# Diamond Dental Software

Our 36th Year!

What's New in Version 5.7

New CDT 2021 Dental Procedure Codes

The American Dental Association has updated the dental procedure codes that you use with the new CDT (Current Dental Terminology) for 2021. The 2021 update is a significant one with 61 changes. The 2021 edition includes all CDT codes and descriptors, and is fully updated with 28 new codes, 29 revised codes, and 4 deleted codes. 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 2021. Diamond Dental version 5.7 contains an easy to run update wizard that will update your procedure file to the new CDT 2021 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 2021 standard.
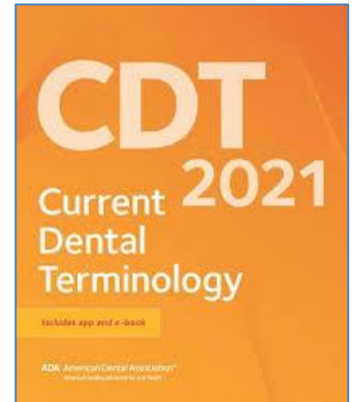
On-Screen Searchable CDT 2021 Code Book

The complete 2021 CDT Code Book is now included in Diamond Dental version 5.7. Our On-Screen Code Book includes all the procedures found the the ADA 2021 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. There are 3 searches available:

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

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

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

Posting Screen Now with Running Balance

This partial image of the Posting screen displays its new "Running Balance" column. This column indicates how the Balance changed with each new line item. It can be of great assistance when trying to determine exactly how a patient's balance was developed over time.

Explosion Code Limit Increased

You may find that frequently, you post certain procedures together, over and over again. For example, an exam, four bite wings, a Panorex, a prophy, and a fluoride treatment may often be posted in a typical patient visit. Explosion Codes allow you to post all these procedures with one operation. Diamond Dental allows you to create up to 15 Explosion Codes. Previously, each

Explosion Code could be set to automatically post up to 5 procedures per Explosion Code. We have received requests from some of our users to increase this limit. Starting with version 5.7, each Explosion Code can now post up to **9 procedures at once**.

Emails with a Professional Look

Diamond Dental's new email program features many improvements over our previous version, but the most striking difference is the appearance of the delivered email itself. Here are three samples. The one on the left was produced by Diamond's previous email system. See the samples:

Old Version (text only)   **New HTML Formatted**   **New HTML with Graphic**
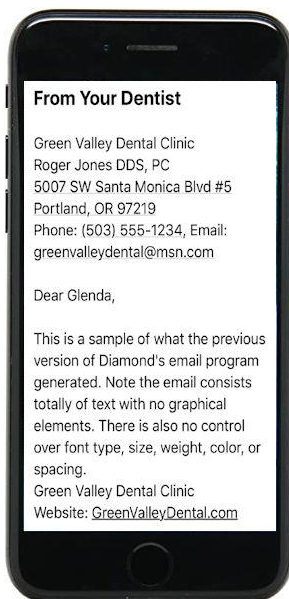
As you can see from the samples, Diamond's older email on the left was just straight text. You as the user had no formatting control with the older program. This is the kind of message that you would receive from individuals but not businesses. Look at emails that you receive. You will see that when the email is from a business there is a design along with the message that gives it a more professional appearance. The two samples from our new program on the right use bold colors and fonts along with an attention-grabbing graphical look.

You Have Complete Design Control

Several easy to use designers give you total control over the appearance of your email. Two of the designers are seen here. The *Color Designer* (near right) controls the colors of the email header, message, and footer. You will select the background and font colors for each section. The *Email Header/Font Designer* (far right) lets you enter up to five lines for the header and controls the font type and font size for each line, bold or normal, and the line spacing between lines. Font type and size for the email message and footer are also selected here. In addition, you have the choice of selecting a graphical logo of your own design to replace the entire header if desired.
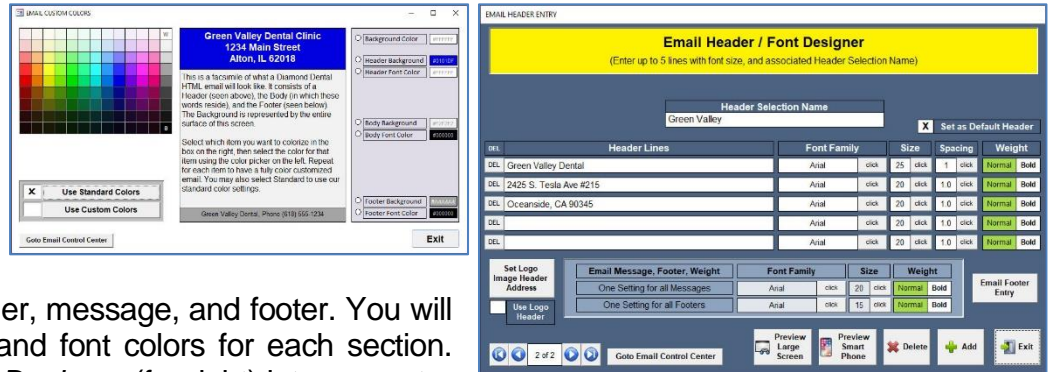
Inserting Hyperlinks
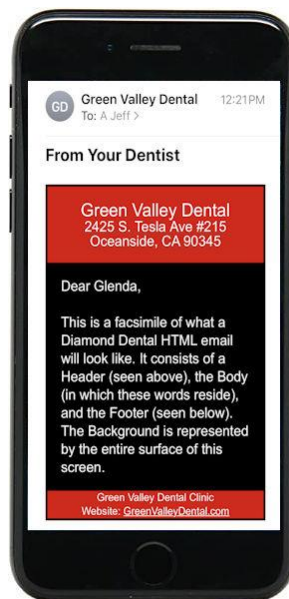
You may now insert a hyperlink into the message area of your emails. You may also insert hyperlinks into emailed billing statements.

