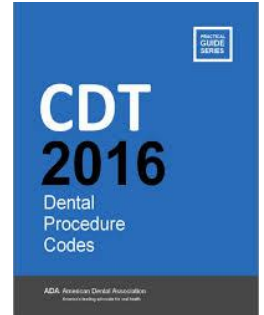# Diamond Dental Software

Our 30th Year!

What's New in Version 5.0

New CDT 2016 Dental Procedure Codes

The American Dental Association has updated the dental procedure codes that you use with the new CDT (Current Dental Terminology) for 2016. Insurance carriers have already sent letters to dentists informing them that the new codes will be required for 2016. Diamond Dental version 5.0 contains an easy to run update wizard that will update your procedure file to the new CDT 2016 standard. This update is retroactive, so if you have missed some CDT updates from the past, those updates will also be included when you run the update wizard. It is important to keep your procedure file up to date so you can take advantage of the new procedures codes that have been introduced. It is equally important to prevent claim rejection by not continuing to submit claims containing procedure codes that have been deleted from the current CDT 2016 standard.

Compatible with Windows 10, 8.1, 8, 7, Vista, XP

The latest version of Diamond Dental will operate under ALL Microsoft Windows versions including the new Windows 10 operating system. It also operates with XP, Vista, Windows 7, 8, and 8.1. Earlier Diamond Dental versions did NOT work with all versions of Windows.

Electronic Prescriptions

Electronic prescriptions (ePrescriptions) have become popular in recent years and some states (such as New York) have passed laws requiring doctors and dentists to use electronic prescriptions exclusively. While Diamond Dental does not transmit ePrescriptions directly, it does provide tools that will greatly facilitate your use of ePrescriptions.

When you register with an ePrescription company, none of your patient data is in the ePrescription company's database. This means that every time you write a prescription you would need to retype the patient's name, address, phone number, birth date, gender, etc. This is information you already have entered into Diamond Dental. Fortunately, Diamond Dental 5.0 can create a file that is specifically designed to be uploaded to your ePrescription company. This file contains all the pertinent patient information needed for ePrescription writing. The file can be uploaded to your ePrescription company in seconds, thus saving you many hours of monotonous data entry. The file can be re-uploaded over time to include changes to existing patients and to add new patients.

You can open your ePrescription program without ever leaving Diamond Dental. There is a ePrescription button on the Posting screen and another on the Utility Menu that will take your directly to your ePrescription program's Login screen.

New *Full Week* Appointment Scheduler

Diamond Dental's new *Full Week* Appointment Scheduler displays an entire week in one view. That is 12 hours from top to bottom and 7 days across (or show up to 7 providers side by side).

This is an 80% increase in viewing area compared to our standard scheduler. Also included is a high resolution 3 column version showing the same 12 hour view from top to bottom but with 3 wide columns from left to right. The previous three and five column low resolution appointment schedulers are still part of the program and you can easily switch between them. The new appointment schedulers require a minimum screen resolution of 1600 x 900 pixels, however 1680 x 1050 (or greater) is suggested. If you are on a network where some computers have low resolution monitors, those computers can continue to use the low resolution schedulers while the other computers use the new high resolution schedulers.

Diamond is Now Compatible with *Data Grabber*

Diamond Dental directly bridges to many digital X-ray programs but by no means all of them. However we now bridge to a program called "Data Grabber" by Apteryx. Data Grabber bridges to virtually all digital X-ray programs including the ones for which Diamond Dental has no bridge. Bridging to your X-ray software from Diamond Dental via the Data Grabber will remove the added work of opening a patient account twice; once in Diamond Dental, and then again in your X-ray software. Diamond Dental passes the patient's information to Data Grabber and Data Grabber will then launch your X-ray software and pass to it what it needs to create a record inside the X-ray software's database. As far as you are concerned, all you do is click a button inside Diamond Dental and your X-ray software opens, showing you the current patient's images. Your X-ray software seamlessly becomes part of Diamond Dental. For more information on Data Grabber contact Apteryx at 877-APTERYX or www.apteryx.com/data-grabber2.

