

Introduction

Chartam Software Ltd

Chartam software has been supplying Dental Practice Management software for 15 years. It is used by private, NHS and mixed practices in England and Wales.

Dental Desktop V4 is the result of 15 years of continual development and customer satisfaction.

Dental Desktop V4 includes all the features needed to run a Dental Practice. These include appointment books, financial accounting, extensive reporting, FP17 and UDA/UOA management and clinical and perio charting. The comprehensive communication options enable patient communication by SMS, e-mail and letter a one button operation.

Twitter



As mentioned in May's newsletter you can now follow us on Twitter. Fear not it is only occasional snippets, one every couple of days. We don't bore you with what we've got in our sandwiches or how many sheep are left in the field behind us. Also its nothing too serious, mostly observations.

Follow us on www.twitter.com/Chartamsoft or see the latest Tweets on the Patient Communication page on the web site www.dentaldesktop.co.uk/patient_comm.htm

Briefly Twitter is a social networking service that allows you to send and receive text messages of upto 140 characters. I prefer to class Twitter as a micro blogging service.

The 140 character text messages are called Tweets and can be sent to everyone or just your followers.

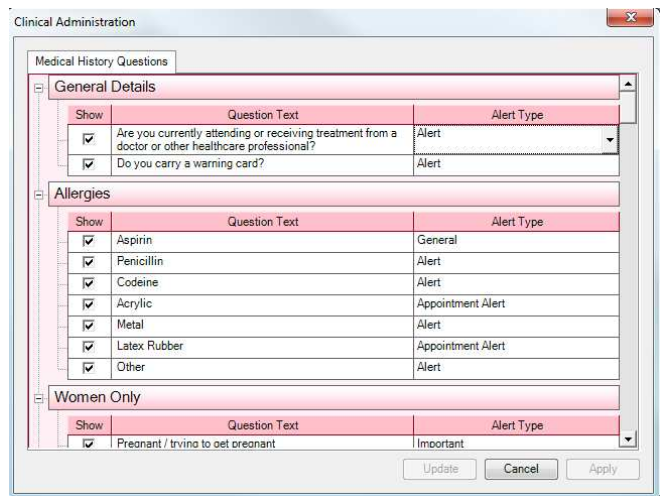
A number of UK dentists appear to be using Twitter quite successfully to promote their business. Although you would have to ask them how successfully. I suspect its very hard to quantify.

Some Dentists use Twitter to promote their web site and special offers. Others use it conjunction with a blog to inform followers or the world that they have just posted a new blog. There is no cost to register on Twitter except your time. As a means of marketing a business to a large number of prospects Twitter should be considered but don't expect instant results. You have to build credibility and the number of followers first.

Tech Tip

Dental Desktop V4

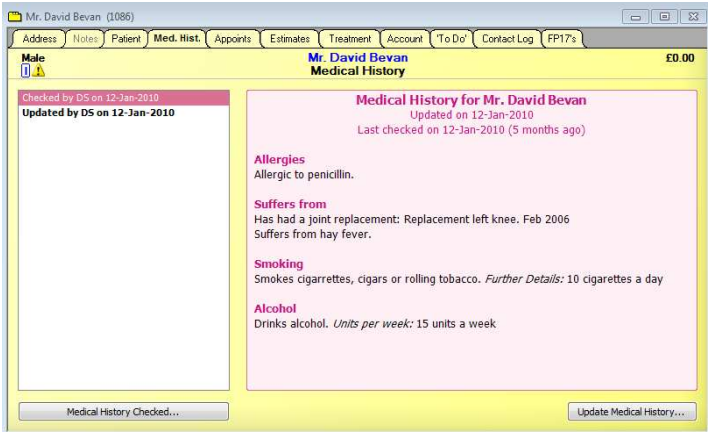
Understanding and Customising the Patient Medical History Questionnaire



The medical history questionnaire form in Dental Desktop is very comprehensive and has more than 90 questions in 9 sections. Each question has an associated alert level denoting the seriousness of the medical condition. Dental Desktop will automatically flag medical conditions to the practitioner based on the alert level associated with that condition. The medical alert levels that are assigned to each medical history condition are as follows:

1. **General.** This level denotes that the medical history item is for information only and should not be flagged to the practitioner as an alert. For example items for further discussion with the dentist have this alert level associated with them by default.
2. **Important.** This level denotes that the medical history item is not considered to be an alert but will be shown in the important information panel of the patient's treatment plan view.
3. **Alert.** This level denotes that the medical history item is considered to be a medical alert and will be shown in the important information panel of the patient's treatment plan view as a medical alert item. A medical alert icon is also shown on top of the patient's folder and treatment plan to highlight that the patient has a medical alert condition.
4. **Appointment Alert.** This level also denotes that the medical history item is considered to be a medical alert and will be shown in the same way as an 'Alert' level item. In addition a medical alert icon will also be

shown on the patient's appointment in the appointment book. The 'Appointment Alert' level is designed for medical conditions which should be known prior to the patient attending an appointment (e.g. antibiotic cover).



You can customise which medical conditions appear on the medical history questionnaire as well as the alert level which is associated with each item. This is done from Clinical Administration in Admin mode. You cannot however change the wording of the medical history questions. It is important to note that if a patient has had a medical condition noted which is later hidden from the medical history questionnaire then the original condition will still be shown when that patient's medical history is viewed and/or updated. Therefore there is no danger of ever hiding important existing patient medical information when customising the medical history form for future use.

You Tube Channel



Chartam Software's Channel

As I'm sure your aware You Tube allows you to upload and watch video. You may also know that it is a division of the Google empire.

These two facts alone mean that it can be very advantageous for a business to have a presence on You Tube. Either from a promotional standpoint or from an educational standpoint.

At Chartam we are just starting to explore the possibilities of You Tube and we have created a You Tube Channel. Currently we only have a "How To" video uploaded but we plan to increase the number of videos both with instructional and promotional content. Our channel can be found at www.youtube.com/Chartamsoft.

There are a number of Dentists already using You Tube to promote their businesses with instructional videos and practice promotional videos.

You Tube restricts the size of videos you can upload to 2GB and 10 minutes in length.

Windows 7 Tip

Windows 7 Show Desktop

The Windows 7 "Show Desktop" button has been moved to the opposite end of the task bar, away from the Start button. Selecting this button will minimize all open windows and display the desktop. Selecting it again will restore the desktop to its previous state. Additionally if the cursor is placed over the Show desktop button all the open windows are made transparent and this allows you to "peek" at the desktop. Moving the cursor off the button restores the desktop to its previous state. This function is particularly useful when you have Gadgets on the desktop, for instance clock or news feed and would like to view them without minimizing all the open windows.

"Show Desktop" button



Gadgets

In Windows 7 the side bar functionality has been replaced by Gadgets. Gadgets are mini programs that provide easy access to frequently used tools. They can be placed anywhere on the desktop.

To see what Gadgets are available right click the desktop and select Gadgets. More Gadgets are available online. For further information, type "gadgets" in Windows 7 Help and support.



To discuss your requirements, arrange a demonstration of **Dental Desktop V4**, or chat about things dental (or sailing). Call Dave on **08456 808 208** or e-mail dbevan@chartam.co.uk