

NEWSTREAM

PRACTICE MANAGEMENT SPECIAL EDITION - ISSUE SEVEN

Carestream Dental brings you all the latest news, breakthroughs and details you may not have known about!

UK SUMMIT ONE YEAR ON - HOW WE HAVE ADAPTED



All businesses large and small rely heavily on their IT infrastructure, but now more than ever it is a fundamental part of our day to day lives; it is an investment that supports our operation and success – this is also true for dental practices.

In this copy of Newstream you'll learn about how we've adapted, what's new and how you can keep up to date with what's going on at Carestream Dental.

Our marketing team share regular updates to our customers– but just sending messages isn't enough – how do we know that the messages are getting to you and being read? How do we stay connected to you? How do you know what we're working on? What is available to you and your practice to help you stay connected to your teams and your patients?

This time last year we had just hosted the UK summit, held in Birmingham at the end of October. The summit attracted over 500 of our customers, suppliers and employees together for a full day event of learning and interaction.

- We have a new website. When was the last time you visited [carestreamdental.co.uk](https://www.carestreamdental.co.uk) Did you know we have a COVID response page for information and developments?
- We send emails, but who in your team is receiving them – have you opted in?



It was a huge success for everyone involved with 97% of attendees rating it as good or above. For our teams it was a chance to meet with customers face-to-face, which is something we were planning to do much more of - **and then the world changed.**

In the business environment, lots of offices have been connected via video conferencing as supporting home working has relaxed formality around how their employees arrange their time. This has been no different for us. As you'd expect that as a high technology company, we managed the transition of the teams to a 'work from home' model with little disruption, utilising the Microsoft 365 products and strong support from our internal IT team.

We relied heavily on the use of our IT software and hardware infrastructure - our recent investments in moving to a cloud-based business model proved to be the right decision; keeping us open and able to support our customers fluidly the whole time.

Have you unsubscribed?

- We saw a 155% rise in interaction on the Exchange over the lockdown period <https://community.carestreamdental.com> the portal where sharing between us and our customers is most common. Have you registered?
- We now have dedicated UK social media pages for both Facebook and Instagram – why not follow us and stay connected?



STAY CONNECTED ON SOCIAL MEDIA FOR THE LATEST NEWS AND UPDATES, FOLLOW [carestreamdental.uk](https://www.carestreamdental.co.uk)

BUSINESS UPDATE - BREXIT

Since the UK left the EU on 31st January 2020 our Brexit preparations have been underway. As a manufacturer we are constantly supplying goods and services to our global customer base. As part of our preparations for Brexit the links in our supply chain are confident that business operations will not be disrupted.

DID YOU ATTEND OUR BACK TO BUSINESS WEBINAR SERIES?

As we moved through lockdown, we prepared a series of three webinars focussing on getting our customers back to business all of which were well attended and received favourably by our customers.

line that are truly outstanding.

There are many different dynamics to consider when thinking about team engagement and communication. The

Practice Manager role is where the communication can begin – high quality leadership means that Practice Managers are able to communicate with all members of the team through a number of different ways from daily huddles, effective one-to-one meetings and performance reviews. One to one time is also a great opportunity to work together on forming robust personal development plans for each individual, supporting them to reach their full potential.

Communicating to the team, in a collective way, needs to be thought out carefully – planning the key messages that are being communicated by forming a structured agenda, giving time to everyone in the team to share ideas and best practice, and allowing individuals to raise issues and concerns so that solutions can be found.

Strong communication skills in this forum are essential – the art of facilitation is important. Together with active listening and speaking with confidence and clarity, these methods will ensure the meeting is productive and engaging.

As a leader of the team communication can be enhanced by considering one's body language and presence in the room when everyone is together. Through one-to-one communication there are a number of things to consider that will ensure the meeting goes well.

- Choosing the right location for the meeting to be held so that there are no interruptions and so communication can flow freely.
- Investing time in planning out the meeting beforehand – considering the words and phrases that will be used so that the messaging is clear

for the person to understand. It's important here to consider asking open questions so that a good conversation can take place.

- The seating arrangements of the meeting so that communication from both parties is encouraged through open body language.
- Outcomes of the meeting are agreed verbally at the end in a clear and succinct way, and where appropriate, a written communication may follow as a summary in an email format.

Effective communication with individuals and the team as a whole encourages an open, honest culture where the team feel engaged and gain a sense of belonging. Embedding this type of culture in a practice will have a positive impact on labour turnover and absence – team members are likely stay for a long time which will positively impact how the whole practice runs.

