

PracticeWorks

NEW R4 version III Practice Management Software



Time to move on
to the next level

Let Kodak R4 version III practice management software take care of the details – so you can take care of your patients.

Used by thousands of dental practices, R4 software offers an ideal combination of power and simplicity. It functions as the hub of your practice: simplifying routine tasks, improving communication and making information more accessible throughout the practice. Only now it's even better.

As the working environment changes so do expectations of both the patient and practitioner. As the most advanced software of its kind new R4 version III meets these new challenges head on.

R4 version III is unique with tools that are even more powerful and easy to use.

So what's new ?

- Credit Card Processing
- Online Appointment Booking
- Web Option with Managed Service
- Clinical Notes
- Appointment Diary
- Launcher
- New Report Manager
- Text Messaging Replies

Credit Card Processing

We can now offer increased integration between R4 and the hand held PDQ machines that are used during card payments.

One benefit to the user with this is that they will not need to input the cost of treatment for the patient in two separate areas, as they do at the moment. The PDQ machine will be linked directly to the till screen; this should dramatically reduce human error as the figures are only input once.

You should also see a saving on your telephone lines as this service operates via Broadband.

Practices will also be able to process card transactions over the phone, this will help with reducing the amount of debt owed to the practice, as it is often convenient for a patient to pay over the phone then make a special trip into the practice or post a cheque.



Online Patient Appointment Booking

Online booking allows a practice to open its appointment diary to patients, so they can book appointments over the internet. Many patients find it difficult to arrange an appointment during its opening hours, especially if the practice phone is engaged. Using the internet allows the patient to book an appointment when it suits them. With optional automatic multi-lingual voice mail system, patients can also book appointments using the phone.

Practices will still have control over the types of appointments that can be booked, the patients booking them and can review these appointments for suitability, which are highlighted for easy recognition, on a daily basis.

This frees-up valuable staff time and phone lines - receptionists will have more time to deal with emergency appointments and patients with an emergency find it easier to get through. The practice also gains the ability to charge patients for missed or late-cancellations without hassle. All of this is done through industry standard encryption, ensuring all communication is secure.

Another benefit is that on the internet your practice will have a higher visibility for patients looking for services that they normally couldn't get access to.



The Web Option with Managed Service

PracticeWorks Managed Service is the simple and convenient on-line alternative to installing, running and managing software on your own computers.

So if you're using R4 Version III through the Managed Service you'll never have to install new software or updates, never have to remember to back up, never spend hours over the weekend working out how to get your software back up and running if it crashes, never suffer from a malicious virus attack that 'eats' all your data and never have to buy the most up-to-date computers just so that you can operate the latest software.

Simply log onto the web and use the system on-line, secure in the knowledge that PracticeWorks is managing everything for you.

In other words, complete freedom from the burdens of IT system management.



NEW Clinical Notes

Clinical notes and treatment entry are two major parts of any Dental Practice Management System.

The new clinical notes will offer each user:

A consolidated clinical history which keeps all of their patient's treatment, clinical notes and other clinical information in one convenient place.

Fully customisable default note templates for common treatments, this will significantly speed up note entry and ensure all clinical notes are standardised throughout the practice.

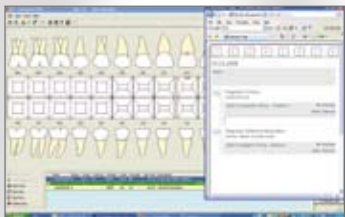
Single note entry for a visit, creating a single note for multiple procedures within a single visit reduces redundant data entry and consolidates clinical records.

Easy to find notes, flexible search options will help making clinical notes easy to find and identify.

Robust note tracking puts the user in full control of note edits while maintaining legal standards for clinical note keeping.



So, all on the same screen, a patient's clinical note will be associated immediately with the visit details or type of treatment, previous details can be reviewed, costs of proposed treatments made available straight away along with the risks and benefits, and while the note taking is comprehensive the time taken is minimal allowing the Dentist to spend more time talking to the patient.



