

# 5.15 Release Features

We took advantage of the end of the year to enhance the performance of CareStack with behind-the-scenes improvements in loading speed and logic. We also worked through our enhancement requests to bring improvements to appointments, charting, and claims while fixing some issues.

## Key Features

### Canceling Again?

- **Ok, But 15 Times is the Limit.** Track the specific details of how a patient schedules, cancels, fails to show for, reschedules, or completes an appointment with the easy to interpret appointment summary at the top of the Appointment page.

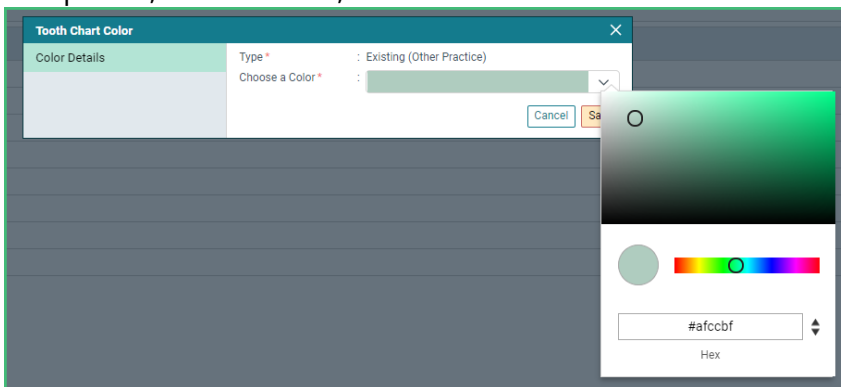
Checked Out Appointments	Scheduled Appointments	Appointments in Other Statuses	No Show Appointments	Cancelled Appointments	Rescheduled Appointments
3	4	1	8	1	10

Appt. Date	Appt. Time	Patient	Provider	Location	Operator	Production Type	Status	Phone	Notes
01/21/2021 (Thu)	11:00 AM-12:00 PM(1h)	Atric, Jerry (1192)	PEPPR	SOUTH	Op 5 - Hygiene	Hygiene	Scheduled		
12/28/2020 (Mon)	02:00 PM-03:00 PM(1h)	Atric, Jerry (1192)	PEPPR	SOUTH	Op 5 - Hygiene	Hygiene	Rescheduled   Cancelled		
12/09/2020 (Wed)	04:00 PM-05:00 PM(1h)	Atric, Jerry (1192)	PEPPR	SOUTH	Op 5 - Hygiene	Hygiene	Rescheduled   No Show		
12/02/2020 (Wed)	10:00 AM-11:00 AM(1h)	Atric, Jerry (1192)	PEPPR	SOUTH	Op 6 - Hygiene	Hygiene	Rescheduled   No Show		

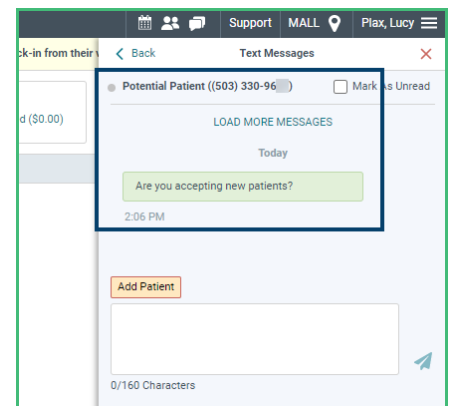
### In Living Color

- **Beyond Red, Blue, and Green.** Color-code your treatment types -existing, planned, completed, and referred, with thousands of custom color selections for visual clarity.



### Texts From Beyond

- **Not Just For Existing Patients.** You can now receive texts from potential patients that have requests or inquiries. You'll see "Potential Patient" and the number and can engage with the person and easily convert them to a patient.



## More Improvements

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### Billing and Insurance:

- ≡ Our clients that use **Dental Exchange** will see the full rejection code reasons within the claim slider history for easy tracking and resubmission.
- ≡ Your insurance plans with a January 1<sup>st</sup> reset date have had their deductibles and maximums reset for the new year. Existing treatment plans were not recalculated automatically.

### Clinical:

- ≡ Chart multiple or explosion Codes with the **Advanced Planner** more quickly with a single prompt for provider and location that applies to all codes.
- ≡ Determine the actual cost of a treatment plan that includes rejected treatments since those fees are no longer shown or included in the plan calculation.
- ≡ Schedule within your production goals using the fee details within the **Procedures Unscheduled** slider.
- ≡ Our clients that use **TigerView** for imaging can see thumbnails and tooth numbers.

### Front Office:

- ≡ Identify the patient's recall due date from the **Short Call** slider to schedule the needed appointments all at once.
- ≡ Track patients who routinely cancel and reschedule with extended details about the status. See what the status was before it was rescheduled -cancelled, no-show.
- ≡ **Patient Lists** have clearer logic and consistency in naming. There are new options for upper and lower limits on recall lists.
- ≡ Create **Patient Lists** for carriers and plans more easily by using "is like" with a three-character wild-card search instead of individually selecting each plan. For example, "Del" will find the Delta plans whether they are list as DeltaDental, AL-Delta, Delta Force or any other convention.
- ≡ Accurately describe your patients with new options for Rabbi and "Partnered" marital status.

### Reports and Administration:

- ≡ Track your practice's production and scheduling metrics with new KPIs in the **Scorecards** for effective metrics
  - ≡ Use the **Utilization** insights report from different perspectives to find both summary and detail views down to checked-out code entries.
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