

Goodteith Training

General

Switching ON

REC must be switched on first in the morning and be last to get turned off at night. It is the server, and certain things can only be done from this PC. Turn all PCs on and then double click on the 'AIJ Startup File' icon on the desktop of REC1. All other PCs are started by double clicking the Goodteith icon on the desktop. They can be turned on in any order.

Surgeries will ask who the dentist is. To change dentists click 'No, it's another dentist', and when the dialogue box pops up, enter the initials of the dentist who is using the PC, then click 'OK'.

Switching OFF/ backing up

On all computers EXCEPT REC, at the end of the day close the program by choosing CLOSE at the top left of the main screen.

On REC, at the end of the day AND NOT BEFORE, click GO HOME to finalise that day's data. The computer will print a payments report at this time.

If, for any reason, you need to close REC down, but intend to start it again, and it is not the end of the day, choose CLOSE.

Then backup to CD by double clicking the icon on the desktop.

Once Goodteith is closed, the PCs can be turned off by pressing the power button on the front of the computer. The surgery computers can be turned off without worrying about REC, so long as Goodteith is closed on the surgery computer.

RED (and BLUE) STARS

A red star, anywhere in Goodteith means that there is something there. E.g. a patient has some treatment in their treatment file, or there is history relating to a particular tooth etc.

Loading paper into printers

(Only for Brother Laser and Epson D88 Inkjet)

Plain paper printer (Epson D88): Just pop plain paper in the top

GP17 Printer: Pull out tray and put GP17EDI in the tray face down

Label Printer: Open top cover, put label roll onto spindle (labels face up as you pull it through), pop up the mechanism, pull the labels through a wee bit and close the mechanism and close the top cover. Press the feed button to check it is OK.

Receipt printer: Open top cover by pressing button. Drop new roll in and pull end out of front of printer and push lid back down. Press feed to check all is OK. No print on paper?: You have put it in the wrong way round!

Appointment Book

A series of coloured bars under a dentist's name indicates that the dentist is working. If a coloured bar is blank, then there is a space for an appointment. Each bar is 5 mins.

Printing Daylists

Go into appointment book using the APP button on the main screen. Click on the little magnifier button at the top next to the dentist's name. Click the printer icon.

Making/changing appointments

Find the patient to make or change appointment from the front screen. To find an appointment, click the little magnifier at the bottom of the main screen in the appointment buttons area. Click on the orange button next to the appointment to change it or delete it. To change an appointment you have to delete one, then make another one.

To make an appointment, click on the green box next to the time you want the appointment to start at. You will then be asked: 'Set end Appointment' or 'Add 5 mins' or 'stop'. Click add 5 mins to add 5 min blocks until you get the length you require. Or, click Set end Appointment and scroll down to the time you want the appointment to end and click the green box to the left of it. A small drop down box will allow you to select a category of appointment. You can print the time of this appointment by clicking the little printer icon at the bottom of the appointment book screen.

Appt Book Warnings and Lock

INCOMPLETE

Browse, give, find, and back buttons

These are the buttons that make up the appointment buttons area at the bottom of the main screen. 'Browse' is APP. It allows you to simply 'have a look' through the appointment book and make appointments as required.

'Give' is the hand icon. This lets you make appointments for a specified time by using the 'clock'. Also, appointments can be made on specific days by clicking the letter of the day in the calendar.

'Find' is the magnifier icon, as above.

'Back' takes you back to the last place in the appointment book you were at. Handy if you are making appointments for a family.

Email and printing apps

Once you have made an appointment you can print a label for the patient. In the appointment book itself, to print the time and date of a single appointment, click the small printer icon (just above the exit door) after you have selected the appointment type. To print a list of all a patient's appointments (e.g. denture patient) you have to use the 'Find' appointment icon (magnifier) on the main screen and click the small printer icon on that screen.

Squeezing In Patients

To squeeze a patient in, the end of someone else's appointment must be freed. Click on the green box next to the time you wish to erase. It will have a number '2' in it, and should have a row of Xxxxxx Xxxxx next to it. Click the green box again to insert the 'squeezed in' patient. Additional notes regarding this can be inserted in the daybook view, by clicking the small yellow button next to the green one. In the right hand box of the daylist, next to the squeezed in patient's name, type something descriptive – like toothache squeezed in.