Now Bridge to Two Digital X-ray Programs

For many years Diamond Dental has allowed its users to bridge to selected digital X-ray programs. However, this bridge was limited to only one X-ray program. This did not meet the needs of many of our users who needed to bridge to more than one X-ray software. For example, many users have a Panorex that uses one software, and a regular digital X-ray system that uses another. Users were forced to choose which one they wanted to bridge to. We have now added to ability to bridge to two digital X-ray softwares, and with the added compatibility of Data Grabber (discussed above), running your alternate X-ray software as an unlinked "stand-alone" program will be a thing of the past.

Appointment Cards from Your Label Printer

Now it's easy to hand your patients appointment cards as they leave your office. This new feature will print an appointment card (like the sample shown on the right) from a Dymo LabelWriter printer. Just keep your Dymo printer loaded with Dymo Appointment Card rolls (#30374). These are not labels but non-adhesive 2" x 3.5" cardstock cards on a continuous roll. They will conveniently fit into your patient's wallet. Since they are thermal, there is no ink to dry and will not smear. If you have the Dymo LabelWriter Twin Turbo, you can keep Address labels on one side and Appointment Cards on the other.

Excuse Slip

You can now generate professional looking Excuse Slips for your patients. The Excuse Slip can be generated from the Appointment Scheduler, in which case the appointment date and time will be entered for you. It can also be generated from the Reports menu, in which case the date and time will simply be the current date and time. The doctor's name, patient's name, date, and time can all be edited before printing if desired.

EXCUSE SLIP

Walter R Thompson DDS
15723 N. Havenhurst Blvd #212
Los Angeles, CA 90112
Phone (213) 555-0987

This is to certify that **Rory A Strawhacker** (has/had) an appointment at this office for professional attention on:

Monday, October 27, 2014 at 03:45 PM

Please excuse this absence.

_____
Walter R Thompson DDS

New Relaxed Record Locking Makes It More Convenient for Multiple Users

If you have used Diamond Dental on a network you are aware that if one user has opened an account, other users are totally locked out of that account until the first user exits. The record lock applies to all the patients in the locked account, not just the patient who is currently being accessed. Version 5.0 has relaxed this strict record locking routine. When accessing a locked account, instead of being blocked, you are now simply warned that the account is locked, but you are allowed access into the account. You can browse through all the screens of the account for viewing purposes. You can also perform some very important functions. In previous versions, if you accessed an account to write Treatment Notes on a patient, you locked all other users out of that account until you have completed the Treatment Notes and exited the account. The same was true if you integrated your digital x-ray program through Diamond Dental. While you are taking x-rays you are blocking other users from accessing any patient in that account, and x-rays can take awhile to complete. The same can be said for using the Clinical or Perio Charting programs. In Version 5.0 X-Rays, Treatment Notes, and Charting no longer block other users from accessing an account. You are free to go into the locked account and perform these functions. In addition, several other screen features are operable including the ledger and statement printing functions and patient emailing.

HIPAA Compliant Email

"Dear Robert, you have an appointment at 2:00 pm on Wednesday with Dr. Jones." You may not be aware that this simple appointment reminder sent as an email via a non-HIPAA compliant email service such as Gmail is a violation of HIPAA law. As a health care provider you need to be aware of the requirements of the HIPAA law as it relates to transmitting patient information electronically and to protect yourself from steep fines as described by the HITECH Act. The Health Information Technology for Economic and Clinical Health (HITECH) Act provides a tiered system for assessing the level of each HIPAA privacy violation and, therefore, its penalty. The HIPAA law as it relates to ePHI (Electronic Protected Health Information) has become more stringent and the penalties and fines have recently increased. Not just appointment reminders but most email messages generated from a dental office would be considered electronic protected health information. Diamond Dental 5.0 now integrates with "*MD OfficeMail,*" a HIPAA compliant email service. *MD OfficeMail* has been tested with Diamond Dental and our email screens have been customized to accommodate special features of the *MD OfficeMail* program. The HIPAA compliant email messages you send to your

patients also allows them to reply securely back to you, which is another requirement of the HIPAA law. You are breaking HIPAA law if your patient sends you an email that will be stored on a non-HIPAA compliant email server like Gmail. So HIPAA compliance is important for both sending and receiving email. All dental offices should only be transmitting emails through a HIPAA compliant email service.

