

5.11 Release Features

The release of 5.11 introduces much-awaited changes in the workflow of the Online Booking Portal and many underlying processes. There are exciting improvements in all other areas too, that makes working more user-friendly.

Key Features

Power to the Patients

- **Book or Request Appointments Online.** Include a button on your website to allow both existing and prospective patients to book appointments and add their details from the comfort of their own devices.

Patients Can't Remember Passwords Either

- **Now They Don't Have To.** New or existing patients can easily access their own patient portals using a verification code sent to their personal email whenever an appointment is booked online.

Follow the Yellow Brick Road

- **Or a Routing Slip.** Guide your patients with a more precise and readable **routing slip**. Both versions include additional patient information like detailed account information, insurance details, and scheduled appointments.

More Improvements

Billing and Insurance:

- Keep your insurance plan list clean and tidy. With a new setup option, **activate/deactivate** any insurance plan so it no longer appears in your active list. Bad or outdated plans can't be chosen accidentally.
- Discover more details about your claims without having to click deeper. The Claims grid now displays **Last Updated, Ins. Expected, and Billed Amount**. Filter and sort by this information for better tracking and follow-up
- Provide more details to patients in the Walkout Report (receipt) which now includes an additional column for displaying **UCR fees**.
- Claim resubmission made easier. Choose and appeal only those individual procedure codes in an insurance claim that require a claim resubmission AND do it electronically.



Front Office:

- Skip those non-workdays as you page through the **Appointment Calendar** with a new setup option.
- Mange your schedule and block times by dragging and dropping those blocked times the same way you can drag and drop appointments.
- Create a special brand to encompass multiple locations. The brand includes a special brand name, logo, and social media presence to appear for patient portal, kiosk, and patient engagement.

Clinical:

- Clearly follow the path of a patient's treatment plans with rejected and accepted treatments with new logic to show and hide them.

Analytics:

- Find and work with more credit balances now that the **Credit Balance Report** offers an additional column to further define balances between 120 and 180 days.
- Calculate scheduled production using new columns for production and primary dental insurance carrier in **Appointments by Provider** and **Appointments by User** reports.