NEW Appointment Diary

A smooth running appointment diary can make a huge difference to the running of a practice so the improvements we've made to the efficiency of our appointment books will have a direct impact.

The new appointment diary will offer:

The ability to view all the appointment diaries for all dentists and hygienists on screen at once helping them to see any free appointments whether a dentist or hygienist is running late, any cancellations or missed appointments.

Add day notes as prompts and reminders without the need to book out any appointment time.

Improved weekly and monthly overviews to make searching for suitable appointment slots for a patient easier and quicker.

When a patient cancels an appointment, other appointments they may have booked for that same day will become evident, allowing them to be confirmed or cancelled with the patient.

As before, you will be able to find gaps in your schedule with lightning efficiency. And the Families feature lets your team schedule appointments for the whole family without having to pull up each person's file.



NEW Launcher

The new Launcher allows an operator to open any Kodak imaging device without the need for an R4 licence. R4 automatically provides Launcher with all the information it needs. The operator simply selects the correct patient and takes the image.

The new Launcher will allow an operator to see the patients that are due to attend the surgery within a specific time period. This list can be shown for one provider at a time or for the entire practice. The operator also has complete control over the time period they wish to view. The list of patients will also show certain information which ensures the correct patient record is selected before any images are taken and notes attached to appointments that could have an influence on the images taken. The operator also has the ability to see any patient photo that has been attached to a patient on screen in the patient list.



NEW Report Manager

The new reports manager will provide the user with:

A brand new set of standard reports which will cover just about every eventuality you will ever need.

Consolidation of all the different types of reports throughout R4 into one area.

A search function, searching on keywords that are in the report title or description to instantly find the report you need.

Those reports that are run regularly can be marked as a favourite, therefore being quickly and easily accessed when required. Each user can maintain their own set of favourite reports.

Each report will have a description that sets out exactly the type of information the report will return. The user will be able to see this description without the need to run the report first.

Improved report outputs, including graphs, summaries and full details on report.



NEW SMS Text Message Replies

R4 is currently used to send text messages at any time to remind patients of their dental appointments. R4 software picks up the patients' details from the appointment book or recall details and delivers the text message reminder you want to send, reminding patients about appointments.

We can now offer practices the ability to allow their patients to reply to these reminder text messages and the reply to be included in the appointment diary. Any appointment reminder status will be visible in the appointment diary e.g. *Reminder sent 01/08/08 Confirmed 05/08/08*. Any cancelled appointments will be removed from the diary, the patient's appointment record updated and these appointments included on the list of today's cancelled appointments. Any confirmation text messages will update the appointment in the diary as 'Confirmed'.

The practice will also have access to new reports including:

- Patients due to attend an appointment who have not yet responded to the reminder
- Effectiveness of the reminder service, number of messages sent and the percentage of response type e.g. confirmed, cancelled, and no response
- All patients due to attend an appointment who have not received a reminder either by text or courtesy call

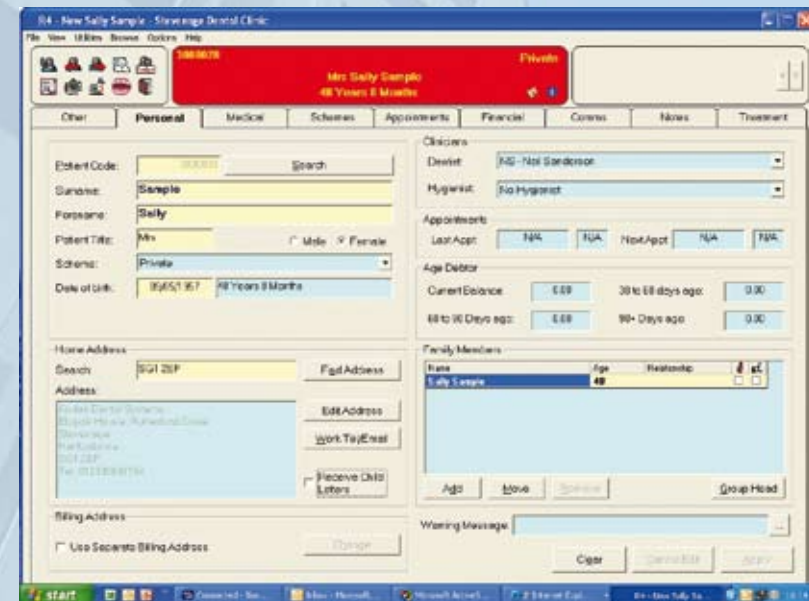
Text messages are the most effective way to remind your patient of their appointment. It reduces "no-shows" by up to 50% and is 80% cheaper than using traditional mail.



