

## DSD Carestream R4.


Frequently Asked Questions.

### Why can I not view radiographs taken in Community Pre Merge?

#### 'Hidden Xrays'

As part of the R4 Consolidation Project community patients were assigned a new R4 Number. In **some** instances this has led to radiographs taken pre merge to appear hidden.

There is a simple check that can be completed to ensure that you are seeing all historic radiographs. You need to check that both the R4 Number and the External Reference Number match.

The **External Reference Number** can be found by clicking the 'View Patients Information'  from the Diary Page.

Selecting Options from the Toolbar.

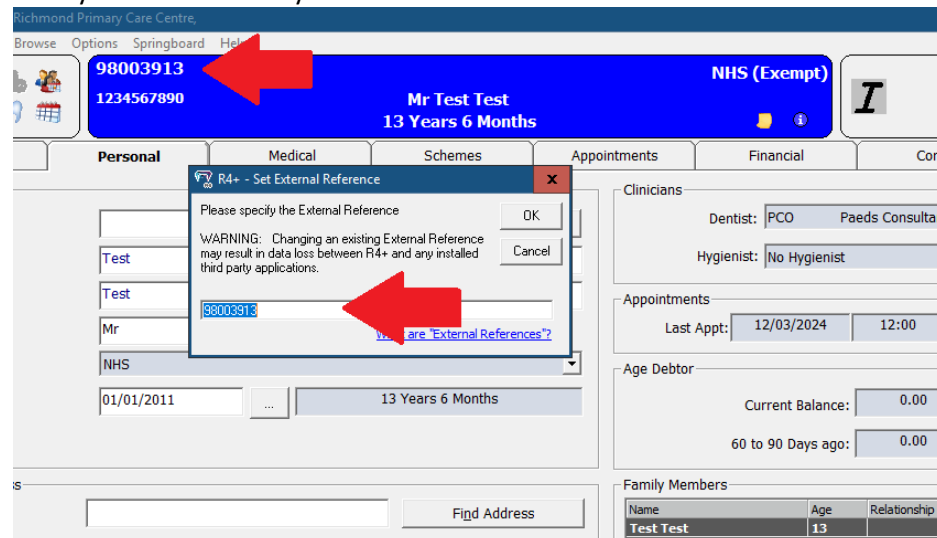
Selecting Set External Reference...

A new window will pop up.

Ensure that the two numbers highlighted below match.

If they don't, then amend the number in the popped up window and press OK.

Finally return to the xray folder via the Tooth Icon and Tools and the hidden xrays will be visible.



Richmond Primary Care Centre.

Browse Options Springboard Help

98003913 NHS (Exempt) Mr Test Test 13 Years 6 Months

1234567890

Personal Medical Schemes Appointments Financial Con

R4+ - Set External Reference

Please specify the External Reference

WARNING: Changing an existing External Reference may result in data loss between R4+ and any installed third party applications.

Test

Test

Mr

NHS

01/01/2011 13 Years 6 Months

Find Address

Clinicians

Dentist: PCO Paeds Consultar

Hygienist: No Hygienist

Appointments

Last Appt: 12/03/2024 12:00

Age Debtor

Current Balance: 0.00

60 to 90 Days ago: 0.00

Family Members

Name	Age	Relationship
Test Test	13	

### **The Medical History is blank.**

As part of the R4 Consolidation community patients were assigned a new R4 Number.

This means that when you access the notes of our recall patients the system thinks you are seeing them for the first time.

As such when completing the MH on the MH tab clinicians need to do so as if they were completing it for a New Patient.

- If there are no changes you **cannot** simply tick the 'checked no changes' button only, as this will give you a blank MH.
- Even if you press the New MH Button and then tick the 'checked no changes' button, again your MH will be blank.
- 

**Instead proceed as if a brand new patient.**

**Tick 'New Medical' complete as normal: apply ticks to all relevant questions.**

**Add notes if you need and then 'Apply'.**

### **I cannot complete the Oral Health Review or Set a New Recall (Community Staff)**

As part of the R4 Consolidation community patients were assigned a new R4 Number.

This means that the Oral Health Review that was generated by ticking the Include Oral Health Review for NICE Guideline Recalls at the Create Plan stage is not recognised as being associated the current patient record.