A hyperlink is a special word or phrase that is inserted into the text of the email message. It is usually seen as underlined and colored **blue.** When the recipient of an email clicks on the hyperlink they are taken to whatever web page that the hyperlink specifies.

New Time Clock Utilities

Starting with version 5.7 Diamond Dental has some supplemental modules to improve the functionality of the Time Clock. On the Main Menu the Time Clock button has been split into two buttons with the Time Clock Utilities button now available. When you click this button the Time Clock Utilities menu will appear.

NOTE: If you have set up Time Clock passwords, then you will need to enter the Admin Time Clock password before being allowed access to the Time Clock Utilities screen.

As seen on the Time Clock Utilities menu, there are two options. The first choice concerns displaying employee hours, and the second concerns editing those hours.
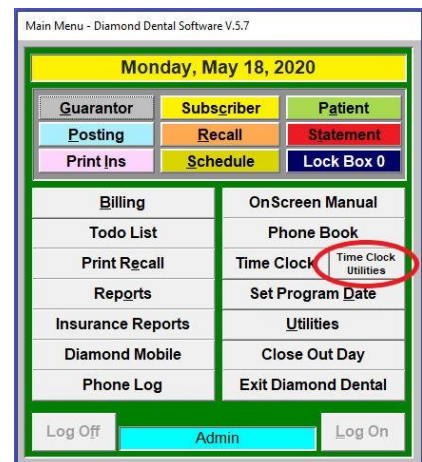
Edit Employee Hours

From time to time an employee may not have clocked in or out at the appropriate time. They might have forgotten, or for whatever reason may have been de-layed. Since you will want your employ-ees to receive the proper hourly credit that they deserve, we have provided the screen seen here to allow the time clock administrator to correct any inaccurate entries in an employee's recorded hours.

This screen will give you full control over an employee's hours, which is why we have mentioned that if you have set up Time Clock passwords, you will have to enter the Admin password to gain access to this screen.

We have made this editing screen very easy to use. Even though much of what this screen does can be performed from the regular Time Clock screen, Diamond Dental users have found that part of the Time Clock to be a challenge. We believe you will prefer the simplicity of this *Edit Employee Hours* screen.

To modify a Time Clock line item, click the *pick* button next to the item. The elements of the line item will then appear in the orange rectangle at the top part of the screen. From here you can edit the time, date, or status of the line item.

You also can *Add* or *Delete* a line item. A fter you click *Save*, you will see it sorted into its proper place in the list of line item entries. Be aware that any changes you make will affect the employee's hours, and therefore, wages.

Individual Employee Hours / Wages Screen

The *Employee Hours / Wages Report* screen (seen right) gives similar information to that seen in the Employee Statistics screen of the regular Time Clock program. The problem with the Employee Statistics screen and report is that it displays all the employees along with their statistics, at once. Therefore, it cannot be given to individual employ-ees for their records without breaking the confiden-tiality of the other employees.

This new screen and its associated report individu-alizes the statistics for a single employee. The new *Individual Employee Hours / Wages* screen and re-port (seen below) allows the employee to see just his or her hours and wages without being able to view the wages and hours of his or her co-workers.

Individual Employee Hours / Wages Report

The *Individual Employee Hours / Wages Report* (seen right) essentially contains the same information seen on its associated screen (discussed above). The report can be printed to paper or created as a PDF file for easy emailing.

Pre-Set Comments for Lab Case Entry

You may find that when creating a lab case entry that you are writing the same comments over and over again. We have now added a Comment Library to the Lab Case Entry screen. You can see this new section on the right of the screen.

With this new feature you can select a comment from your customized Comment Library, modify it if necessary, and then transfer it over to the Comment section of the lab case record you are working on.

Indicator Buttons on the Posting Screen

On the Posting screen, there are four buttons whose backgrounds turn green to indicate that they are in use. These buttons normally have a gray background like the rest of the buttons. These are *Show Proposed*, *TxNotes*, *Post-It Note*, and *Lab*. A green *Show Proposed* button indicates that procedures have been posted as Proposed. These procedures do not display unless a green *Show Proposed* button is clicked. The *TxNotes* button indicates that at least one Treatment Note has been created and likewise, the *Post-It Note* button indicates a Post-It Note has been created. The *Lab* button is a little different in that it only turns green if there is a lab case outstanding, that is, a lab case not marked as Received.

