



Diamond Dental Software



Our 38th Year!

What's New in Version 5.9

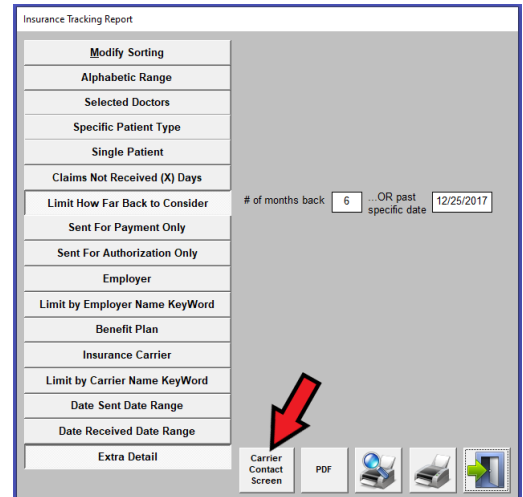
Expanded Insurance Tracking Module

Tracking insurance claims is an important part of the business side of a dental office. In version 5.9 our *Insurance Tracking* report has been greatly improved and expanded.

The red arrow is pointing to the new *Carrier Contact Screen* button, and this will be discussed in the next section, but we have added a few useful filters and modified the paper report as well.

Patient DOB, Insurance ID, and Subscriber Name

We understand that this report is often used as a call sheet for claims inquiry to insurance carriers. The first thing they ask is for the patient's date of birth and insurance ID. This is now provided on the report, so you don't have to hunt it down inside the program. We also provide the subscriber's name which is also useful. There is a new filter to *Limit How Far Back* to consider by number of months or a specific date and a *Single Patient* filter as well.

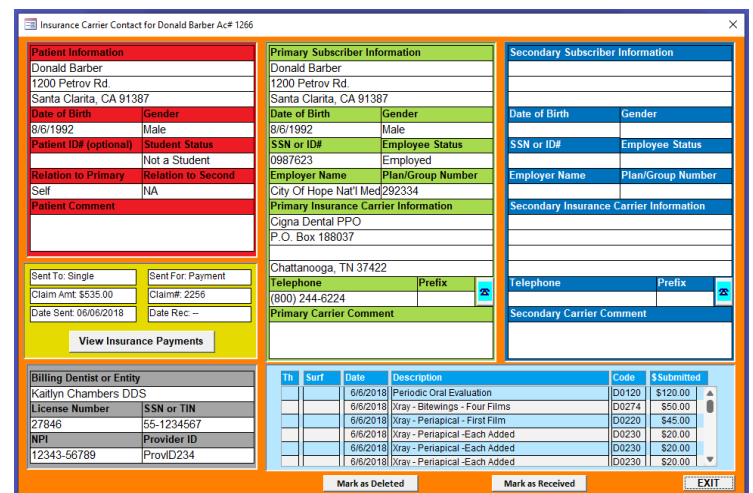
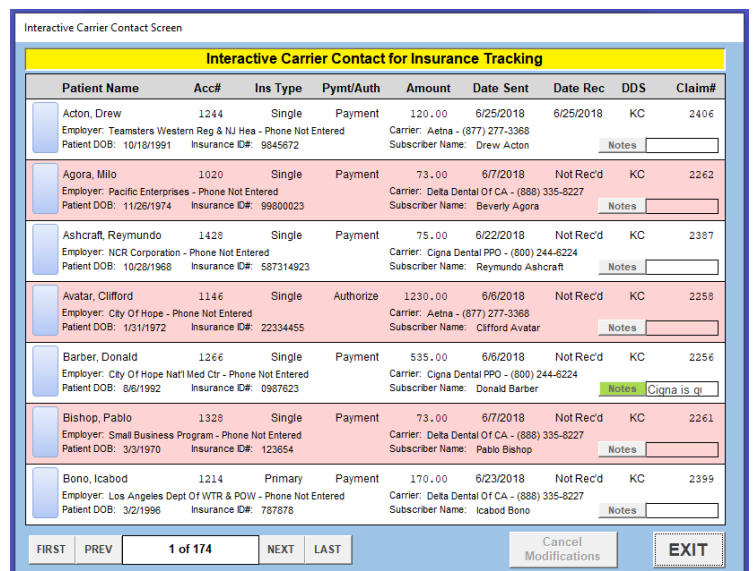


Interactive Carrier Contact Screen

As referred to above, the Tracking Report screen has a new output button (red arrow), the *Carrier Contact Screen* (see sample on right). The output on this screen has exactly the same information that appears on the paper report and is subject to the same filter selections. However, this screen is interactive and has several advantages over the paper report. Each claim has a *Notes* button on the far right. Click it and a pop-up window will appear allowing you to write unlimited notes about your encounter with the carrier. Each claim also has a button on the far left. Click it to open the Interactive Carrier Contact screen (see lower right).

