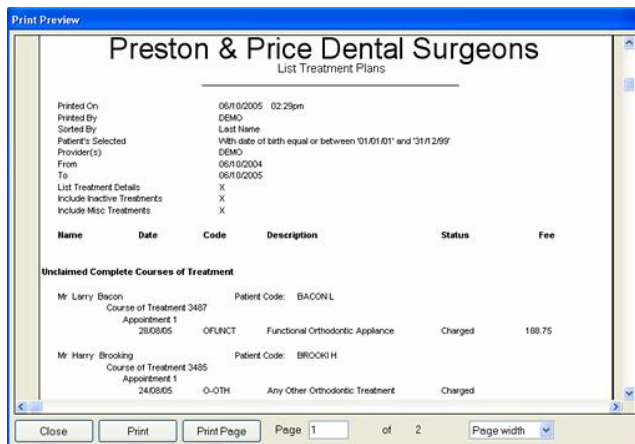
4. Optionally select a **Provider** from the list by clicking in the field and using the  button. The report will then print for the selected provider only. Use the **Multiple** button to select more than one provider.
5. Alternatively, you can select a **Provider Category** rather than one or more providers.
6. Use the Treatment **From** and **To** dates to specify the date range for the planned or completed treatment.
7. Other options are:

Tick	To
List Treatment Details	Include the Treatment Plan details in the report.
Include Inactive Treatments	Include any treatment that has been marked as inactive.
Include Misc Treatments	Include any miscellaneous treatment carried out.

Report Output

The example below shows an **Outstanding Treatment** report for all patients, with all checkboxes selected. Included in this report are:

- Patients who have had Treatment completed in the last 2 months that was not charged; e.g. the treatment has been saved in the **Chart** tab but the **Charge** button has not been pressed.
- Treatment that remains planned on the patients chart tab.
- Treatment details.



Ideally, the report will be run with each option selected.

For the **Treatments not completed** option, once the list has been printed, where the patient does not have any further appointments they can be contacted and if necessary the Course of Treatment closed and sent to the Payor as incomplete treatment.

For the **Treatments completed but not charged** and the **Treatments completed but not claimed (TCed)** options, there will be duplicates in the report, as TCing treatment also acts as a method of charging. If the treatment has not been TCed then it may not have been charged also.

When selecting these options it may save time when cross-referencing patients to run one of the reports, deal with the patients who appear on the list, and then run the other option separately.

PATIENT COMMUNICATIONS

Presentation Manager

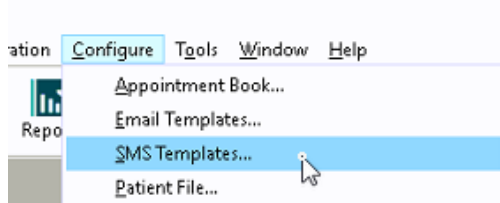
You can view a video guide using the link below:

<https://www.youtube.com/watch?v=9hzBacO1VZo&t=7s>

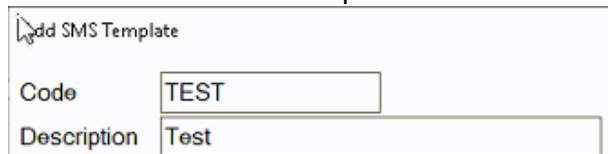
SMS


How to add SMS template

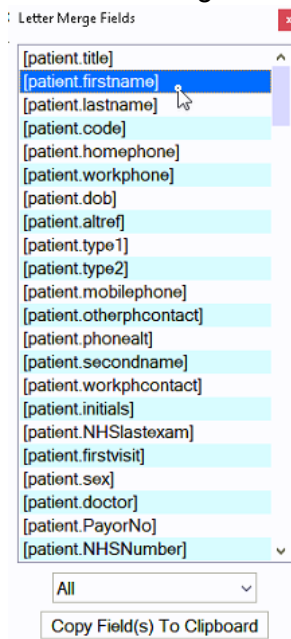
1. Go to Configure > SMS templates



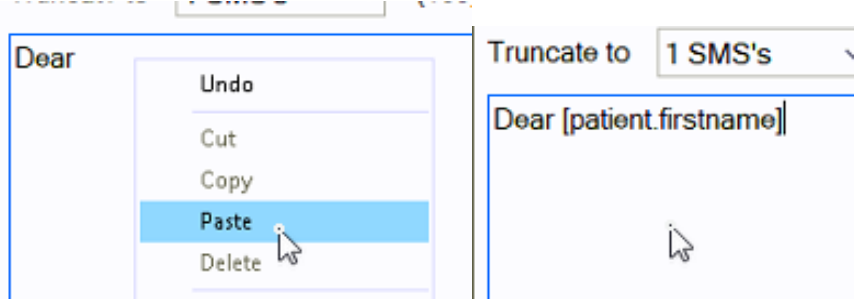
2. Click on  from the toolbar
3. Enter a code and a description. Please note: the code needs to be unique