Full CDT Descriptions and Explanations

Diamond Dental now integrates the full procedure code descriptions along with their associated explanation narrative, directly from the CDT 2015 code book from the American Dental Association. This is the dental code "Bible" that insurance carriers use, and it is to your advantage to see the procedure code descriptions that the insurance carriers see. Procedure Code explanations can be very helpful and can be anywhere in length from a short sentence to several paragraphs. Diamond Dental will display each explanation in its entirety. In all previous versions of Diamond Dental, the procedure code descriptions you see pop up when you post procedures or print insurance forms is not the actual CDT procedure code description. Instead it is a 30 character abbreviation of the description that we developed. It is thirty characters because that is about all the space that we were allowed for printing descriptions on dental claim forms throughout the years. Thirty characters for a description is sufficient for many procedures, but it is definitely vague and misleading for many other procedures. You will now automatically see the full code descriptions and explanations directly from the CDT 2015 Code book every time you post a procedure. The new Charge Entry screen has been designed for easier use with keyboard or mouse. As procedures are selected their full CDT description is displayed along with the CDT explanation. Tooth number and surface may be typed in or use the always in view tooth charge and surface chart for quick selection with a mouse.

Recently Added to Version 5.0

Several other newly added features are now available in version 5.0. Here is a brief overview.

Digital Xray button Now on Posting, Search, and Appointment Setter Screen
If you use Diamond Dental to bridge to your digital xray program, a button has been added to the Appointment Setter screen to launch your digital xray software. This is in additional to the already existing buttons on the Patient Search Posting screens.

Your Office Name, Address, and Phone Now Prints at the Bottom of Billing Statements
When the patient tears off the top of the Diamond Dental billing statement to mail in their payment, the remaining portion of the statement, the part the patient keeps, had nothing to identify it as a receipt from your office. That oversight has now been corrected.

Customizable Doctor Specialty Code
Some state Medicaids are now requiring doctor specialty codes that do not conform to the ADA standard. Version 5.0 now allows you to enter any specialty code you require up to 15 characters.

Combined Home, Work, Cell Phone Numbers Search
The Patient Search screen has changed. Previously, if you wanted to search by phone number,

you were limited to a Home Phone only search. The Cell Phone and Work Phone numbers were not searched. Version 5.0 has a new All Phone Number Search. You enter a phone number and this new search will find the patient or patients who belong to that number. This new search will scan all phone number fields including Home, Work, and Cell phone numbers.

NPI Number and Patient Date of Birth on Drug Prescriptions
A new requirement is appearing throughout the country requiring the prescribing doctor's NPI number to appear on drug prescription forms. This has been added as an option in Version 5.0. We have also been having feedback the pharmacies are requesting that the patient's date of birth display on the prescription form, rather than the patient's age. This change has also been done.

New California State Law Compliant Prescription Form Printing
Diamond Dental now includes a special module for California users to print state approved prescription forms. There are both pre-printed (for Schedule II through V drugs), and plain paper versions. The approved pre-printed prescription forms are available from Medical-Forms.com.

Reprint Recall Button
Sometimes you need to reprint recall. You had a paper jam, or the recall cards were in upside down, or the power went off, or some other mishap. For whatever reason, sometimes recall needs to be reprinted. Unfortunately, because of changes made to patient records during printing, previous versions of Diamond Dental could print recall only once. If you attempted to reprint recall you would either get no patients printing or to too many patients printing, but you would not get the same results as the original printing. To correct this problem we have added a *Reprint Recall* button to the Recall Printing screen. The program now stores all the details from your previous recall printing. To reprint recall just click the *Reprint Recall* button and you will be able to duplicate your last recall printing job exactly. In addition, you can use this option to reprint recall in a different format. If you selected postcards but meant to print mailing labels, you can now do a reprint using the alternate format. If you successfully printed postcards but want a matching Recall Phone Report or labels to supplement your postcards, you can do that as well.