Communication to patients is, of course, the other critical element of running a

- A practice website that represents the values and culture of your practice team and environment. Communicating to patients through your website with pictures, videos, team photos and patient testimonials can go a long way to engaging your existing patients and attracting new patients.
- Outstanding patient communication throughout the practice is critical – starting at reception where communication needs to be warm, friendly and welcoming at the beginning of the journey, but also reassuring, confident conversations about next steps when the patient is leaving.
- In surgery the communication needs to be really effective – both in terms of actively listening to what the patient is saying and making sure that clear, concise and non-clinical language is used when speaking to the patient, not forgetting to talk to the patient about all the options available to them so that informed choices can be made.
- Once the patient has left the practice keeping the lines of communication open is also important – whether that's a



Together with Karen Turner of 22 Coaching & Consulting, we delivered a series of webinars providing advice, support and introducing some of the new services such as remote forms. We focussed on the theme of communication - how information is shared and understood, something we all need to constantly review in business. Karen shares her thoughts and tips on how effective communication skills can enhance practice performance.

The Oxford Dictionary defines communication as 'the imparting, conveying, or exchange of ideas, knowledge and information'. All elements of this are critical for a dental practice to run successfully and profitably. Effective communication in a dental practice is key to its success – with great communication comes excellent team engagement, patient loyalty and results to the bottom



Karen Turner



successful and profitable dental practice. Patient demands are increasing and expectations are rising – keeping patients up to date and informed through every step of their journey in practice will ensure that your practice stands out from the rest. Outstanding patient communication starts before the patient even walks through the practice door, right up until the moment they leave and beyond. It's worth reviewing the following elements of patient communication to ensure that patients remain highly satisfied and loyal to the practice:

simple phone call post treatment to check in on how they are doing, or tailoring a newsletter or email that keeps patients informed of practice developments.

And so, whether it's with the team or with patients, effective communication should not be underestimated – it's a fundamental part of running an outstanding practice. When a practice gets it right it can go from strength to strength – not only in terms of creating a happy, stress free environment but one that is sustainable and profitable for the future.

SOFTWARE UPDATES THROUGH THE NEW CARESTREAM DENTAL DOWNLOAD PORTAL



To improve the efficiency of getting software updates to our customers, we have introduced the new download portal.

download and run the update at a convenient time.

Matthew Bridge, technical support supervisor said "The introduction of the new update portal has meant a smoother process for CS R4+ customers and our internal teams alike. Moving to a digital update process also removes the need for DVDs reducing the unnecessary clutter and waste from the process".

CS R4+ v8.1.3 released at the end of November contains vital updates for both NHS and non-NHS providers alike. We strongly recommend you update your software as soon as instructed.

Note: Physical updates on DVD will not be sent

This portal was used to deliver CS R4+ v8.1.2 this summer and we received great feedback from the customers who have used the service. You will be notified by email when an update is available to you for download, sent together with a link to the portal. To access, you'll require your customer number and postcode – you can then access,



any more. To use the new portal, in the first instance, your password will be sent via letter with instructions on how to access the portal. From then onwards, all notifications for updates will be sent via email.

CS R4+ 2020 HIGHLIGHTS

2020 has been a year of challenges but our dedicated development team has continued to meet the needs of our customers for new releases in CS R4+. Here are some, but not all, of the highlights.

NHS CCN 38 - Wales Changes

Support April 2020 NHS Wales regulatory changes. Updates include:

- New User Type: Clinical Technician
- Record GDC Number for Clinical Users
- Updated Clinical Treatment Data Set
- ACORN assessment due and supporting clinical information sent with claim
- Updated NICE User Declaration on claim form

New Cancellation Reason - Patient Not Brought

Cancellation reason. "Was Not Brought" is an alternative to "Did Not Attend" for patients that do not have the ability to transport themselves to the appointment. It can potentially be used to spot a pattern if the appointments of children or vulnerable adults repeatedly miss or cancel appointments.

Patient Record - Appointment History Information

Allows users to view the complete history of an appointment. The user can see when the appointment was created, when it was moved, cancelled, or postponed, and what changed about the appointment (different treatment, different provider, etc.). Appointment moves are tracked whether they are cut-and-pasted or moved through the Parking Lot. An Appointment Audit Report is available for a printed version of appointment changes. A yellow warning icon indicates an appointment has been moved since its initial booking; the warning is removed if the appointment is subsequently cancelled.

Desktop Office 365 Compatibility

32-bit versions of locally installed "Click to Run" versions of Microsoft Office 365 (tested with version 1902) have been tested and verified to work with CS R4+ v8.1.