Daynote

To add a note on a particular day, e.g. Simon's Birthday, click on the daynote button in the appointment book.

Labwork

A button in the appointment book labelled LABS will search that day for any labwork due back.

Any labwork due back should be highlighted in the daybook as 'LWB?' This should be checked the day before to make sure labwork is available. Simply click on LWB? To tell the computer that it is available.

Week View

In the appointment book, on the bottom edge of the calendar is a small button with week labelled on it. Click this button to get an overview of all dentists on all days of that week. Handy for finding a space.

Changing Dentist in App Book

To book a patient in with a dentist other than their own, select the initials of the dentist from the yellow buttons at the bottom of the appointment book. The dentist name will change and let you book the patient in with the wrong dentist.

Scoring off days or sessions

To score off a whole day, go to that day in the appointment book. Click on the magnifier at the top to get into the daylist. Click the button at the bottom that says HOLS.

To score off bits of a day is a bit more complicated, but easy with practice.

INCOMPLETE.

Adding days

To add, or 'open' days this is done by using the 'add a week' button. It is found in the appointment book by scrolling along to the right. THIS CAN ONLY BE DONE ON REC.

Dentists Note

To add a note on a particular day, e.g. Simon's Birthday, click on the daynote button in the appointment book.

Hygienist default time

INCOMPLETE

Appointment book Bones

This is how you set up who works what hours and which days. Doesn't need changed very often.

INCOMPLETE

Hygienist report

INCOMPLETE

Names and Addresses

Entering patient details why/what you need

To add a new patient to the system, choose 'New Record' from the buttons at the top of the main screen. Enter as many details as possible as these details are printed on the medical history sheet for checking. If you enter a mobile number we can text the patient with appointment reminders. If you enter an email, the patient will automatically be sent ALL communications by email, not letter. Make sure the patient wants this.

Usual dentist

At the bottom left of the main screen, this is who the patient normally sees / is registered with. Click the box to see a pop up list of E.G AA, SL, PE

Taking Payments

Payments are automatically calculated. Any money due by the patient is highlighted in red numbers on the right hand side of the main screen. To take a payment of that exact amount, simply click the red number and choose cash / cheque / visa/switch. To take a part payment, or a deposit, click the red number, or if it is blank, click the grey box and choose manual entry. Choose NHS or Private. If there is a red number in the box, but you want to make more or less of a payment, click the red number first, then on the next screen, click on the amount and it will let you alter it. Simply type in the amount you are taking, and allocate it to NHS or Private.

ONLY from REC or REC2

Sending an account / Adding them to the Billing System

To send an account to a patient and add them to the Billing system, click the amount to be paid, but select 'send account'.

Sundries

Above the grey box where money due is shown is a small row of icons. These are supposed to be a toothbrush / toothpaste etc. To sell a sundry item, simply click this icon. To sell a particular item, simply click on it in the list. Click multiple times or multiple items and the total will build up in the right hand total box. To edit sundries and add new items, click the 'Edit Sundries' button.

ONLY from REC or REC2

Recalls

See separate handout

Record card View

This icon is a brownish colour and is supposed to look like an old record card. Click on this button to see all of a patient's history in chronological order. Flick through the pages using the 'rolodex' at the top left.

Emails and text messaging

INCOMPLETE

Details Box

Dentist: This is who the current, or last treatment course was claimed by.

Cap Date: This is the date the latest course of treatment was started.

DPB Date: This is the completion date of the latest course of treatment.

Recall: When patient is due for their recall.

Hy Rec: When their hygienist recall is due.

Status: Signifies whether patient NHS / Private / Exempt / Denplan etc. To change, click the box below status and choose correct category. Automatically knows a child is exempt. All other exempt adults need to have status changed to exempt. When exempt is selected, the status box turns red. This needs to be told what exemption category the patient belongs to. Click the red box to select from a list. Click the small grey box next to the appropriate category. Possibly make a note in the Post-It note box too for future use.

If a patient has an HC3 form: Click the button next to 'max charge' on the main screen. Enter the max amount payable by the patient.

Form Held: INCOMPLETE

DPB Total: Total amount (gross) of treatment completed on patient.

Charge: Total amount of patient charge of completed treatment.