Interactive Carrier Contact Screen

This screen gives you all the information you will need when making a claim inquiry. This includes details for the patient, primary and secondary subscribers, insurance carriers (with AutoDialer), billing dentist, payments received from carrier, and details about the claim itself which include all the line items that appeared on the claim. You can also delete the claim from tracking or mark it as Received.

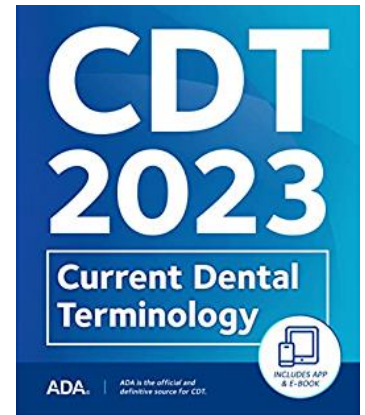


New CDT 2023 Dental Procedure Codes

The American Dental Association's CDT (Current Dental Terminology) procedure codes and nomenclature have been updated for 2023. Changes include 29 new codes, 2 code deletions and 14 nomenclature and description revisions. New and revised codes fill in the coding gaps and more precisely identify areas of the oral cavity, which leads to quicker reimbursements and more accurate record keeping. Insurance carriers have already sent letters to dentists informing them that the *new codes will be required for 2023*.

Diamond Dental's New CDT 2023 Update Wizard has been greatly simplified and now requires only a few button-clicks to bring your procedure file up to date.

The CDT Update Is Retroactive. It's no problem if you have missed some code updates in the past. Running the update will bring your procedure file current with the latest Current Dental Terminology.



On-Screen Searchable CDT 2023 Code Book

The complete 2023 CDT Code Book is now included in Diamond Dental version 5.8. Our On-Screen Code Book includes all the procedures found in the ADA 2023 CDT Dental Procedure Code Book with the full "Procedure Descriptions" along with the written "Descriptor" narratives that further define the nature and intended use of the procedure codes. The most significant advantage of the On-Screen Code Book over the spiral bound hard copy is its ability to search its contents. Another advantage is that the On-Screen Code Book is included with Diamond Dental, but you would have to purchase the spiral bound version from the ADA.

There are now five searches available:

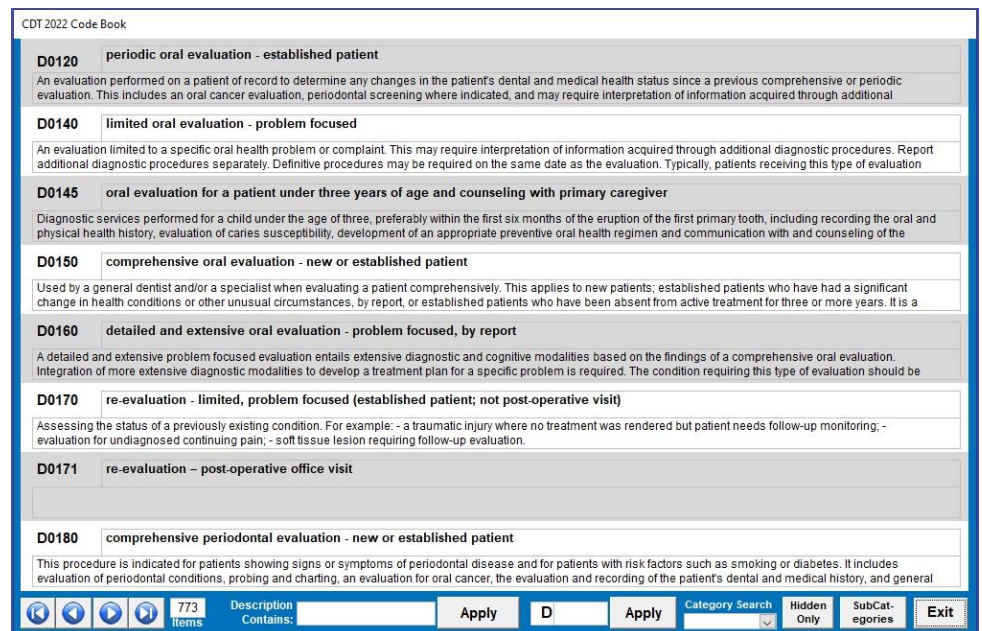
Text Search: Enter any word or phrase and the screen will display all procedures which contain that text.