SQL Express 2014 Update - CS R4+ Upgrade Tool Microsoft support for Windows Server 2008 and 2008 R2 ended January 14, 2020. Existing CS R4+ installations that currently have suitable SQL Express 2008 R2 installs will be prompted for upgrades to SQL Express 2014. This change will not affect the operation of R4+. R4+ sites that have upgraded to a more robust version of SQL Server or are self-managed will not receive this update; they must upgrade their SQL Server manually as needed.

Patient Banner – NHS \ CHI Number entry and display regardless of Patient Scheme CS R4+ v8.1.1 will always now show any recorded NHS or CHI number (depending on region) in the Patient Banner, users will also now be able to enter this number where the Patients current scheme is not NHS. This will now make it easier for users to manage the patient's number without have to swap schemes temporarily to enter or view.

V8.1.2

NHS CCN 42 – Recording Number of AGP Appointments in NHS Claims
CS R4+ v8.1.2 introduces a new field called 'AGP (no of appts)' under the CDS Tab for any Dental Claims or ODS Tab for any Orthodontic Claims that are produced with an Acceptance date from August 1st 2020. When adding to an Orthodontic Claim please note as this is a manually entered field you will need to enter the AGP value on both the Start and End messages where needed. This field allows the claimant to indicate the number of appointments involved in the course of treatment where Aerosol Generating Procedures were used. For example, a patient has 3 fillings and a crown and AGP is used at two of the appointments then 2 should be entered.

COMMUNITY IS KEY - KEEP IN TOUCH ON THE EXCHANGE



We were getting many requests from practice owners and managers who were trying to learn more about the software, possibly related to the fact that team members that usually fulfilled these duties were on furlough. We also had a lot of calls to the technical support desk from people trying to complete basic tasks, so we quickly reacted.

To aid better support and learning and to free up the technical team, a 'back to work essentials post' was created on the Exchange; where many handouts and videos were uploaded focusing on very specific functions that were clearly becoming repeat requests.

We saw a staggering increase in use of the Exchange over the lockdown period, it was great to see the increase in interactions. The exchange as a tool is closely monitored by many of the internal technical support and training teams and is an effective way to get answers to non-urgent questions – specifically 'how do I' types of questions.

As an open forum, very often other R4+ users provide responses that add value to those of our team; it's an important community to share ideas and tips on how to get the best from your dental practice management software.
<https://community.carestreamdental.com/>

IS MOVING TO CLOUD COMPUTING RIGHT FOR MY BUSINESS?

Many businesses have adopted cloud computing in their operations in the past few years. Cloud computing refers to a system of using computer services over the internet. Cloud computing enables your business to access software on the internet as a service, it is also a safe way of storing and sharing data.

If you are unsure about moving from the traditional way of computing; here are some of the factors you should consider.

Peace of mind with the complete managed service.

No more backups or updates of your practice management platform – all of that is taken care for you.

Updates come through more frequently as there is a rolling release cycle. Data is hosted in a secure environment, accessible through any internet enabled device. Traditional computing requires backup.

You must have a good, secure internet connection; ideally wired. Wifi networks of course can be used, but there is more risk of interrupted service. You can also connect using a data access point, possibly the 4G from your mobile phone although this is not recommended as a long-term connection.

24/7 anytime, anywhere access. You and your staff can access the software at any time and from any location to be able to complete tasks. Perhaps you want to check your diary for the coming week, write up a referral or have access to a patients' record following an emergency call – remote access empowers you to confidently be in control of your business.

Staff that have administrative duties in the practice are able to work when not in the practice. Working on projects remotely can be extremely useful for your teams. Whether they want some undisturbed time off site to complete important tasks or can't come to work due to a home engagement or childcare issues.

Cloud computing supports continuity of work and flexibility for the way modern businesses operate in 2020. Scalability with improved collaboration.

Be readily prepared when opportunity strikes; cloud computing has the flexibility to easily upscale. Whether its additional users due to an

expansion at the practice, or combining different practice sites – cloud computing makes managing growth easy.

Data centralisation for multi-site locations is challenging with traditional software; with cloud computing your business is empowered with simple sharing of real time data – giving your management team a birds eye view of the business.