Priv Charge: Total Private fees of completed treatment

Week: Involved in Accounts. INCOMPLETE

Postit/popup shortcuts

Type non-sensitive information here for prompting. E.g. Do ULQ next visit. Pt doesn't like to lie flat, etc.

Find Family

To find family members, when on a patient's record main screen, click the family button (top middle). If any family are also on the computer, a list should pop up.

Document scanning

INCOMPLETE

Mail Merging (if Time)

INCOMPLETE

All Buttons on report Screen

INCOMPLETE

Photos

INCOMPLETE

Feescales

Cap accept button

Click on this button (pink button next to Cap Date field) before starting a new course of treatment to make sure the date is correct, and the correct feescale is used.

Changing fees

INCOMPLETE

Adding custom treatment items

INCOMPLETE

Max Charge Change

Same as HC3. See above.

EST / Trt Plan Screen

The bulk of this screen is a long list of EVERY treatment item available, both NHS and Private. We can add and remove things and change prices whenever we fancy.

Basically, there are 2 buttons next to each treatment item. The orange '+' one on the left of the code adds the item to the treatment list and 'Y's it so it has been charted as having been completed. The grey '+' to the right of the code adds it and charts it as 'N', meaning it is outstanding. Do not worry if you make a mistake, it is easily fixed. In the TRT screen a Y can be changed to an N and vice versa by simply clicking on it. Only those things 'Y'd on the day can be changed. You cannot change a 'Y' to an 'N' the next day to prevent tampering.

There are various ways to find a treatment item. There are 3 magnifying glasses on the top left. The left one lets you search for an item by code number if you happen to know it e.g. 1421 for a composite fill.

The middle magnifying glass just brings all the codes back again.

The right one allows you to search for a word e.g. 'splint'

Another way to find an item is to use the buttons at the top to 'narrow down' the list. E.g. clicking 'Extr' will only show those items relating to extractions.

Each dentist can also set their own 'favourites'. INCOMPLETE

Some items will require a surface and tooth to be charted. When required, a screen will appear asking you to do this. Choose (or type in) the surface first, then the tooth.

For dentures, the little buttons next to 'Dents' button signify upper dentures and lower dentures.

To move to the TRT screen, click the TRT button at the top.

Treatment File

Graphic

Click this button for a wee bit nicer a view of treatment. Green = done, Red = outstanding.

Static Charting Button

Click the red chart button to go to the static chart screen. Click the small grey button next to the tooth to chart it as missing. Click it again to put it back. Type notes in the box at the bottom right or under the specific tooth.

CPITN Button

Click the red CPITN button. A list of all previous chartings will be there. To record a new CPITN, choose New Charting from the buttons at the top. Click on the boxes to get a pop up list. Get back to TRT by clicking on the button at the top.

Next App button

To tell reception how long you want for the next appointment. It will appear on the main screen under the appointment buttons group.

Hist

Clicking this takes you to the History Screen

Add TRT

Takes you to the list of treatment items to add to the treatment plan.

Treatment Types P,D,FP etc

Default for adults is a blank box. A blank box means NHS.

P: Private

Ch/NCl: Child (no claim item)

Ch/Cl: Child (claim)

F: Free NHS replacement

FP: Free Private replacement

N/C: No Charge to patient, but claim NHS 20%

Chrg/NCl: Charge patient, but don't claim

D: Denplan

N/C/N/C: No charge and No claim.

Estimate buttons

Use Mixed Estimate by clicking Mix Est printer icon (top right)

"T" button

Used to update patient's total owed. Never used really.

Sort Buttons

You may see little bar graph icons now and again. These will sort the records alphabetically or numerically depending on what needs sorted. Simply click on the icon to order it.

Discret

For entering discretionary fees.

Dentist Obs

For inserting Dentist's Observations (Old back of the form). Only use when necessary.

PA

For preparing a form for Prior Approval. Put a GP17 in the printer and click this button to print the bottom part of the form. The top part is printed from the main screen.

Gen Comment / Chart Comment

For typing general notes. Clicking on Gen Comment will just give you a blank line in which to type notes. Clicking Chart Comment will relate the note to a particular tooth or quadrant for easy searching at a later date.