Treatment Plan Print-Out Procedure Codes

The Treatment Plan Print-Out has been a useful tool for case presentation to the patient. However, some providers also use it to send to insurance companies. Therefore, we have added a Procedure Code column to the print-out because that is what insurance companies require.

Walter Stevens DDS
12345 Bancroft Ave
PO Box 23
Jeffersonville, IN 47130
Telephone: (561) 555-2600

TREATMENT PLAN

Total Fee Charged:	403.00
Insurance Benefit:	0.00
Patient Portion:	403.00

Patient Name:	Andrew V Adams
Account Num:	8617
Patient Type:	Electronic
Date:	9/6/2018

Comments...

Primary Carrier: Delta Dental — Plan Maximum: 2000.00 — Plan Deductible: 50.00
Max Remaining 0.00 — Ded Remaining: 0.00

Second Carrier: Denta Quest - VA Claims — Plan Maximum: 0.00 — Plan Deductible: 0.00
Max Remaining 0.00 — Ded Remaining: 0.00

Th #(s)	Surf	Description Of Service	Code	Date	Charge	Primary	Second	Patient
		Periodic Oral Evaluation	D0120	4/7/2016	31.00	0.00	0.00	31.00
		Xray - Bitewings - Four Films	D0274	4/7/2016	42.00	0.00	0.00	42.00
		Prophylaxis - Adult	D1110	4/7/2016	56.00	0.00	0.00	56.00
		Topical Fluoride Varnish	D1206	4/7/2016	27.00	0.00	0.00	27.00
		Extra-Oral Posterior Dental Radiogra	D0251	12/22/2020	51.00	0.00	0.00	51.00
31		Surgical Extraction - Erupted	D7210		196.00	0.00	0.00	196.00

Totals: 403.00 0.00 0.00 403.00

Hide Balance Forward on Billing Statements

The Billing Statement is always printed on a single sheet and you can also limit how far back you want line items displayed. Therefore, the printout often does not display the account's entire history. That being the case, the displayed line items may not add up to the account's balance. To make the billing statement mathematically correct a *Balance Forward* line is inserted to account for all the activity that is not shown on the statement. The problem is that

Kaitlyn Chambers DDS
Green Valley Dental
5275 Walnut St
Santa Clarita, CA 91387

Telephone: (661) 555-5600

Galip Alacorn
40716 Alston Ave.
Santa Clarita CA 91387

STATEMENT

Date	25-Jun-18
Account Number	1152
Total Balance	$1,729.00
Amount Due Now	$0.00

Amount Enclosed $_____

If Paying By Credit Card, Fill Out Below
☐ Visa ☐ MasterCard ☐ AMEX ☐ Discover
Card#
3 Digit Verification Number (on back of card)
Expires — Signature

RETURN THIS PORTION WITH PAYMENT

PATIENT NAME	Th(s)	SURF	DESCRIPTION OF SERVICE	CODE	DATE	CHARGE	PAYMENT	BALANCE
			Balance Forward					1589.00
Galip	20		Crown - Porcelain w/High Met	D2750	4/28/2018	1200.00		2789.00
Galip			Xray - Periapical - First Film	D0220	4/28/2018	45.00		2834.00
Galip			Xray - Periapical -Each Added	D0230	4/28/2018	20.00		2854.00
Galip			Insurance Billed ($1265.00)		4/28/2018			2854.00
Galip			Insurance Pymt for 4/28/2018		4/28/2018		718.00	2136.00
Galip			Charge Adjustment		4/28/2018	-577.00		1559.00
Galip			Xray - Complete Series	D0210	6/25/2018	170.00		1729.00

several offices have commented that the Balance Forward line simply confuses patients and generates a phone call. We have now added an option to hide the Balance Forward on billing statements if you prefer. This is set from the *Billing* tab on the *User Defaults* screen.

Separate Doctor / Hygienist Totals on Day Sheet

Diamond Dental has always considered procedures performed by the hygienist to be under the auspices of the responsible dentist. This is also true of insurance forms where the dentist's name is the only name asked for, even if the procedure was performed by the hygienist. In order to track hygienist production during posting the operator is asked to select the responsible doctor from the Doctor list box and if a hygienist performed the procedure the operator will select the hygienist from the Hygienist list box. In this way separate hygienist totals can be calculated. However, selecting a hygienist has not taken away credit from the doctor. So, doctors' totals will include credit for the procedures they performed and for procedures that the hygienist performed. It's good to be the doctor.

However, many offices want to see totals for what the doctor only personally performed. That has not been possible until now.

On the Day Sheet Parameters screen when you select *Single Doctor* you will be able to select the single doctor for whom you will be limiting the report, just as before. But now there is a new check box labelled *Exclude Hygienist Linked Procedures.* With this checked all procedures that have been linked to a hygienist will be bypassed in the Day Sheet report. Only those items that the doctor personally performed will be listed. The Day Sheet totals will also be adjusted accordingly. This will include the Day Sheet Detail report and the Day Sheet Summary report. If your Day Sheet or Day Sheet Summary goes back in time, the changes will also be reflected from past procedures.

Other Recently Added Features

- **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.