Specific Code Search: Enter a particular code and you will be taken to that part of the book that contains that Procedure.

Hidden Procedure Search: Each year the ADA demotes some procedure codes and replaces them with other codes. However, these "non-compliant" codes still exist in the history of your patients' ledgers. Clicking the *Hidden Only* button will display these older codes that are no longer in the latest CDT Code Book.

Category Search: Open the drop-down list of Categories and click the category you want and jump directly to that category in the book.

Subcategory Search: You may limit the displayed procedures to certain Subcategories of your choosing. The Subcategory selection screen is discussed in the next section.



Your Procedure File Will Now Be Linked to the CDT Categories and Subcategories for Improved Reports and Data Analysis

The procedures in your Procedure file will now be linked to the 12 distinct CDT Categories such as *Diagnostic, Preventive, Restorative, Endodontics*, etc. You can also create your own custom categories if desired. Each CDT Category is further classified by several Subcategories. For example, the Restorative category includes 85 procedure codes from D2140 to D2999. These 85 procedures are further classified into 6 Subcategories which are *Amalgam Restorations, Resin Restorations, Gold Foil, Inlays/Onlays, Single Crowns, and Other Restorative Services*. With each procedure code linked to these Categories and Subcategories, Diamond Dental can generate reports and screens that gives you a better picture of how your practice is doing. It can also show you where your strengths are and where your weaknesses are. See the next section which describes how the new Transaction / Frequency Report takes advantage of these classifications.

The New Transaction - Frequency Reports

The Transaction / Frequency report now has three useful formats, these are:

Transaction / Frequency Standard Report

A partial page of the Standard report is seen here on the right. The report as always, displays the number of times each procedure code was performed, and the amount of income produced from those procedures.

Transaction Frequency Report				
From 1/1/2015 To 10/1/2015				
Procedure	Code	Frequency	\$Amount	\$Profit per Hr
Periodic Oral Evaluation	D0120	1571	48128.92	91.90
Limited Oral Evaluation	D0140	538	22962.84	128.04
Comprehensive Oral Examination	D0150	599	30445.28	101.65
Detailed Oral Evaluation	D0160	2	41.93	27.95
Per-Evaluation Limited Problem	D0170	3	21.18	15.11
Comprehensive Periodic Evaluation	D0180	1	75.00	112.50
X-ray - Complete Series	D0210	5	550.00	300.00
X-ray - Periapical - First Film	D0220	723	13789.87	222.74
X-ray - Occlusal Film	D0240	1	20.00	145.71
X-ray - Bitewing - Single Film	D0270	9	121.28	155.71
X-ray - Bitewing - Two Films	D0272	1904	40180.53	231.81
X-ray - Bitewing - Four Films	D0274	2	100.00	360.00
X-ray - Panoramic Film	D0330	682	39562.38	410.69
Oral/Facial Images	D0350	3	190.00	950.00
Diagnostic Casts	D0470	4	455.00	451.00
Prophylaxis - Adult	D1110	1296	89173.20	160.12
Prophylaxis - Child	D1120	744	28218.75	113.78
Topical Fluoride Varnish	D1208	5	90.90	55.12
Topical Fluoride - Child	D1209	720	18207.00	78.11
Topical Fluoride - Adult	D1208	668	16543.80	75.18

Transaction / Frequency Category Report

One of the new reports is the *Transaction / Frequency Category* report. The *Standard* report is one long stream of procedure codes with the values based upon the individual code itself. The *Category* report also includes these same individual totals but groups the procedures based upon the Procedure Code Category to which they belong. In the *Standard* report it is easy to get lost in the details because there are so many procedures. You can see an Amalgam 1 surface, Amalgam 2 surface, Amalgam 3 surface, and 4 surface. That is useful, but you might want to see a total for the Restorative category group as a whole, and that is what you can see in the *Category* report.