INTRODUCING *NEW* SENSEI CLOUD PRACTICE MANAGEMENT PLATFORM

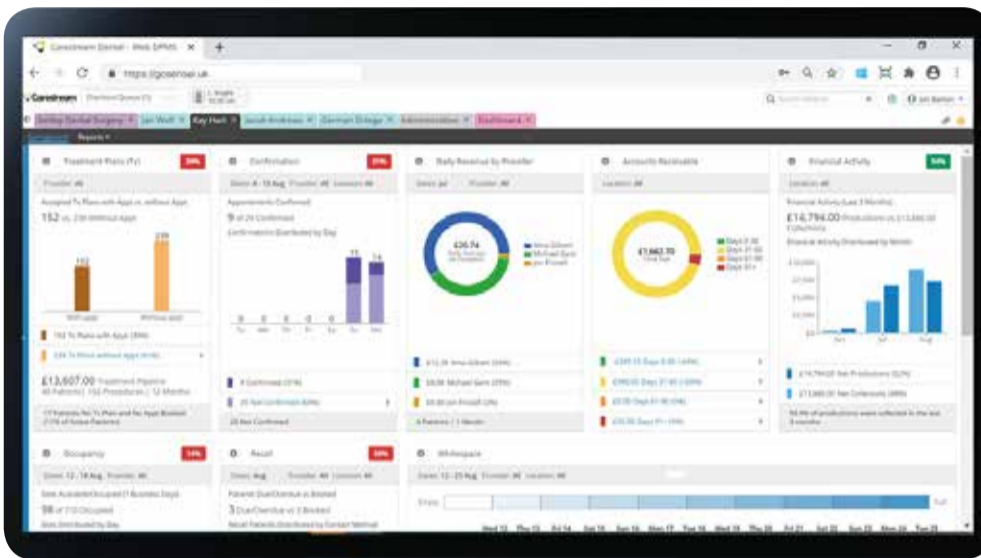


Sensei Cloud is our brand new, true cloud-based practice management platform – extending our product range to offer both CS R4+ as an on-premise application and Sensei Cloud for practices looking to move to a cloud-based business operation. Sensei Cloud combines powerful imaging, practice management, clinical workflows and intuitive design into one platform that offers anytime, anywhere access.

The name Sensei was chosen because the word conveys the sense of a trusted guide. By analysing practice data, Carestream Dental's software can report on KPIs and provide actionable steps that practices can take to improve patient engagement and revenues. "Sensei Cloud perfectly represents where the dental industry is headed," **Lisa Ashby, CEO, Carestream Dental**, said. "Cloud-based and data rich, it acts as a digital mentor with a focus on analytics so dental professionals, practice owners and practice groups can make smarter decisions regarding patient care and practice management."

Designed to work the way busy modern practices operate, Sensei Cloud features

Andrew Malcolmson, General Manager of practice management solutions and CS Solutions, Carestream Dental, said. "By developing practice management solutions and additional modules, we can help practices fill their schedule, take actions based on metrics and improve their overall cashflow. Going



forward, we'll also see the merger of clinical and management software, so a robust platform—like Sensei Cloud—will be necessary to handle all that data."

Along with the modern look and feel of the platform, users will notice the

better manage their clinical and patient care workflows. Make sure you look out for our Sensei Cloud webinars coming soon in 2021.

Introducing a brand new dental practice management product to our portfolio is very exciting and offers choice to

unlimited, we are understandably very excited by this product and its place in the dental market.

Nina Gilbert, Global Product Line Manager, General Dental

One of the big changes to our work life we have seen in 2020 is the need to have real time access to data and services we rely on for our businesses to successfully function, regardless of our location. I'm extremely excited that we now have CS Sensei Cloud software added to our portfolio of products to answer this requirement, and help your business continue to run, and thrive.

The addition of a purely Cloud based software provides our customers with worry free IT, immediate benefits from new workflows and services through quick deployment, and opportunities to take advantage of the security offered by cloud solutions.

Liam Rushton, Application Specialist

As one of the trainers for Sensei Cloud, having it as part of the UK Portfolio excites me because it has been built from the ground up with ease of use in mind, every action that dental staff need to make is only ever a couple of clicks away, making training new customers really easy as they pick it up so quickly.

our customers – here is what our team members have to say.

Roland Schmidt, Regional Sales & Service Director

I am absolutely thrilled to have Sensei Cloud in our DPMS portfolio. This is a unique product that will enable Carestream Dental to reach out on a global level to both the public sector and high street dental practices.

Cheryl Hayes, Regional Product Manager DPMS

We have nearly 40 years of experience with DPMS in the UK. The industry needs choice and fresh new options; Sensei Cloud bring this – it challenges traditional practice management as we know it.