4. Type your message into the available field.
5. To automatically pull information from the patient file click on  at the bottom left of the window and it will open the 'Letter Merge Fields' window
6. Select the merge field you need then click on 'Copy Field(s) to Clipboard'



- To paste the merge field into the body of your SMS right click in the space and select 'Paste'




- A single SMS is 160 characters long – if the template you create is longer than 160 characters you will need to change the truncate option to as many texts as you need.

Truncate to (160) characters

- Once you have finished your template click

How to contact patients by SMS

- Go to the patients file that you wish to send an SMS to
- Click on the  button on the patients tool bar
If you would like to free type your SMS please go to step 5
- On the screen below click into the SMS Template field and then click on the list button to the right hand side

- Select the email template from the list and then click on
- Click
- You will be shown a preview of your SMS – if you have not used a template you will need to type your SMS here
- Once you are finished click and the SMS will go to your patient. Any SMS sent will be stored in the 'Contacts' tab.


Email

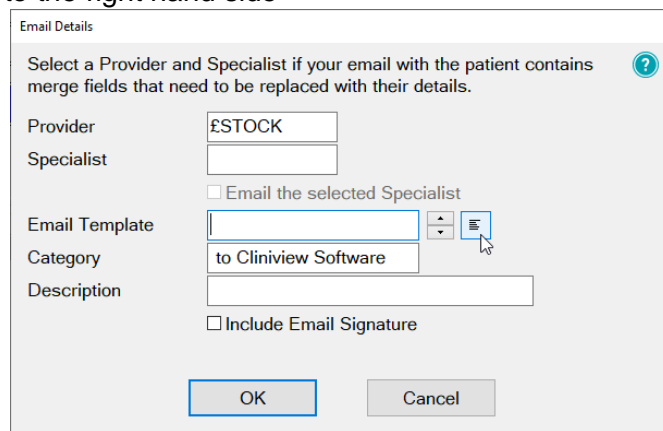
How to add email templates

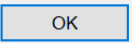
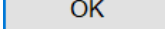
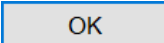
You can view a video guide using the link below:

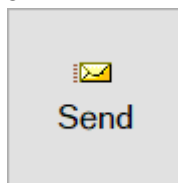
<https://www.youtube.com/watch?v=KgAX2dUrHU8>

How to contact patients by email

1. Go to the patients file that you wish to email
2. Click on the  icon on the patients toolbar
 - a. *If you would like to free type your email please go to step 5*
3. On the 'Email Details' screen click into the 'Email Template field and then click on the list button to the right hand side



- a. 
4. Select the email template from the list and then click on 
 5. Click 
 6. You will be shown a preview of your email – if you have not used a template you will need to type your email here



7. Once you are finished click  and the email will go to your patient. Any emails sent will be stored in the 'Contacts' tab.

HELPFUL INFORMATION

Who should I contact for help?

General EXACT Queries

Contact the SOEUK Support Desk on 01634 266 800

NHS Queries (PIN Numbers, List Numbers, Transmissions, Regulations)

Contact Practitioner Services on 01312 756 918

Software of Excellence YouTube Channel

Please use the link below to access the software of excellence YouTube channel for helpful how to videos.

<https://www.youtube.com/user/soebestpractice/videos>

Accessing the portal

Please use the link below to view a video guide to accessing the Software of Excellence Customer portal

<https://www.youtube.com/watch?v=J4h5gNas5Uc>

Statement of Dental Remuneration

Please use the link below to access the SDR

<http://www.scottishdental.org/professionals/statement-of-dental-remuneration/>

NHS Discretionary fee guide

Please use the link below to access the Discretionary fee guide

https://nhsnss.org/media/3148/discretionary_fee_guide_nov_2018_final_ver2.pdf