Transaction Frequency Category Report				
For Selected Procedure Categories From 1/1/2015 To 10/1/2015				
Procedure	Code	Frequency	\$Amount	\$Profit per Hr
Diagnostic				
Periodic Oral Evaluation	D0120	1571	48128.92	91.90
Limited Oral Evaluation	D0140	538	22962.84	128.04
Comprehensive Oral Examination	D0150	599	30445.28	101.65
Detailed Oral Evaluation	D0160	2	41.93	27.95
Per-Evaluation Limited Problem	D0170	3	21.18	15.11
Comprehensive Periodic Evaluation	D0180	1	75.00	112.50
X-ray - Complete Series	D0210	5	550.00	300.00
X-ray - Periapical - First Film	D0220	723	13789.87	222.74
X-ray - Occlusal Film	D0240	1	20.00	145.71
X-ray - Bitewing - Single Film	D0270	9	121.28	155.71
X-ray - Bitewing - Two Films	D0272	1904	40180.53	231.81
X-ray - Bitewing - Four Films	D0274	2	100.00	360.00
X-ray - Panoramic Film	D0330	682	39562.38	410.69
Oral/Facial Images	D0350	3	190.00	950.00
Diagnostic Casts	D0470	4	455.00	451.00
Prophylaxis - Adult	D1110	1296	89173.20	160.12
Prophylaxis - Child	D1120	744	28218.75	113.78
Topical Fluoride - Child	D1209	720	18207.00	78.11
Topical Fluoride - Adult	D1208	668	16543.80	75.18
Over Hygiene Instructions	D1330	231	5076.00	147.48
Sealant - Per Tooth	D1351	282	9344.16	362.13
Resin Matrix Resin	D1352	24	4380.80	438.73
Resin Matrix Resin/Onlay	D1353	2	293.84	295.24
Restoration Space Material	D1580	3	112.88	150.24
Topical Fluoride Varnish	D1208	5	90.90	55.12
Removal of Sealant Material	D1555	3	122.22	244.44
Total For Group		9927	\$168,510.90	\$247.04
Preventive				
Prophylaxis - Adult	D1110	1296	89173.20	160.12
Prophylaxis - Child	D1120	744	28218.75	113.78
Topical Fluoride - Child	D1209	720	18207.00	78.11
Topical Fluoride - Adult	D1208	668	16543.80	75.18
Over Hygiene Instructions	D1330	231	5076.00	147.48
Sealant - Per Tooth	D1351	282	9344.16	362.13
Resin Matrix Resin	D1352	24	4380.80	438.73
Resin Matrix Resin/Onlay	D1353	2	293.84	295.24
Restoration Space Material	D1580	3	112.88	150.24
Topical Fluoride Varnish	D1208	5	90.90	55.12
Removal of Sealant Material	D1555	3	122.22	244.44
Total For Group		3976	\$147,883.24	\$193.10
Restorative				
Amalgam - One Surface - Perm.	D2140	129	9098.16	279.77

Transaction / Frequency Subcategory Report

While the *Category* report groups procedures into one of the 12 CDT Categories (plus any custom categories you may have created), the *Subcategory* report is more specific because it groups procedures into one of the 73 CDT Subcategories. Comparing the *Category* and *SubCategory* reports, the *Category* report groups 15 procedures into the Diagnostic category and gives a total for the Diagnostic group as a whole. The *Subcategory* report groups these same 15 procedures into 3 Subcategories, which are Clinical Oral Evaluations, Diagnostic Imaging, and Tests and Examinations. These are all Subcategories of the parent Category of Diagnostic, and the parent Category is seen on the far right. Each Subcategory has its own group totals giving you much more detail than is seen in either the *Standard* report or the *Category* report.

