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New Updates to OrthoTrac Help Manage Patient Flow

ATLANTA—As patients return to the practice, it's more important than ever that they're efficiently moved through the office to reduce the number of people in waiting areas and avoid unnecessary contact. OrthoTrac v15.1.3 features updates to the Patient Flow to aid in patient identification and time management to move patients smoothly through their appointment.

Quickly identifying patients as they enter the practice is essential so they can be greeted personally and efficiently. With the newest updates to OrthoTrac, users can now easily enlarge a patient's Snapshot image to help front desk team members recognize patients at a glance and either move them to the operatory or ask them to wait; whether that means in a designated area or in their car in the parking lot.

Significant enhancements have also been made to the Patient Flow light bar that lets users know where each patient is on their appointment journey. New colors and fonts make the light bar easier to read, but more than that, timers now show exactly how many minutes are left in an appointment. The improvements also make it easier to see when patients are early and when appointments are either on-time or running over.

"Practices have to be even more careful with their time these days," Ed Shellard, D.M.D., chief dental officer, Carestream Dental, said. "These improvements to the Patient Flow help orthodontic offices manage every minute of an appointment wisely by tracking patients within the practice."

To reduce the chance of patients milling around and coming into avoidable contact with each other, a chart at the bottom of the updated light bar shows how many patients are in each area of the practice. This lets team members reduce contact among patients so they can better adhere to social distancing.

In addition to helping practices manage patients during their appointments, OrthoTrac v15.1.3 has redesigned the Patient Flow user interface to feature a more modern look and feel. The updated icons; revamped color palette; and optimized screen scalability that adapts to computers with different resolutions all aid with improved visibility.

To better serve customers, this will be the first OrthoTrac update to be distributed digitally. Rather than shipping DVDs to practices, users can access an online delivery service to download the latest update. As always, OrthoTrac Cloud customers will receive the update automatically and are always on the latest version.

For more information on OrthoTrac, visit carestreamdental.com or visit carestreamdental.com/updatecentral to request the latest update.

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