Patient Central

Everything you need to know about your patient in one easy to view screen.

R4 software's patient record screen has been designed to be easy to use and navigate through. The "tab" system gives you access to every piece of information you need on a patient, including personal, medical, insurance schemes, appointments, financial, communication, notes and treatment. With R4 software you are never more than a single click from each section of the software.

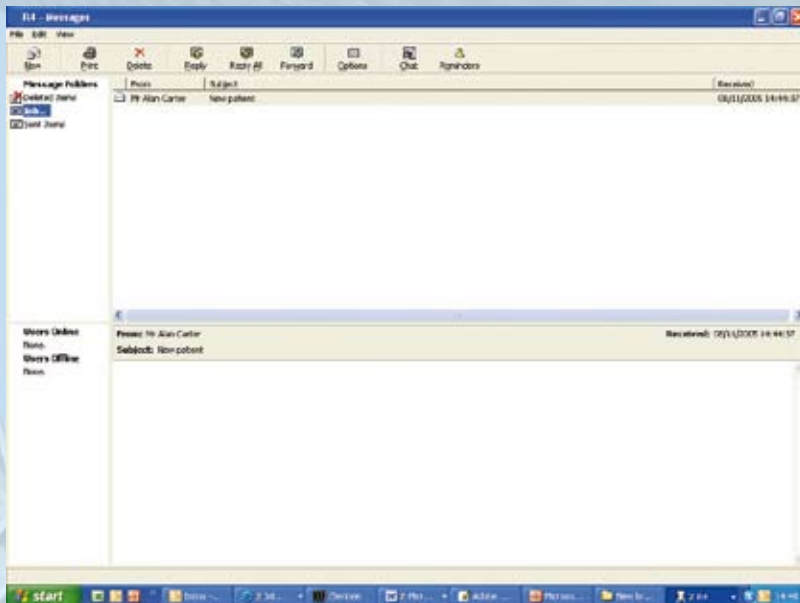


Messenger

Pops up crucial reminders and messages exactly when they're most useful.

R4 Messenger pops up important reminders and also lets you communicate with other members of the team, either by email or interactive chat.

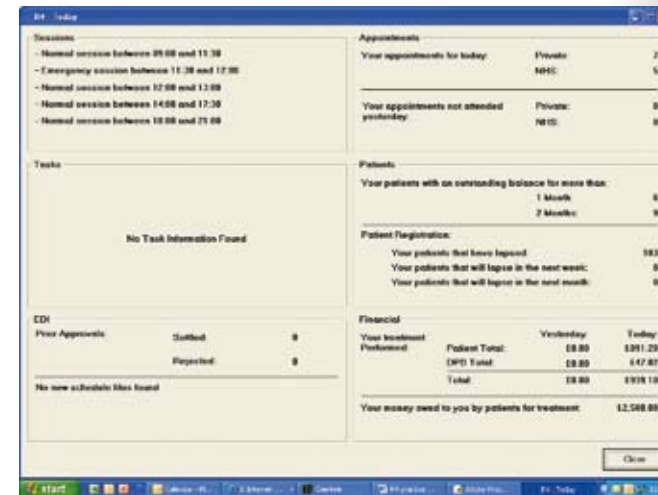
Messenger acts like a personal assistant prompting you to remember tasks. It also pops up when a new patient has arrived. Equally, when you want to call a patient, the same pop up message will appear at reception telling them to send the patient through.