Transaction Frequency Subcategory Report				
From 1/1/2015 To 10/1/2015				
Procedure	Code	Frequency	\$Amount	\$Profit per Hr
CLINICAL ORAL EVALUATIONS				
Periodic Oral Evaluation	D0120	1571	48128.92	91.90
Limited Oral Evaluation	D0140	538	22962.84	128.04
Comprehensive Oral Examination	D0150	599	30445.28	101.65
Detailed Oral Evaluation	D0160	2	41.93	27.95
Per-Evaluation Limited Problem	D0170	3	21.18	15.11
Comprehensive Periodic Evaluation	D0180	1	75.00	112.50
Total For Group		2714	\$118,176.30	\$176.00
DIAGNOSTIC IMAGING				
X-ray - Complete Series	D0210	5	550.00	300.00
X-ray - Periapical - First Film	D0220	723	13789.87	222.74
X-ray - Occlusal Film	D0240	1	20.00	145.71
X-ray - Bitewing - Single Film	D0270	9	121.28	155.71
X-ray - Bitewing - Two Films	D0272	1904	40180.53	231.81
X-ray - Bitewing - Four Films	D0274	2	100.00	360.00
X-ray - Panoramic Film	D0330	682	39562.38	410.69
Oral/Facial Images	D0350	3	190.00	950.00
Total For Group		2989	\$84,430.24	\$147.08
TESTS AND EXAMINATIONS				
Diagnostic Casts	D0470	4	455.00	451.00
Total For Group		4	\$455.00	\$451.00
DENTAL PROPHYLAXIS				
Prophylaxis - Adult	D1110	1296	89173.20	160.12
Prophylaxis - Child	D1120	744	28218.75	113.78
Total For Group		2040	\$97,391.95	\$156.90
TOPICAL FLUORIDE TREATMENT (OFFICE PROCEDURE)				
Topical Fluoride Varnish	D1208	5	90.90	55.12
Topical Fluoride - Child	D1209	720	18207.00	78.11
Total For Group		725	\$18,297.90	\$65.67
OTHER PREVENTIVE SERVICES				
Over Hygiene Instructions	D1330	231	5076.00	147.48
Sealant - Per Tooth	D1351	282	9344.16	362.13
Total For Group		513	\$14,420.16	\$284.87

The Profit per Hour Column

The new Transactions / Frequency reports have a new column which is labeled *Profit per Hour*. What is this?

Diamond Dental can calculate the profit you make in an hour for each procedure. To calculate this value, the program will need three variables: *Fee*, *Overhead*, and *Time Needed*. The fee is known. The program will use the actual fee that was posted for each procedure. You must supply the Overhead (if any) for each procedure, and your best estimate for the "*Time Needed*" to perform the procedure. These values are entered using the *Procedure Table Entry* screen which you access via the *Utilities* menu. These results can be seen in the "Profit/Hr" column of the three "Transaction/Frequency" reports. The formula used to calculate this value is the following:

$$\text{(Fee - Overhead)} \div \text{(Time Needed in minutes / 60)}$$

For example, if your fee is \$600 for a PFM crown, but it costs you \$80 in lab fees and materials, then the amount that is considered would be \$520. If you estimate you can prep the tooth, take the impression, and make the temporary, and then deliver the crown next the week for a total of 40 minutes, then 40 minutes is the Time Needed. Using our formula, since you are making \$520 profit in 40 minutes (2/3 of an hour), your Profit Per Hour is \$780.78.

Other Recently Added Features

- **Patient Communicator integration.** See following section for details.
- **Xray integration added for VisionX, VistaSoft, XVWeb, and XVCapture**
- **Explosion Code Limit Increased** to 9 procedures.
- **A new, more graphical email program** with header and footer design and hyperlink insertion.
- **New Time Clock Utilities** with easy editing of employee hours and individual employee Hours/Wages Report.
- **Pre-Set Comments for Lab Case entry.**
- **New column for Treatment Plan** displaying procedure codes.
- **Hide Balance Forward** option on billing statements.
- **Option to have "Doctor Only" totals** on Day Sheet with Hygienist totals separated out.
- **Post-Op Contact Report** tracks recent significant procedures for your staff to check how the patients are doing.
- **New Phone Number and Birthdate Search** allows entry of partial or complete phone number and checks home, work, and cell. The Birthdate Search requires the complete birthdate to be entered.
- **Bulk Check Entry is now Bulk Payment Entry.** Any payment type can be a bulk payment including Checks, Cash, Credit Cards, Electronic Transfers, and Care Credit.
- **New Comprehensive Payment Report** accommodates new Bulk Payment system.
- **New Comprehensive Payment Report now integrates the "Refund Credit Card" adjustment.**
- **Phone Log Tracking** lets you keep track of your phone calls and know who needs to be called back.
- **Carrier/Patient Count Report** lets you know how many patients are linked to which carriers and see which carriers are the most active. You can also delete all zero linked carriers with a single click.
- **'Left Message' Tag** Added to Scheduling.
- **Prescription Report** lists all patients and their prescriptions.
- **Hide Patient Last Name and Account #** from Schedule for HIPAA Compliance.
- **Hygienist Column** Added to Posting Screen.
- **New method to Print Recall** Even if Recall is Not Set.

