Denticon Solo Training Catalog

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PRACTICE MANAGEMENT SOFTWARE

Solo Training

Basic Clerical Training
Duration: 2 hours

The Basic Clerical Training is a guided session reviewing day to day clerical functions for creating patient accounts, scheduling, patient data entry, and the patient check-in process. A prerequisite to this training is Denticon University's "Basic Clerical."

Topics reviewed: Patient scheduling, use of online patient registration if desired, broken appointments, creating patient accounts, linking family accounts, attaching insurance to patient accounts, scanning, creating flash alerts, documenting notes within a patient account, using Denticon's internal email/text message feature, staff communication with the Tickler if desired, and use of the time clock if desired.

Recommended for: Receptionists, Scheduling Coordinators, Front Desk, Front Staff Check-in, Office Manager and all Administrative Users as well as Call Center/Third party scheduling services.

Clinical Training
Duration: 2 hours

The Clinical Training is a guided session to develop your team's ability to navigate and use Denticon's charting, clinical notes, treatment planning/ case presentation, assignment of lab cases and prescriptions.

Topics reviewed: Restorative charting, perio charting, treatment planning, printing consents for procedures, assigning and tracking lab cases, patient prescriptions and an overview on x-rays.

Recommended for: Assistants, Hygienists, Dentists, Treatment Plan Coordinators.

Advanced Clerical Training
Duration: 2 hours

The Advanced Clerical training is a guided session reviewing the patient check-out process, pre-authorizations, claim submission and end of day processes.

Topics reviewed: schedule review, treatment planning, submitting pre-authorizations, patient check-out, patient payments and providing Denticon receipt, creating claims, claim attachments, posting an insurance payment and reviewing Denticon reports.

Recommended for: Receptionists, Scheduling Coordinators, Treatment Plan Coordinators, Front Desk, Front Staff Check-out, Office Managers, Billing Team.

Post Live Q&A
Duration: 2 hours

The Post Live Q&A should be scheduled 2-3 weeks after the office has gone live with Denticon. The Denticon trainer will work with the staff on any questions, concerns and/or revisit any processes to help the staff be successful in their roles.

Recommended for: All team members.

Additional Trainings Offered

Ortho Training

Duration: 1 hour

The ortho training is a guided session for offices that will be using the ortho treatment card to create an ortho specific patient account, document ortho treatment, diagnostic findings, ortho specific treatment plans, ortho contracts and claims.

Recommended for: Front Desk, Office Manager, Dental Assistants, Ortho Assistants, Dentists, Treatment Plan Coordinators, Billing Team.

Internal/External Referral Training

Duration: 90 minutes

The Referral Training is a guided session to learn how to create, send and follow-up on internal and/or external referrals.

Recommended for: Front Desk, Treatment Plan Coordinators, Dental Assistants, Office Managers.

Medical Billing Setup

Duration: 1 hour

After the application has been submitted to the MD Online, the medical clearing house, offices looking to use medical billing in Denticon will be able to schedule a session to help their team understand how to enter medical carriers and create cross coding for services appropriate for their office. Once the MD online account is established the client will have a dedicated billing training with MD online.

Topics Reviewed: How to add in medical carries, adding medical insurance plans, adding in CPT Codes, adding in ICD-10 codes, adding in additional Place of Services codes if needed, CDT to CPT Cross coding, CPT to ICD Cross coding, CDT to ICD Cross coding, posting services rendered and creating claims.

Recommended for: Front Desk, Office Manager, Billing Team.

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Imaging Training
Duration: 2 hours

Capture/Web: This virtual training is a hands-on and trainer-led session where the imaging trainer will help the clinical team understand the functions needed to complete day to day care with x-rays.

3D Imaging: This virtual training is a hands-on and trainer-led session where the imaging trainer will help the clinical team understand the functions on how to label, measure and trace within the 3D imaging software.

Recommended for – Assistants, Hygienists, Dentists, Treatment Plan Coordinators.

Patient Engagement
Duration: 90 minutes

The Denticon Patient Engagement training is a guided session showing patient communication through the use of marketing campaigns and appointment reminders via email and SMS.

Recommended for: Marketing, IT, Office Manager, Regional Manager, Owner.

Task Manager Training
Duration: 1 hour

The Task Manager training is a guided session to show the use and functionality. The Task Manager will allow an administrative user to assign tasks to team members for following up on outstanding claims, outstanding pre-authorizations, and patient AR thus allowing for efficient follow-up on outstanding collections and treatment associated with pre-authorizations.

Recommended for: Office Managers, Front Desk, Dental Assistants, Treatment Plan Coordinators, Denticon Champions, Billing Team.

New Hire Training
Duration: 1-2 hours per Topic

This training will consist of no more than 2 new hires per session. The Denticon trainer will review the areas of expertise, ensuring a smooth transition into Denticon learning. Completion of Denticon University is a requirement.

Sessions offered for the following positions:

Call Center Scheduling, Call Center Insurance Basics, Patient Check Out, Patient Check In, Scheduler Basics, Treatment Plan Coordinator Basics, Insurance Biller Basics, Hygiene Basics, and Assistant Basics.

Go Live Prep/Gap Data (Virtual)
Duration: 1 hour

Will be scheduled the week of Go Live, preferably that Thursday or Friday.

Go Live Prep: Trainers will direct the office on how to accomplish a variety of important tasks such as attaching insurance plans to the patient's profiles, updating appointments, re-estimating treatment plans, etc. We highly recommended this to ensure a successful go live day. For further detail, please reference the Go Live Prep Checklist.

Gap Data: Trainers will review with the team how to enter services posted after the conversion date which is typically on a Wednesday. For further detail please reference the Go Live Prep Checklist.

Recommended for: Office Manager, Owner, Dentist (whoever will be overseeing the Go Live).

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Virtual Go Live Support
Duration: 8 hours per day with a minimum of 2 hours

Our trainer(s) will provide virtual support as needed as the offices work through and complete their daily tasks.

Support Provided: Support front office team members through the check in process, offer guidance to clinical team members as they're seeing patients, assist check out team to process payments, create claims and review reporting.

Recommended for: All staff.

Please note for all virtual trainings and support:
No show and late cancellation (less than a 24-hour notice) client will be charged $170 for virtual trainings. No show and late cancellation (less than a 24-hour notice) for go live support, client will be charged for hours scheduled.