Today

Helps keep track of daily priorities.

Imagine you have an administrative assistant who searches through your files every day, looking for important action items and organising them into a list. That's what working with the Today feature is like. It gives you a single, easy-to-view screen which tells you on a daily basis what tasks you have, how many patients you have to see, what your fees are and much more.



" R4 software is great! It is so easy to use; PracticeWorks provides full in-house training and follows this up with a brilliant support system; they have been excellent whenever we have needed their assistance. R4 software has had a very positive impact on the running of the surgery, significantly improving the efficiency of the practice and leaving staff free to focus on patient care rather than filing! We would certainly recommend this system!"

Clarinda Pope, Kimberly Park Dental Practice

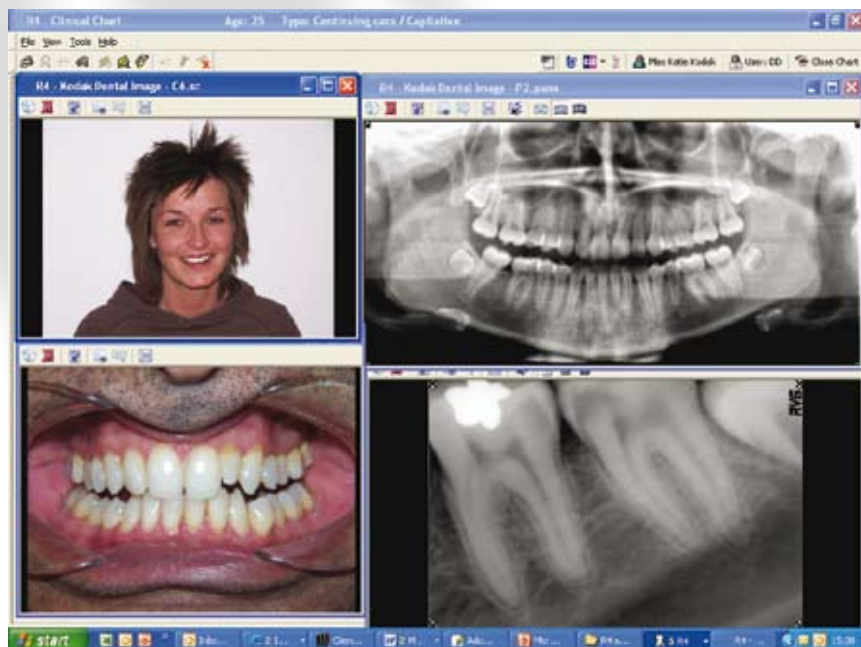
Integrated digital images

Always right where you need them.

R4 software is more than just a practice management program – it's the hub of Kodak's vision for the integrated practice. Images flow from our suite of digital imaging solutions, including intraoral radiography, panoramic radiography, and intraoral and extraoral digital cameras.

Because Kodak's solutions are designed to work together, this integration is simple and seamless.

