

DSD Carestream R4.

Frequently Asked Questions.

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.

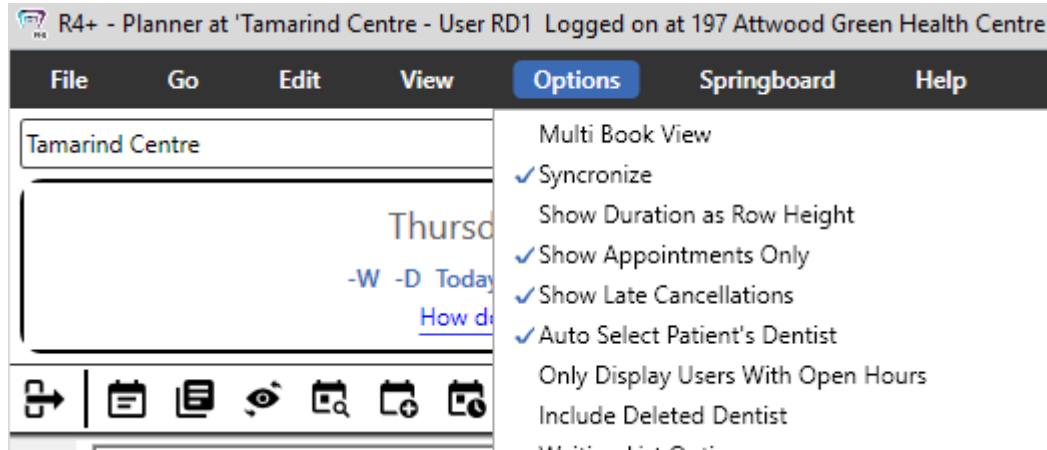
When completing an NHS Claim the form appears greyed out without the ability to tick or untick as we are used to. If you **press abandon** on the greyed out Oral Health Review.

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.

Sometimes when I log on using Remote Desktop the landing page has a black background and at other times 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.