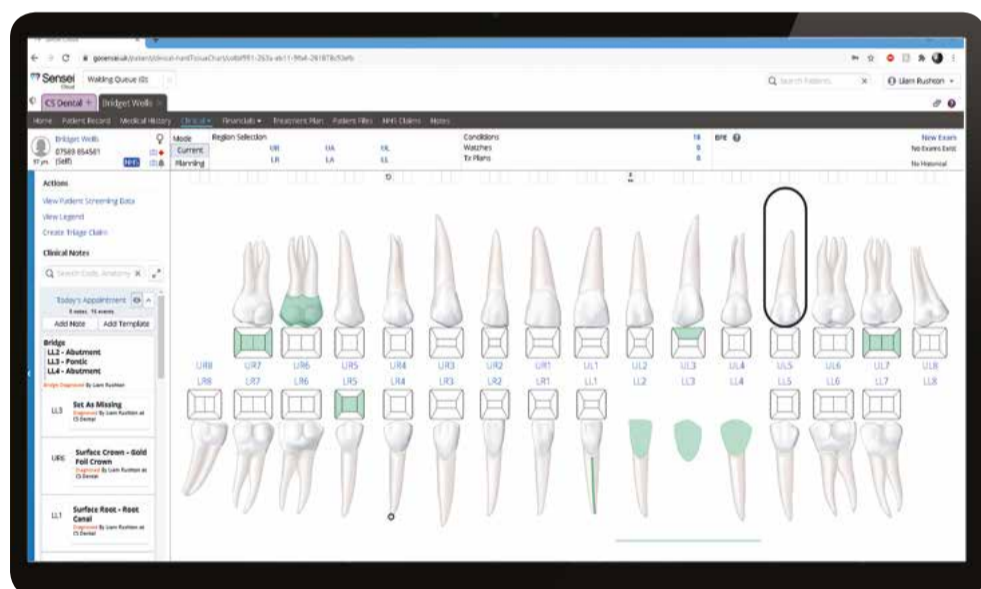
Mark Garner, National Sales Manager

Sensei Cloud clearly places Carestream Dental at centre stage in the DPMS arena. The product draws on our long heritage as a practice software supplier and gives the next generation of dentists and practice members the opportunity to deliver unrivalled patient workflows.

Allied to some of the best dental imaging equipment in the market the potential is



Also as it is a brand new cloud solution built for the practice of the future. You can always tell that the practices are excited to use the system while I talk about it, which makes training a lot of fun and enjoyable.



user-focused design, inherent scalability, advanced multi-tasking and powerful business functionality, all built on feedback from real practices.

In addition to clinical data, business performance metrics and analytics are a key feature of the platform.

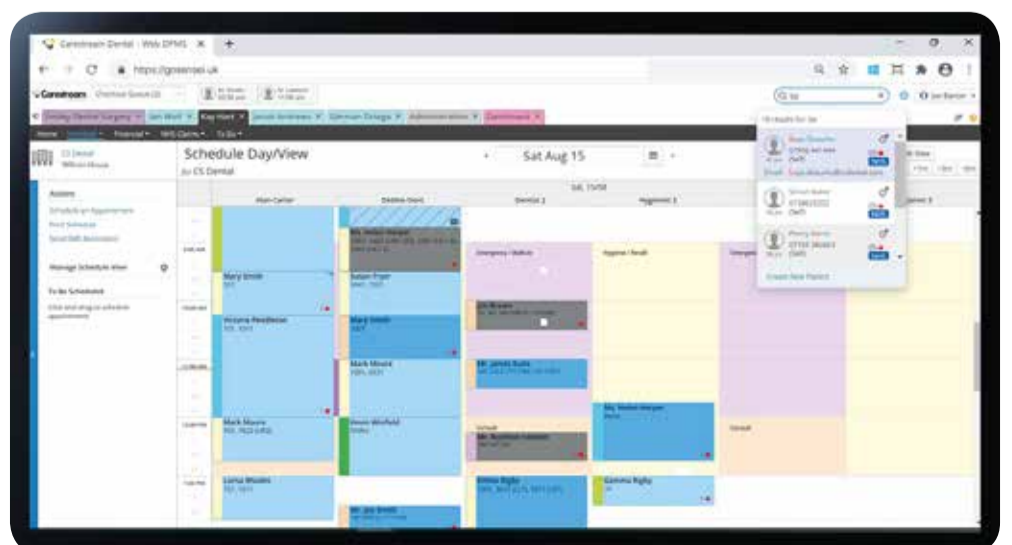
With Sensei Cloud, owners and managers can make smarter business decisions based on actionable reporting that summarises how a practice is performing. This high-level business-focused view makes it ideal for practices with multiple locations or DSOs and provides industry leading opportunities for benchmarking and multi-practice management.

"Software will play a huge role in the future of dentistry,"

new Sensei Cloud logo that supports the rebrand. Carestream Dental's immediately recognisable "boomerang" has been shifted to portray a new, infinite journey into the future, while also balancing the iconic nature of a tooth.