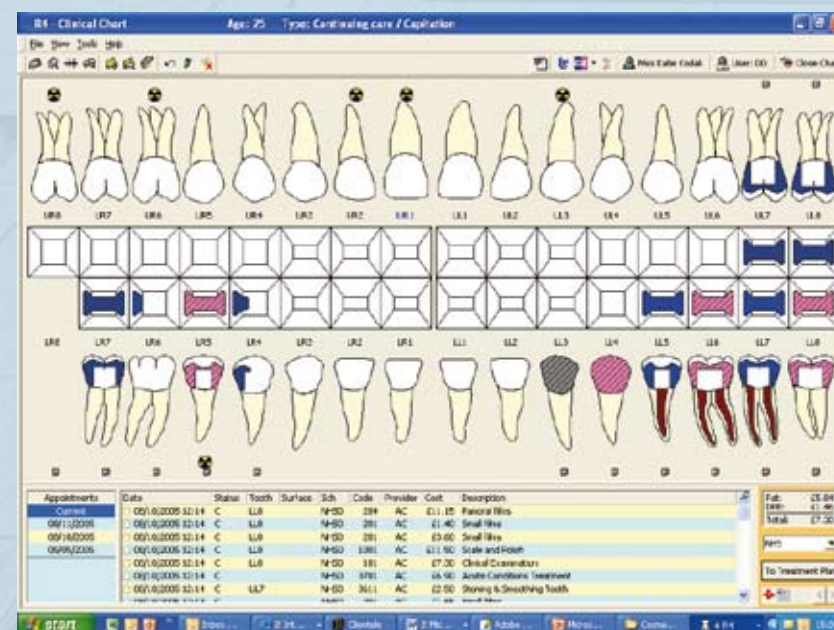
The benefits to you? A comprehensive storehouse of patient information is available from any workstation in the practice. View the images from within the chart and add them to your treatment plans. Sharing information and images with patients and other practitioners is as easy as pressing a button.



Clinical charting and treatment planning

Works the way you do.

R4 software offers a complete clinical charting solution, which includes restorative, periodontic and soft tissue charting to clinical notes and treatment planning. R4 software provides a flexible work area for charting existing conditions, completed work and proposed treatment. Charting is easy, allowing you to choose either the tooth surface, crown or root, only offering you treatment items for these specified area. As you select treatment, R4 software automatically generates a complete treatment plan which includes NHS and private options.



Patient education and presentations

Help drive treatment acceptance.

Imagine your patients' response to a slide show that looks like it was custom-designed just for them. With R4 software's patient education module you can generate compelling, professional-looking case presentations with just a few clicks. These slide shows combine patient educational information with patient specific data and digital images. Seeing really is believing.



" R4 software is a superb practice management system which has revolutionised our practice and the way we work. The quality of the digital images is truly outstanding."

Dr David Meek, Stanley Villas Dental Practice

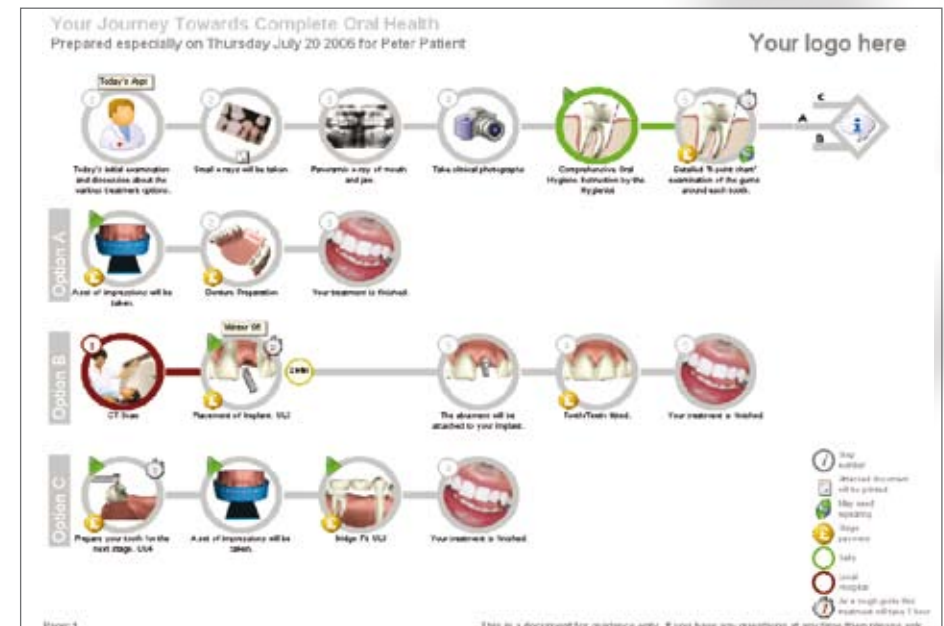
Patient Journey

A clear presentation of treatment to aid patient understanding

Even with short simple treatment courses patients can get confused with who, when and where the next procedure will occur and when stage payments are required. Complex cases, with choices which aren't necessarily made until some way through the course, will challenge even the more discerning of patients. 'Patient Journey' keeps the patient in the picture.

