



3 Keys to Succeed in Dentrix Ascend Imaging

Presenter Information

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- Certified Dentrrix trainer for 20 years.
Dentrrix Ascend trainer for 8 years.
- Awarded Dentrrix Ascend Trainer of the Year (2016) and Dentrrix Ascend Spirit award (2018).
- An expert in training offices on Dentrrix Ascend Imaging.



In this webinar:



Setting up your computer and imaging devices



Understanding the acquiring images workflow



Solving common imaging problems



Bonus: Acquiring 3D CBCT images



Key 1

Setting Up Your Computer
and Imaging Devices

Getting Started in Dentrrix Ascend Imaging

Once you have purchased Dentrrix Ascend Imaging and it is enabled by Henry Schein One, there are a few steps you must complete.

To get started, you must:

- **Part One:** Set up the acquisition agent
- **Part Two:** Set up your Imaging device drivers
- **Part Three:** Assign rights to user roles in Dentrrix Ascend



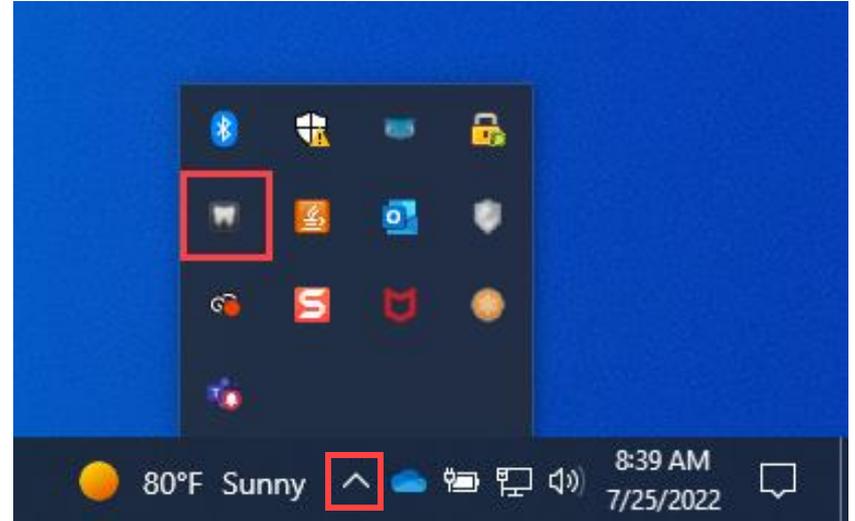
Part One: Setting up the Acquisition Agent

The Acquisition Agent:

- Must be installed **on each computer**
- Handles the communication between your acquisition devices and Dentrrix Ascend



Note: Installation instructions are different depending on your operating system: Windows or Macintosh.



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Downloading and Installing
the Acquisition Agent

[Click to watch Downloading and Installing the Acquisition Agent Demo Video](#)



Tip

To get the latest new features when they are announced, you must install the most recent version of the acquisition agent on **each computer**.

Updating the Acquisition Agent

1. Click **Check for Updates**. If an update is available, the Agent Auto Update dialog box opens.
2. Click **Download and Install**.
3. Follow the instructions in the Acquisition Agent Setup to complete the update.



Part Two: Setting up Your Imaging Device

Before Dentrax Ascend can detect your device:

- The imaging device software must be installed on your computer.
- The drivers must be up to date.