Sensei Cloud provides an industry leading native cloud-based practice management solution, but as importantly it provides the opportunity for existing software users to experience new capabilities delivered in their current environment and transition to a SaaS based model at their own pace.

For practices interested in learning more about Sensei Cloud, Carestream Dental is offering free webinars in January. These webinars demonstrate how Sensei Cloud works the way modern practices do and how it can help teams



ARE YOU USING THE LATEST CONTACTLESS SOLUTION FOR PATIENT FORM COMPLETION – REMOTE FORMS?

The coronavirus pandemic has presented numerous challenges for our communities and our industry. While some practices closed entirely, others maintained their schedules with increased safety protocols and new regulations. The situation has provoked lots of reflection on how to operate and how to keep patients and colleagues safe. What are the new products and services you can implement supporting the new way of working?

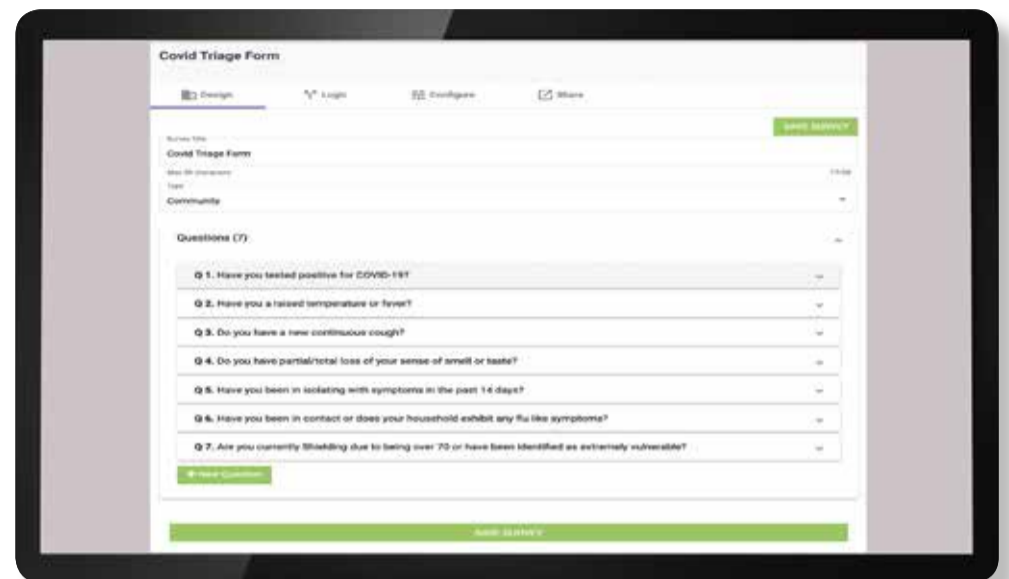
patient arrives at the practice. Prior to submission, patients can digitally sign any required forms using a PC, laptop or mobile device.

Matthew Burton, Principal Dentist at Loughborough Road Dental practice, explains the ins and outs of this feature and why adopting it can bring many benefits.

“Essentially, remote forms is a contactless

their medications and can just copy the names from the packaging itself or from

pens, clipboards and other items that potentially could be vectors for disease



Remote Forms are exactly what they say they are, essential forms for a patient to complete, safely, away from the dental practice

Remote forms is the contactless solution available to CS R4+ triggering any required patient forms to be sent digitally whether before an appointment or otherwise. This can be any form deemed necessary for a patient to complete before attending the dental practice. Forms shared to a patient can be linked directly to appointments, so no one misses receiving paperwork.

Commonly, this would be a medical history form, a COVID screening form or an associated NHS form before treatment – all of these forms are delivered as standard with the service, you also have the additional facility for you to create your own as required.

All forms related to an appointment are automatically sent swiftly after an appointment is booked. A patient is sent an individual link via email to their set of forms, once they click the link and complete the task, the form is submitted through a secure link delivering the document directly into the communications tab in CS R4+, ready for review by the practice before the

solution that allows you to send certain forms to patients so that they can complete and return them before coming in for their appointment. For example, this means you can easily get a full, up-to-date medical history for a patient before they even step through the door. The benefits of adopting this feature soon become quickly apparent.”

Time saving and convenient

“The first thing I really noticed was just how much time I was saving. Instead of having to wait until the patient is in the practice to ask them questions, I have all the information I need ready to go. This has really stream-lined appointments, which as all dentists will know, is a huge positive. I've also found that this feature has aided with compliance. The remote nature of the forms removes the pressure for medical histories to be taken during busy times.”