'Patient Journey' is a specialised flowcharting tool which will allow you to rapidly identify the important steps for the patient, produce an impressive journey for the patient to take away and satisfy your obligations to keep them informed.

Enter your treatment in the normal way within R4. Click into 'Patient Journey' and instantly the presentation of treatment is transformed into a clear flowchart.



R4 electronic services

Make time-consuming tasks simple.

R4 software allows you to replace time-consuming error-prone paper transactions with speedy secure electronic ones. R4 electronic services are easy to use, they save you time and can help improve communication with your patients, the NHS and dental insurance companies alike.

R4 Recalls

This enables you to automatically recall your patient for both dentist and hygienist appointments. This can either be done by the production of letters using Microsoft® Word™, text message or by email.

Denplan

As well as supporting both Denplan standard cover and Denplan's oral health assessment, R4 software allows you to register your patients with Denplan electronically and receive updates as to patient payment and registration status.

Patient Data Exchange

Synchronise patient lists and exchange data efficiently

Because keeping track of your patient information can be a time consuming process, and inaccurate data can cause expensive mistakes, PracticeWorks and Denplan have joined together to make tracking your patient data easier and faster with overnight synchronising. You will automatically see changes and updates of name, address, payment status, fee code and movers

This means:

- Accurate and updated payment status on your patient records
- Notification of unpaid patients without having to contact Denplan
- Complete control of your patient updates

Kodak Online Back-up and Recovery Service

When you back-up do you know how reliable it is? At least 28% of back-up tapes are either faulty or unreadable. So have you considered, if you lost all of your patient information and your financial records, how would your practice cope? Online Back-up is fully automated. You don't have to lift a finger. No engineer is required for installation.

With a FREE 14 DAY TRIAL you'll see how effortless it is to secure your vital practice management data. A broadband connection is required.

Kodak Dental Web Service

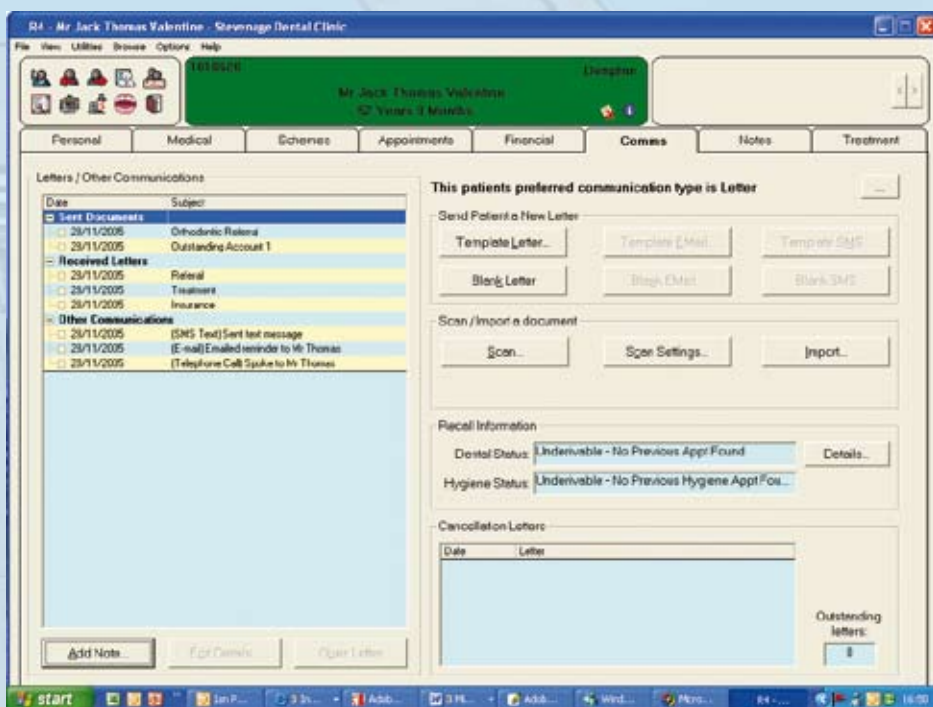
Kodak Dental Web Service provides a solid broadband connection through a Router incorporating a hardware firewall, removing any potential for conflict with software already installed on your system.