Surface box

Usually filled at the time of charting the filling. Located just to the right of the dentist's initials (kind of hidden). Must only use MOD, MO, DO, DOL, B, MI, I, DI, L, etc. DO NOT TYPE C for cervical. USE B for buccal. DO NOT TYPE anything else in here like BW for bitewing or something.

Dentist Initials

The dentist initials show who did this particular item of treatment.

Adjusting actual fees

Private fees can be altered by clicking the blue A button on the left. Handy if you want to give someone a discount, or they look minted!

Deleting a Mistake

An accidentally added treatment item can be deleted by clicking the grey cross on the left of the item. Only items not done (i.e. not 'Y'd) can be deleted to prevent fraud.

Shortcut notes

Click the clipboard to add shortcut notes. Each dentist needs to enter their own. Notes can be 'built up'

Date insert

Clicking the date icon on the left side of a treatment item will insert the date before typing in notes.

Dentist DTC

When a course of treatment is totally complete, this button needs to be clicked, preferably in the surgery. It will then ask you to select a recall interval for the patient. Only choose a recall if they are finishing a course of treatment. Not if they are just having a crown recemented or something similar. A blue star will be placed in the patient's main screen to signify this treatment is complete. This allows the claim to be sent.

GP17 print

Used for printing old style GP17s AND for sending EDI claims.

Erase and Forget

Does exactly what it says on the tin. Not used very often. No claim is generated or history is recorded.

Remove from Current

Clears everything from the TRT screen when treatment completed. Done automatically when a claim is sent. Needs to be done manually if there is a private course of treatment or e.g. a comment has been recorded.

Daybook

Useful for finding out what you have done, how much money the dentist has grossed, and just about anything else you want. Good for audits.

History

Finding Treatment

A red star on a tooth indicates there is information available. Click the tooth to see it.

The history file is just a list of everything you have ever done, including any notes you have made, broken appointments etc.

Other icons allow searching for xrays etc.

Click on magnifying glass to expand notes if not all visible.

Record Card

This icon is a brownish colour and is supposed to look like an old record card. Click on this button to see all of a patient's history in chronological order. Flick through the pages using the 'rolodex' at the top left.

View

The button labelled condense can be clicked to condense the file for easier browsing. Similarly, the expand button expands it to be more verbose.

Daybook (Hygienist etc)

Useful for finding out what you have done, how much money the dentist has grossed, and just about anything else you want. Good for audits.

Payment File

Click on the Payments button on the main screen of anyone with a payment history to access this screen (Use Frank Sinatra if necessary).

Use this screen to check a patient's payment history: date, amount, method etc. You can type comments into the comments box if required.

Reports

LATER

Schedule History

Stars and reconciling

INCOMPLETE

EDI Transmit/receive

INCOMPLETE

Hygienist Stuff

The hygienist has her own recall box. Simply click the '3' under the box to make a 3 month recall.

REPORTS SCREEN

HANDOUTS

Simply click on 'HANDOUTS' button and double click the one you want. Another program will pop up (Acrobat Reader). Just click the printer icon to print it out on the reception printer. This can be printed from the surgery.

MAIL MERGE

Used to send letters to individual or multiple patients. Probably easier to use MS Word for referral letters since a copy is saved for future reference. Good for mail shots, recalls, etc.

CURRENT & DEBTLIST

Allows you to see who is under treatment, and who is in the BILLING SYSTEM. Does not show you who owes you money. To find out who owes you money, go to the main screen and search for >0 (greater than zero) in the to pay box.

Now try this:

1. Add a new patient to the system
2. Print a GP17PR for the patient (REC or REC2)
3. Print their medical history sheet
4. Make the patient a 30 min fill appointment
5. Make them a 15 minute hygienist appointment
6. Find a patient using name
7. Find a patient using DOB
8. Find your new patient from step 1
9. Delete their fill appointment
10. Start a new course of treatment for them
11. Add a 1b checkup, 10a scale, an mo in the UL6, a RCT LR6, and a 1711 shell crown LR6 and 3 radiographs.
12. Mark the checkup and scaling as completed
13. Print an estimate for the patient
14. Tell reception how long an appointment you would like next time
15. Take a payment for the whole amount
16. Ask Simon to delete the payment so that:
17. Send them an account and add them to the bills system