“The forms are more patient-friendly too. They are easy to fill out, have lots of space for people to leave relevant details and are emailed directly to them so that they can fill out the information in their own time. I've also found that because patients are able to complete the forms at home, they are providing much more accurate information as they don't need to memorise the names of

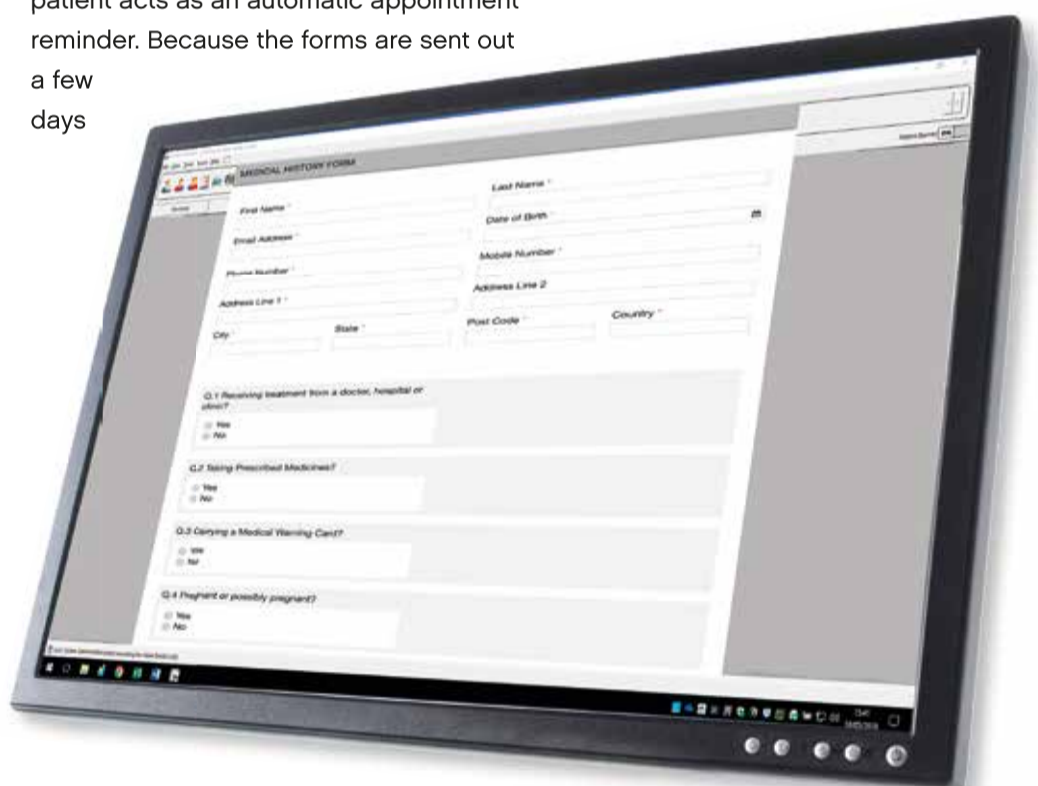
their relevant paperwork. This means their medical history is much more likely to be complete and properly filled out, giving me a better insight into their particular needs.”

Appointment reminders created automatically

“Another good benefit of using this system is that sending the forms to the patient acts as an automatic appointment reminder. Because the forms are sent out a few days

transmission in your practice. Plus, the automated forms ask patients directly about COVID-19 (via triage form) and asks them to confirm whether they have any symptoms – this is a good reminder that they should not attend their appointment if they are exhibiting any symptoms.

Having adopted this feature early, I have to say that it has continued to go from strength to strength since its release.



prior to their planned appointment, with the scheduled date and time on them, it doubles up as an extra way to keep this information at the forefront of patients' minds so that they won't forget their appointment plans and can call to reschedule or cancel if necessary.”

Reductions in disease transmission possibilities

“Another aspect I want to talk about is how this feature is beneficial from an infection control point of view. Using it means you have no need for

The team at Carestream Dental are always open to suggestions and I can imagine that the functionality of this feature is only going to expand in the future, making it better than ever.”

More than 500,000 forms have been completed through the remote forms since launch

For more information on this service, call us on 0800 169 9692

TOP TIPS FOR BEST PRACTICE IT

from Ian Pye,
EMEA Remote Service
and Support Manager



Did you know that in the UK, one small business is hacked every 19 seconds? How about the fact that there are, on average, 65,000 attempts to hack the systems in small to medium sized businesses every day, 4,500 of which are successful? These statistics are especially concerning when we think about dental settings and sensitive patient data. Any breaches in patient data can mean big fines from regulatory bodies as well as potential legal action – the last thing that any practice needs. So how do you keep your IT security up to date and as secure as possible? Here are some tips:

1 Make sure your Windows software is up to date. Software companies release frequent updates to strengthen against potential weaknesses in code that hackers can exploit. If you are not running the most up to date version of your software there's every chance that a hacker could take advantage of these weaknesses, compromising your systems.