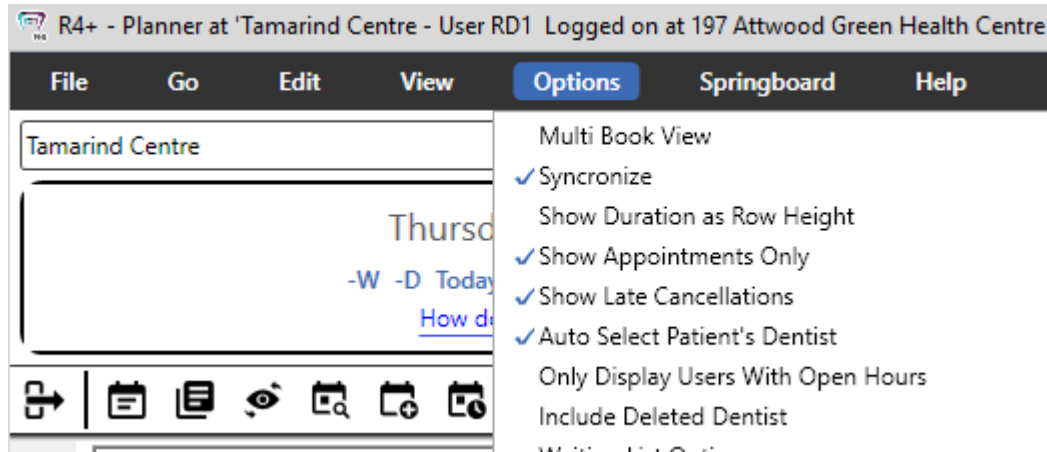
When completing an NHS Claim the form appears greyed out without the ability to tick or untick as we are used to. If you **press abandon** on the greyed out Oral Health Review.

Then press the '**New**' button you will be able to populate the OHR and set a Recall.

**I cannot see my Name on the Planner Page and so can't see my booked patients.**

Viewing Clinics at Birmingham Dental Hospital (BDH)

To be able to view your clinics at BDH please make the following changes to your settings.



You will then be able to search for your name using the drop down arrow as you usually would.

Ticking Multi Book View will allow you to see more than one stream.

'Planner Display Settings' will allow you to select the exact number of streams.

**I am setting the Recall as I always have for my Community Patients, but the Recall Date is still incorrect**

We are aware of this issue and would like to inform all that work is happening in the background to correct.

This is not an issue we have been able to resolve in house, so need to work closely with the team at Carestream to address.

Please bear with us.

**Sometimes when I log on using Remote Desktop the landing page has a black background and at other times is is blue, is this right?**

Work will be carried out over the summer to ensure that all Dental Servers look and behave the same way.

Resource and time from Trust needs to be secured to be able to do this ensuring with no impact on patient care and performance.

**All I have is an old R4 Number how can I find my patient?**

As part of the R4 Consolidation community patients were assigned a new R4 Number.

The old R4 numbers were 7 or 8 digits long.

The last 6 digits are the same, its the first one or two digits that are different.

The conversion table for the first digits is:

Old R4 number first digit(s)	New R4 number first digits
1	82
2	83
3	84
4	85
5	86
6	87
7	88
8	89
9	90
10	91
11	92
12	93

Old R4 number first digit(s)	New R4 number first digits
21	102
22	103
23	104
24	105
25	106
26	107
27	108
28	109
29	110
30	111
31	112
32	113

Old R4 number first digit(s)	New R4 number first digits
41	122
42	123
43	124
44	125
45	126
46	127
47	128
48	129
49	130
50	131
51	132
52	133

Old R4 number first digit(s)	New R4 number first digits
61	142
62	143
63	144
64	145
65	146
66	147
67	148
68	149
69	150
70	151
71	152
72	153

13	94
14	95
15	96
16	97
17	98
18	99
19	100
20	101

33	114
34	115
35	116
36	117
37	118
38	119
39	120
40	121

53	134
54	135
55	136
56	137
57	138
58	139
59	140
60	141

73	154
74	155
75	156
76	157
77	158
78	159
79	160
80	161

So eg

- pt old R4 number is 5010298 - last 6 digits are 010298 - first digit is 5, new number is 86010298

**Please note however that the NHS Number is the only identification number that follows a patient through all digital systems and therefore it should be used in all Communications**