Hide Account Numbers on Appointment Schedule
We have been hearing this request from many of our users. You will now have the option of hiding Account Numbers from the Appointment Schedule screen and also from the Appointment Pin-Up Report which is often hung on the operatory wall. Some users feel it is a HIPPA violation and others just want the increased space on the schedule.

Social Security Numbers Encrypted on Patient Search Screen
The Patient Search screen has been modified to be more user friendly. This includes the new All Phone Number Search discussed above. In addition, to comply with HIPPA standards, the Social Security Number column displays Social Security numbers in an encrypted format such as "###-##-1234" where only the last found numbers are readable.

X-Ray Link and *Treatment Notes* No Longer Locks Account Access
The X-Ray Link button (to access your digital X-Ray software) and the *Treatment Notes* button on the Posting screen no longer lock the account. This allows one user to be taking X-rays or writing Treatment Notes while another user can access that same patient for posting.

Patient Street Address Field Lengthened from 30 to 40 Character Maximum
Several users have reported that the 30 characters allowed for entering a patient street address was not always enough. We have increased the maximum characters allowed for a street address from 30 to 40 characters and have modified mailing labels, recall cards, insurance forms, and other reports to accommodate the increased length.

Windows Tablet Ready

Diamond Dental is now fully functional with Windows 10/8 Tablets. We like some better than others, so check with us before buying one. When the tablet is connected to its associated keyboard it operates just like a laptop. But when you lift the tablet off its keyboard you are free to roam the office with a powerful Windows 8 computer in your hand. Float from room to room. In one room, set an appointment for the patient. Go to the next room and post the patient's procedures and print an insurance form. Go to another room and set that patient's recall and enter her treatment notes. If you need a keyboard, pop up the tablet's virtual keyboard for text entry. Then return to your desk and put the tablet back with its keyboard and use it like any other computer in the office. These tablets add a new level of functionality and convenience to Diamond Dental Software. We feel every office should have at least one.

New 2012 ADA Dental Claim Form

For the first time in six years, a new standard for the dental claim form has been introduced by the American Dental Association. The 2012 claim form has some significant changes from the previous 2006 claim form. Diamond Dental version 5.0 has this new form in both plain paper and pre-printed formats. Many insurance carriers are beginning to require that the new form be used before disbursing payment. Over time more and more carriers will require it, as has been the case with previous dental claim form updates. It is Diamond Dental's policy to never remove older claim forms from the program. Therefore, you will still have the ability to print all previous "legacy" versions of the dental claim form, going back as far as the 1994 version.

New 2012 Medical 1500 Claim Form

Besides a new dental claim form, there is also a new medical claim form. If you print medical forms, this feature is available with Version 5.0.

Other User Requested Improvements

Office Name and Address on Treatment Plan
The Treatment Plan printout which is usually given to the patient now includes your office name, address, and phone number using a similar format to the Billing Statement printout.

"Pending" on Billing Statements Made Optional
Unpaid claims that appear on Billing Statements that are sent to patients display the word "Pending." You now have the option to hide the word "Pending" if you desire.

Additional Password Protection
Optional password protection has been added to prevent a user from _posting outside of today's date_. The _viewing and editing of Social Security numbers_ can now also be password protected. Access to the _Direct Balance editing module_ where account balances can be modified has been moved to the Special Utilities screen where which can be password protected.

View Claims Screen Displays Remarks from the Insurance Claim Form
The View Claims screen is used to display pertinent information that was contained on insurance claim forms. Missing from that screen was the Remarks you may have added to the claim form. These remarks now display on this screen.