



DoseSpot–Denticon

Integration Guide



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WELCOME! GETTING STARTED WITH DOSESPOT

Welcome to DoseSpot ePrescribing through Denticon. We would like to take this opportunity to review what comes next as you start and complete your integration of DoseSpot ePrescribing with your Denticon Cloud–based Practice Management Software. In this guide we will review the DoseSpot Integration process: what to expect, how it works, and getting you working as quickly as possible. In this guide we will cover:

- Integrating DoseSpot ePrescribing to your Denticon Cloud–based Practice Management Software
- Setup for the integration of DoseSpot with Denticon
- Using the DoseSpot ePrescribing application
- Understanding and using the DoseSpot Administration Console (Clinician Admin only)
- Enabling Electronic Prescribed Controlled Substances functionality (Clinician Admin only)
- Identify Proofing and sending controlled substances
- FAQ on how DoseSpot ePrescribing interacts with Denticon CBPM

Each section below will cover one of these specific areas. We highly recommend keeping this guide handy for future reference when setting up additional clinic locations or as a refresher.

- 1. Adding DoseSpot to Denticon**
- 2. The Integration Setup**
- 3. The DoseSpot Admin Console**
- 4. DoseSpot–Denticon Integration**
- 5. Application Overview**
- 6. EPCS Provider Setup**
- 7. FAQ**

1. ADDING DOSESPOT TO DENTICON

To get started you will have contacted Planet DDS about adding the DoseSpot ePrescribing application functionality to your Denticon CBPM. Before DoseSpot can start the process of integrating the application with Denticon we will need the following information Note: This information should be provided to Planet DDS to hand off to DoseSpot:

- **Practice Location Details.** All individual practice locations are called “clinics” in DoseSpot. We will need the following information for each clinic you intend to have using DoseSpot
 - **Clinic Name.** We need one reference name (under 50 characters) and one standard name (can be any length), this can be the same name
 - **Clinic address.** This must be a physical location, it cannot be a P.O. Box
 - **Clinic Phone Number.**
 - **Clinic Fax Number.** If you do not have a fax, we can use the clinic phone number instead
 - **PGID.** This is the Planet DDS account number (provided by Planet DDS)
- **Primary Clinician Admin Information.** After we create the clinic in our system, we will need to create and add a Clinician Admin who will manage the clinic within the DoseSpot Admin Console site once the full integration is complete. They will be able to create and edit clinicians for each clinic location they are assigned.
 - **Full Name.**
 - **Clinic Address.** Where they primarily will be working from (may be different from clinic locations)
 - **Phone Number.**
 - **Email Address.**
- **Availability for Integration Call.** As the integration process can take some time, typically up to an hour, we ask that when you submit your information, you provide a couple dates and times you will be available to dedicate to the integration process.

2. THE INTEGRATION SETUP

Once DoseSpot ePrescribing has been notified you have added the functionality to your Denticon CBPM we will then reach out to you and set up a meeting to walk through the integration of DoseSpot with Denticon.

You will first receive a “Welcome” email from DoseSpot that will include the following:

- **DoseSpot–Denticon Integration Guide.** This will walk you through setting up the DoseSpot connection in the Denticon CBPM.
- **DoseSpot Prescribing App User Guide.** This guide walks you through how to use the DoseSpot ePrescribing application once you are setup.
- **DoseSpot Clinician Admin Console User Manual.** This guide will help walk the Clinician Admin through how to log in, create clinicians, and edit clinicians within the DoseSpot Admin Console site.
- **EPCS Supplement.** Should your providers require the ability to send controlled substances/scheduled medications, they will need to set up a Two Factor Authentication. This guide will walk them through that process.
- **Link to Sharefile.** Contains a file with important IDs we will need during the integration call.
 - **Clinic ID**
 - **Clinic Key**
 - **Clinic Information, Including Name and Address**

We recommend saving the Sharefile file someplace safe as the information contained in it will be used during the DoseSpot–Denticon Integration.

Finally, we will attempt to confirm the scheduled date and time of the actual integration call. (Note: we may need to coordinate to find the best available time for your Clinician Admin and our support staff so a final date/time may not be set at the time of the Welcome email.)

3. DOSESPOT ADMIN CONSOLE

After your integration meeting is agreed upon and set up, a representative from DoseSpot will contact you at the specified time to walk through the process. The Clinician Admin should be available for at least one (1) hour for this process.

The first step in the process is walking the designated Clinician Admin for the practice/office(s) through accessing the DoseSpot Admin Console. The DoseSpot Admin Console is a direct access portal to DoseSpot that will allow the Clinician Admin to add and edit clinician (provider/doctor/proxy/nurse/admin) records that will then be added to Denticon to use the DoseSpot Prescribing app.

You will need this guide handy for this part of the call:

- **DoseSpot Clinician Admin Console User Manual**

The DoseSpot representative will then walk you through creating a new provider/clinician. Once the clinician record is created, DoseSpot will need to confirm the clinician in the system. This can take up to 24 hours, though most usually take only a few hours.

Once the clinician is confirmed, they will appear under the clinic they were assigned and can now be added to Denticon (see next step).

If there is an error with the clinician record and DoseSpot cannot confirm the clinician, they will contact the Clinician Admin for assistance to correct the issue.