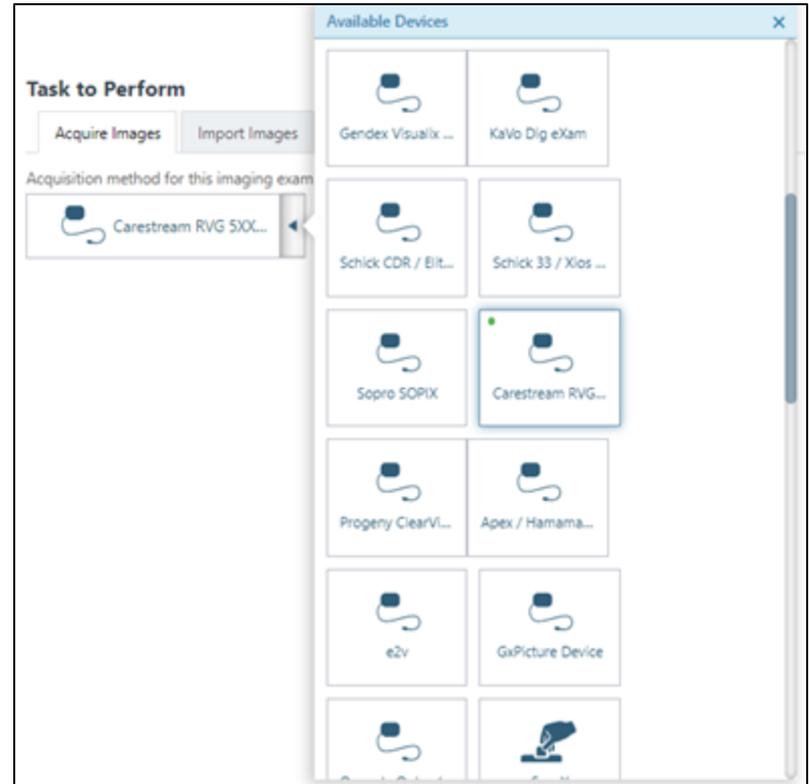
Note: Go to the manufacturer's website and download the device drivers.



Detecting your Image Device in Dentrrix Ascend

Once the device driver has been installed:

- Dentrrix Ascend will automatically detect it when you plug it in.
- You can then select it under Available Devices.



Note: Dentrrix Ascend supports many common devices. For the complete list, see [Supported Acquisition Devices](#).

Part Three: Assign Rights to User Roles

You can decide who to assign rights depending on the user's role.

This is an example setup only. You will assign rights according to your practice needs.

Right	Admin 	Front Desk 	Billing 	Assistant 
Review Patient Images	X	X	X	X
Manipulate Patient Images	X			X
Acquire Patient Images	X			X
Delete Patient Images	X			X



RECAP

Key #1: Setting Up Your Computer and Imaging Devices

Part One: Set up the acquisition agent	Download and install acquisition agent on each computer
Part Two: Set up Your Imaging Device	Install and/or update your device drivers
Part Three: Set Up User Rights	Assign rights to user roles in imaging



If you have questions, submit them in the question box.

Where to Get Help

Articles

- [Setting up the acquisition agent](#)
- [Updating the acquisition agent](#)
- [Supported imaging acquisition devices](#)
- [Imaging Security Rights](#)





Key 2

Understanding the
Acquiring Images Workflow

Acquiring Images Workflow

The workflow is the **same** in Dentrix Ascend Imaging regardless of the type of image you want to acquire.

In this module, you will learn about:

- Acquiring Images
- Recapturing Images
- Imaging Tools
- Importing Images
- Creating a Custom Imaging Procedure



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Acquiring Images

[Click to watch Acquiring Images Demo Video](#)



Tip

Making a Procedure a Favorite

You can save time and make a procedure a Favorite.

1. Select the procedure on the Standard tab.
2. Click the **star icon** to save it as a Favorite.

The procedure appears on the Favorites tab.

This screenshot shows the 'Imaging Procedures' section of a software interface. The 'Standard' tab is selected and highlighted with a red box. A red circle with the number '1' is placed over the 'Bitewing Four Images' procedure. A red circle with the number '2' is placed over a star icon in the 'Acquisition Options for Bitewing Four Images' panel, which is also highlighted with a red box. The acquisition sequence is listed as follows:

Image	Sequence
1. BW	#5, 4, 3, 28, 29, 30
2. BW	#3, 2, 1, 30, 31, 32
3. BW	#12, 13, 14, 21, 20, 19
4. BW	#14, 15, 16, 19, 18, 17

This screenshot shows the same software interface, but the 'Favorites' tab is now selected and highlighted with a red box. The 'Bitewing Four Images' procedure is now listed under the Favorites tab. The 'Acquisition Options for Bitewing Four Images' panel remains the same, showing the acquisition sequence and a star icon.