Diamond Dental Fully Integrates with Patient Communicator



Patient Communicator is a feature rich patient communication platform that enables your office to have easy, efficient, and effective communication between your practice and your patients. There are many such online patient communication companies around, but only *Patient Communicator* seamlessly integrates with Diamond Dental to make it a very useful tool for your practice. When you contact them let them know you are using Diamond Dental. Here is their contact information and a summary of their features:

Patient Communicator
17660 Union Turnpike, Fresh Meadows, NY 11366
Phone: (888) 512-3452
Email: sales@patientcommunicator.com

Special Integration Button on Patient Entry and Appointment Setter Screens

- Click the *Patient Communicator* button to access all the Patient Communicator information for the selected patient.
- This includes all the forms and information that is discussed below that relates to the patient.

Automated Appointment Reminders and Confirmations

- You set the parameters for all your outgoing messages, the number of attempts and how many days before the appointment date, including the day of the appointment.
- Appointment Reminders are automatic. Once it is set up, it does all the work.
- Confirmations are updated directly into your scheduler.
- Connect with patients the way they want: text, email, or voice.
- Patients can confirm appointments with one click.
- Day-of reminders decrease no-shows up to 70%.

Online Scheduler

- Patients can schedule real appointments 24/7.
- New and existing patients can easily schedule appointments online 24/7.
- Define the exact parameters of the appointment slots that are offered for online scheduling.
- Online bookings are updated directly into your scheduler!
- Patients can "Wait List" themselves for preferred appointments.
- The "Blacklist" blocks chronic cancellers from scheduling online.

Recall Wizard

- Set your practice's recall preferences once and then let it go!
- Recall messages are sent out automatically, every day.
- Patients can schedule online with a link from their recall message.
- Recall messages are sent based on the last recall appointment date.

Patient Forms

- Access your patients' forms directly from Diamond Dental!
- Customized forms for your practice are available.
- Make patient check-in efficient for your staff and convenient for your patients.
- Patients can complete and digitally sign their registration, medical history, and insurance forms.
- Create customized consent forms that patients can sign anywhere in the office.
- New patients can complete their forms securely from the comfort of their own home.
- Reduce data entry time with forms that are saved directly into Diamond Dental.

TrueText

- Patients can finally communicate with your practice like they do with their friends and family.
- Unlimited texting with your patients.
- Desktop notifications for incoming texts.
- Text in multiple languages.
- Text messages are saved and archived.

Curbside Check-In

- Make checking in easy and convenient even during these difficult times.
- Patients can text the front desk to inform them of their arrival.
- Registration forms can be filled out and submitted while waiting in the car.
- Patients can enter the practice precisely when their appointment is to begin.

Treatment Plans

- Present your patients with treatment plans and obtain their consent in a simple and convenient way.
- Forms are clear and easy for patients to understand.
- Treatment plans are pulled directly from your Diamond Dental program.
- Patients can digitally sign on the spot.

ClearCall

- Make incoming calls more productive and deliver a truly personalized experience with a smart caller ID.
- Identify unscheduled treatments and recommend them on the call.
- Remind patients of their unpaid balances and collect.
- Schedule patients or their family members for their recall appointments.
- All the patient's information is displayed on one screen at just the right time.

iPhone and Android App

- Access your Patient Communicator from anywhere with the smartphone app.
- See your upcoming schedule for the day and reach out to anyone who has not confirmed.
- Communicate with your patients with your mobile phone using your practice's phone number.
- Send last-minute emergency notifications to patients without missing a beat.

Marketing

- You will have access to Email Templates.
- Create custom marketing templates for new campaigns.
- A full template library is uploaded to your account for use with any new campaign.
- Patient Communicator's design team is available to help with special template requests.
- You can have customized headers on every message with your practice logo and contact details.
- Social Media and Reputation Management.

Automate Just About Everything

- Connect to patients effectively without tying up your staff.
- Send emergency closure messages from the comfort of home.
- Communicate essential pre-op and post op instructions.
- Welcome new patients to your practice.
- Tell your patients about promotions or ask them to refer a friend.