4. DOSESPOT–DENTICON INTEGRATION

Next, the DoseSpot representative will walk the Clinician Admin through the process of entering all the specific IDs previously provided into Denticon. The Clinician Admin should have the follow items handy for during the call:

- **DoseSpot–Denticon Integration Guide**
- **The file received via the Sharefile link**

The DoseSpot representative will then walk through the steps in the DoseSpot–Denticon Integration guide that will provide the correct connectors for Denticon to properly access and read from DoseSpot.

During this initial setup, the DoseSpot representative will walk through the process for the primary Clinician/Provider/Doctor and Clinician Admin. The goal of this integration meeting is to ensure the Clinician Admin understands the process and will be able to successfully add additional providers and, if needed, clinic locations to Denticon in the future.

Note: For additional clinics/offices to be added to DoseSpot, the Clinician Admin should contact their Planet DDS representative with the clinic/office information just as in section 1 to have a case created for DoseSpot. DoseSpot will then send a new Sharefile document to the Clinician Admin to use to add that clinic office location.

5. DOSESPOT APPLICATION

Once the DoseSpot integration is complete, the DoseSpot representative will review the DoseSpot Application.

To get to the DoseSpot application you must always first select a patient. Then you will select the ePrescribe button to launch the application. You will need the follow guide handy:

- **DoseSpot Prescribing App User Guide**

This guide, along with the DoseSpot representative, will walk you through how to use the DoseSpot Prescribing application.

Some Key notes about the interaction of DoseSpot with Denticon:

- **All patient data should be entered into Denticon—this information will be pulled into DoseSpot when you go to Prescribe—DoesSpot does NOT import your entire patient data list.**
- **Any prescription you write in Denticon will *not* be pushed into DoseSpot. All ePrescriptions you intend to send need to be completed in DoseSpot.**
- **Once the prescription is *sent*, the prescription data will be pulled back into Denticon for review and recording.**

In other words, all of your ePrescribing will be completed entirely in the DoseSpot application. Denticon will continue to be your primary EHR for all other related matters including non-ePrescribing prescription needs.

6. EPCS PROVIDER SETUP

Should any provider/doctor/clinician require the ability to send controlled substances or scheduled medications, the Clinician Admin will need to enable EPCS on the provider's record in the DoseSpot Admin Console.

Once enabled, the provider will see a new exclamation point in the DoseSpot Prescribing App.

- **EPCS Supplement.** This Guide will walk through the required steps to complete IDP (Identity Proofing) and then TFA (Two Factor Authentication).

During the IDP step the provider will need to provide the following information:

- **Name**
- **Address**
- **Social Security Number**
- **Credit Card**
- **Cellphone Number** (registered to the provider—critical for One Time Passcode)

We understand many providers are concerned with giving out personal information, but this information is only used for the purpose confirming identity and is not stored within DoseSpot anywhere.

Additionally, the cellphone should be their personal cellphone. If they pass IDP, they will be assigned a one-time passcode. Should they not provide a cellphone number, or it is not associated directly to them (such as a work cell) they will instead receive a certified letter with a reference number.

After the provider completes IDP, the Clinician Admin will need to enable TFA in the DoseSpot Admin Console. They can choose one of two options:

- **DUO Mobile.** This allows the provider to download and enable an app on their cell phone to provide the second authorizing code
- **DUO Token.** This is a physical hard token that generates the second authorizing code. The Clinician Admin will need to contact DoseSpot to order and send the token. (There is a cost associated with this.)

7. FAQ

Please find potential questions and issues and answers here:

- **I am having an issue with the DoseSpot Application, who do I contact?**
 - You can reach out to DoseSpot via email at support@dosespot.com or you can call at **888-847-6814 Option 4**
- **I am having an issue with Denticon, who do I contact?**
 - support@planetdds.com
- **I am not seeing a prescription in DoseSpot that I see in Denticon.**
 - Only prescriptions created in the DoseSpot Application will be seen in DoseSpot and will be pulled into Denticon after being sent. Any prescriptions created in Denticon will not be seen in DoseSpot.
 - You can, however, add any previous prescription as a “patient reported medication.” We recommend doing this for any active medications the patient is taking that have already been prescribed to ensure potential drug interactions are recorded.
- **The ePrescribing button is grayed out for a provider.**
 - This is usually due to an error with the data entered from the DoseSpot Admin Console. This includes:
 - The provider’s clinician/DoseSpot ID being entered incorrectly
 - The wrong Denticon provider was selected
 - Or the Clinic Key was entered incorrectly (remember to copy and paste exactly with no spaces before or after the key code)
 - Please contact DoseSpot and they will help you confirm the provider has been added correctly.
- **Will our entire patient list be imported to DoseSpot once the integration is complete?**
 - No, patients are added to DoseSpot ePrescribing the first time a provider goes to prescribe for that patient in DoseSpot. The patient’s information will then be available in DoseSpot.

- **Who do I contact to enable EPCS?**
 - Your Clinician Admin should be able to enable this, or you can contact DoseSpot support as noted above.
- **I need help completing the ID proofing section in DoseSpot, who do I contact?**
 - You can contact DoseSpot support as noted above.
- **I need help adding or editing a patient in Denticon so I can prescribe through DoseSpot, who should I contact?**
 - You would first contact Planet DDS if the issue is with Denticon CBPM. IF the issue is related to the DoseSpot app *after* hitting the ePrescribing button, either Planet DDS support or you can contact DoseSpot.
- **Can I copy my favorites medication list to other providers in my office?**
 - Yes. You can contact DoseSpot to copy those favorites over to any provider in your clinic/office. We may be able to copy them to other providers in associated clinics/office provided we have the clinic/office name.