Note: Favorites are location specific.

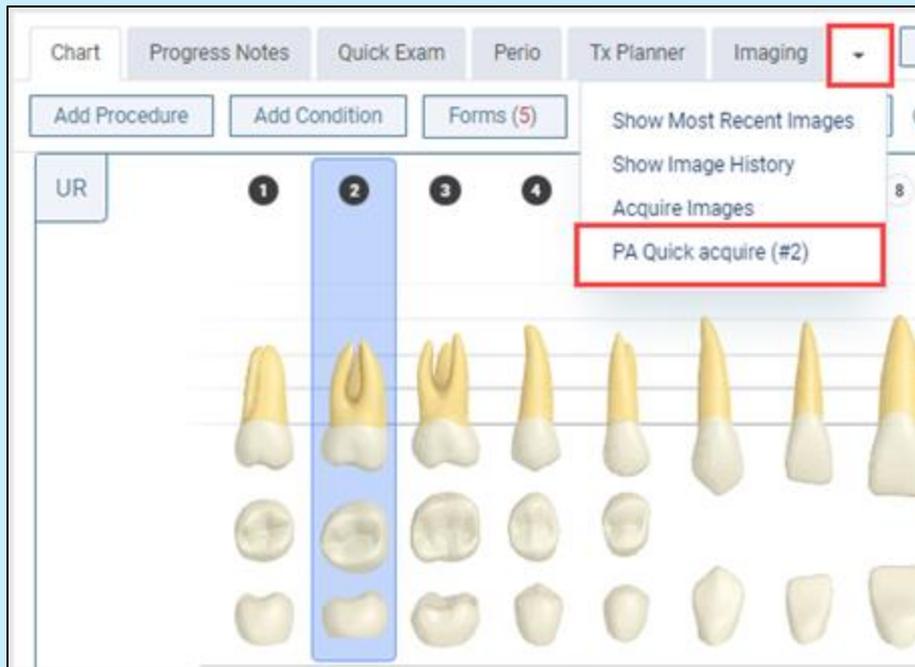


Tip

Acquiring an Image from the Patient Chart and Quick Exam

You can acquire an image from a patient's chart.

1. Click the tooth in the chart.
2. Click the **Imaging** dropdown menu.
3. Select **PA Quick Acquire** (teeth selected are identified).





Tip

Building a Custom Acquisition Sequence

1. Click the template slots in your preferred order to acquire the patient images.
2. Type a name for the custom acquisition sequence and click **Save As**.

Dentrix Ascend includes default acquisition sequences for acquiring patient images.

★ Acquisition Options for Bitewing Four Images

Acquisition sequence: Default sequence

Default sequence

1. BW #3, 2, 1*, 30, 31, 32*
2. BW #5, 4, 3, 28, 29, 30
3. BW #12, 13, 14, 21, 20, 19
4. BW #14, 15, 16*, 19, 18, 17*

Without interpretation/analysis using code D0708



★ Acquisition Options for Bitewing Four Images

Acquisition sequence: HYG1

HYG1

Save As (HYG1)