It also includes a five-user Licence for Symantec Antivirus and Antispyware to provide the ultimate protection for your system and the best business class contention rates currently available.



Communications Centre

One section that tracks and logs every communication you have with your patient. Whenever you send or receive a letter, email or telephone call, you can log this in the Communications Centre. This is a single area in the software which tracks and logs all correspondence with your patient. You can scan letters directly into R4 software and store them. Microsoft Word is linked directly to this section, so you can have as many different letter templates as you wish. R4 software isn't limited to using paper either. You can also use email and text messaging, all of which are automatically logged into the Communications Centre.



"The introduction of R4 software into the practice has proved to be an important and welcome development. It has allowed us to integrate a range of technologies including digital radiography, intraoral imaging and digital photographs to meet the demands of modern dentistry. The introduction of this software in preference to our previous system has simplified and improved patient record keeping and practice management. The training has been delivered effectively and early difficulties have been quickly resolved by the R4 software team who are knowledgeable, friendly and approachable. We are going to install the same package in our other practice to achieve the same effect."

Raj Rattan BDS MFGDP, Dental Surgeon

"Scrafton and Bond have been using R4 software for almost 2 years and we have found the support from PracticeWorks to be excellent in both quality of advice and in time of problem resolution. Our 3 practices have had a customised installation of R4 software and the technical support from the company has been excellent. R4 software has enabled our practices to improve efficiency and communication and has proved a popular choice with our staff."

Drs. Scrafton and Bond

"South Tyneside Dental Group has been using R4 software for almost 3 years. PracticeWorks has been very efficient with the installation and support, and we have found that the help desk has always provided prompt and courteous service. The configuration of our network was fairly atypical and we found that PracticeWorks provided innovative and cost effective solutions."

We run R4 software at 3 separate sites with approximately 20 users. The sites are all linked and this has enabled us to use our resources efficiently, improving the working environment for the practice staff and providing better patient access. R4 software has improved the efficiency of the practice and has led to improvements in patient care."

Richard Ablett, South Tyneside Dental Group

Backed by the name dentists trust.

At PracticeWorks, we understand that your practice management software is vital to the success of your practice. That's why we're dedicated to providing you with outstanding guidance, assistance and support.

Our conversion experts are with you every step of the way.

PracticeWorks has the expertise and resources to help you take this important step. We've successfully upgraded thousands of practices like yours. Our implementation experts will walk you through the process, and our data conversion specialists will help make sure that the information from your previous system is transferred as smoothly as possible.

Training to get you up to speed quickly.

Investing in training is one of the best ways to help your practice succeed with R4 software. That's why our expert trainers are available to help you and your staff acquire the knowledge you need to become productive quickly and keep things running smoothly. We offer a range of options, from on-site, classroom and web-based training, so you can choose the one that best suits your schedule and your practice.

The support you expect from PracticeWorks.

With an expanded customer service centre and a dedicated technical training programme, PracticeWorks is ready and able to provide fast, authoritative assistance with any product questions you may have. Our support services offer high quality telephone assistance as well as free software updates to keep you abreast of the latest enhancements and regulatory changes.

PracticeWorks