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New Updates to CS SoftDent Practice Management Software Improves Accessibility and Efficiency

ATLANTA—As the business of dentistry continues to evolve, Carestream Dental has released new enhancements to its practice management software—CS SoftDent v18—to equip dental offices with the business features they need to practice in this modern landscape.

"At Carestream Dental, we are proud of our heritage of bringing to market software products developed by dentists, for dentists," Satish Hemachandran, general manager, global practice management solutions, Carestream Dental, said. "This release of CS SoftDent v18 follows that core principle with several workflow enhancements that were prioritized by our user community and provide increased productivity and efficiency for dental practices."

A new Reviewed by Dr. checkbox helps providers and staff ensure that crucial clinical notes have been reviewed and finalized by the doctor. When doctors tick the checkbox after they are finished with the patient's clinical notes, a Yes is displayed in the Reviewed by Dr. column of both the Work Performed window and the Patient Clinical Notes List window. This makes it easy for the provider to know what still needs to be reviewed by the end of the day and it helps the staff know they can then go in and pull narratives for Insurance Claims from completed notes. The new checkbox also features System Security settings to establish permission for the users authorized to check the Reviewed by Dr. checkbox. Any changes to the settings are tracked in the Chart Audit Trail report.

To make it easier and faster to complete crucial everyday tasks, a Print Routing Slip shortcut has been added to the Options window in the Express Bar; users can simply press the "N" hotkey to print the Routing Slip when the appointment is selected. For more efficient—yet personable—interactions with patients, more details and patient information can be viewed at a glance in the Team Talk Notes window. In addition, the Bulk Insurance Payment window has been expanded so more transactions can be seen in one view.

In recognition that patients may receive dental care from a licensed professional outside of the practice, CS SoftDent now includes 19 new options in the Place of Service dropdown list to help facilitate the processing of claims. Examples of new options include: Schools, assisted living facilities and urgent care facilities.

For on-premise users, SoftDent support can now schedule the three core utilities—Rebuild/Re-index, Find Largest ID and Find/Repair Corrupt—to run automatically at a time that is most convenient to the practice, eliminating the need to contact support every time.

CS SoftDent v18 also integrates with the new ePayments Secure feature, which enables practices to securely accept patients' preferred payment methods, such as chip debit/credit cards and Apple, Google and Samsung Pay. As payments are accepted, they're automatically posted and batched to the patient ledger throughout the day, simplifying the nightly settlement process. For even more payment flexibility, patients can pay online through a practice's website via Carestream Dental's processing partner, TSYS.

CS SoftDent Cloud offers the same look, functionality and features practices are used to with the added benefits and security that come with the convenience of a hosted solution. Updates are automatically installed, allowing practices to enjoy the benefits of the newest software versions—like version 18—immediately upon release. There are currently more than 10,000 cloud users with more than 10 million images stored, making Carestream Dental a leading provider of cloud practice management software solutions.

"Since switching to the cloud, the updates have been effortless," Betsy White, COO, Access Dental Care, Asheboro, NC, said. "We are quite excited about the latest Softdent update. As a mobile practice that operates in multiple locations, we really like the additional places of service included in the newest Softdent update."

For more information about CS SoftDent v18, or any of Carestream Dental's innovative solutions, visit carestreamdental.com.

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About Carestream Dental

Carestream Dental is transforming dentistry, simplifying technology and changing lives around the world with its innovative digital product line of systems, solutions and support. From intraoral and extraoral imaging equipment to CAD/CAM solutions, imaging analysis software to practice management systems, Carestream Dental technology captures two billion images annually and aids in more precise diagnoses, improved workflows and superior patient care.

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