2 Update your antivirus regularly. New computer viruses and malware are being developed all the time, so you need to make sure your systems are able to recognise

these threats and defend against them. Out of date antivirus software may not be able to identify new viruses and malware and this can lead to your system being completely shut down and made inaccessible, encrypted against you and the data stolen from your storage if you aren't careful.

3 Have a solid backup process in place. As a bare minimum you should have both onsite and offsite backup available.

Local backup is best for a quicker data restore if required, and offsite back up (e.g. cloud-based) is essential if you want to protect your data as much as possible. It is important that you rotate any backup media, and ensure that you have a minimum history of at least 7 days. Potentially keeping copies on a weekly/ monthly rotation is good practice to minimise any potential loss of data.

4 It's vital that you monitor and review your backup software every day to guarantee that it is saving the data that you need. Physical hard drives should also be encrypted via Microsoft BitLocker. This means that even in the event of

physical theft, these devices cannot be accessed without the encryption key, so it is much more difficult for data to be compromised.

5 Keep your Dental Practice Management Software (DPMS) up to date. It is essential you keep on top of these updates as many of them are designed to enhance the security of your systems. If you fail to upgrade, you are potentially increasing your vulnerability to cyber attack.

6 Be inventive with your passwords and change them regularly. It seems like common sense, but choosing a strong password to protect access to important information is essential. The best type of password is at least 8 characters long, includes a mix of upper and lowercase letters, numbers and symbols such as % and @. You should never tell anyone your passwords, and to be extra safe, it's a good idea to update passwords around every 90 days – choosing a completely different combination of characters from before.

7 Keep staff alert. Arguably one of the biggest ways that systems become infected is when people fall for phishing emails and other seemingly innocent looking traps. You'll have likely seen these types of emails before – they are often disguised as emails from sites you use regularly such as Ebay, or even as tax refunds or important messages from your bank. They will always include a link that, if clicked, can infect your computer with a virus or malware.

8 It's also worth reiterating that staff shouldn't use work computers to download personal files or browse unsecure websites. This is another way that viruses and malware can infiltrate defences. If a person does infect a computer and is faced with pay walls or other demands from hackers, it's essential they contact the police immediately. You will also need to inform the ICO if any data has been compromised.

9 Make sure your router has a firewall. A firewall essentially protects your network from being accessed by outsiders looking to steal any data. Many modern routers have a firewall built in, but it's vital that you check just in case.

10 Encryption is key. Remote access is very useful, but when data is being sent there's opportunity for hackers to view it unless it is properly encrypted. Encryption jumbles the data so that it is unreadable when in transit.

At the end of the day, cyber security is becoming more and more important and practices need to be able to defend themselves from any threats. As viruses and malware continue to become more sophisticated, your defences need to advance too in order to keep sensitive data safe.

UK Cybersecurity Statistics You Need To Know: <https://www.csoonline.com/article/3440069/uk-cybersecurity-statistics-you-need-to-know.html>

WEBINAR SUCCESS

When the national lockdown was first announced, we managed to move quickly to provide an extended schedule of online training in the form of live webinars, complimentary to the selection we always have on offer. From the beginning of lockdown to the reopening of dental practices, we trained over 4,000 of our customers by hosting 342 webinars; from CS R4+ to intraoral scanning, 3D imaging



and CS imaging v8.0. Our sessions proved immensely popular and kept our teams busy delivering the live interactive training during the restricted period.

It became clear that there was a demand for learning from all dental professionals, in some way it was a great opportunity to be able to connect with our teams with so many users of our products. Sessions were very often fully subscribed, the most popular courses being related to CS R4+ and intraoral scanning. Since practices have returned, the demand dropped to almost a standstill, so the programme was paused. New webinars for remote forms and 'What's new in v8.1.3' are now available.

To view the schedule, visit www.gotostage.com/channel/csr4

UK technical support and office Christmas opening hours

Thursday	24 th	December	08:00 - 14:00
Friday	25 th	December	CLOSED
Saturday	26 th	December	CLOSED
Sunday	27 th	December	CLOSED
Monday	28 th	December	CLOSED
Tuesday	29 th	December	09:00 - 14:00
Wednesday	30 th	December	09:00 - 14:00
Thursday	31 st	December	09:00 - 14:00
Friday	1 st	January	CLOSED
Saturday	2 nd	January	Normal Hours*

*Emergency Mobile