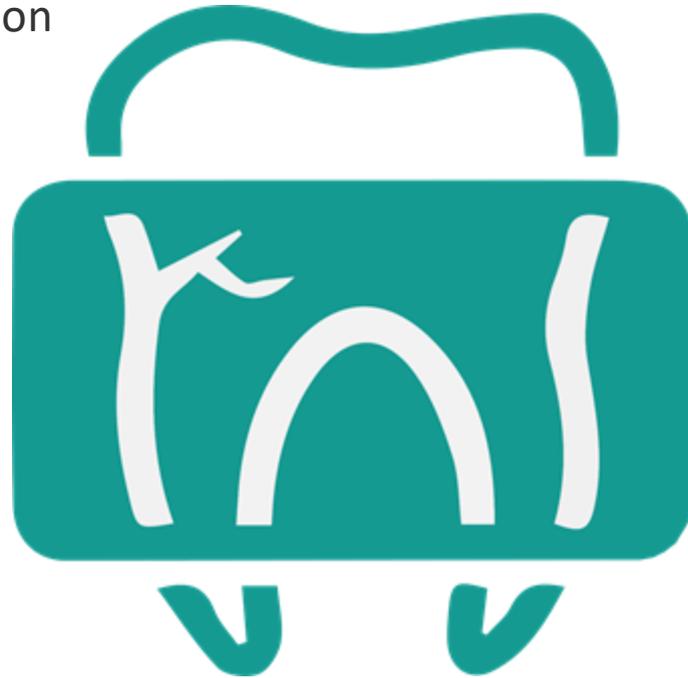
2. BW #3, 2, 1*, 30, 31, 32*
3. BW #12, 13, 14, 21, 20, 19
4. BW #14, 15, 16*, 19, 18, 17*

Without interpretation/analysis using code D0708



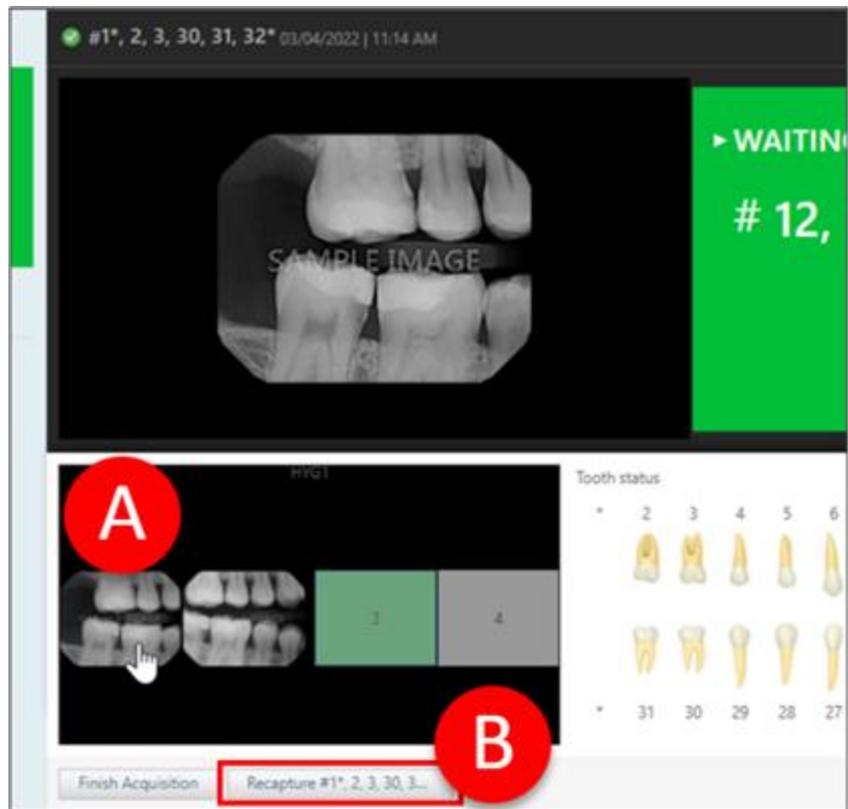
Recapturing Images

Images can be recaptured **during** the acquisition or **after** the acquisition.



Recapturing Images **During** the Acquisition

1. Click the **image template** (A) or click **Recapture** (B).



The Select Image window opens.

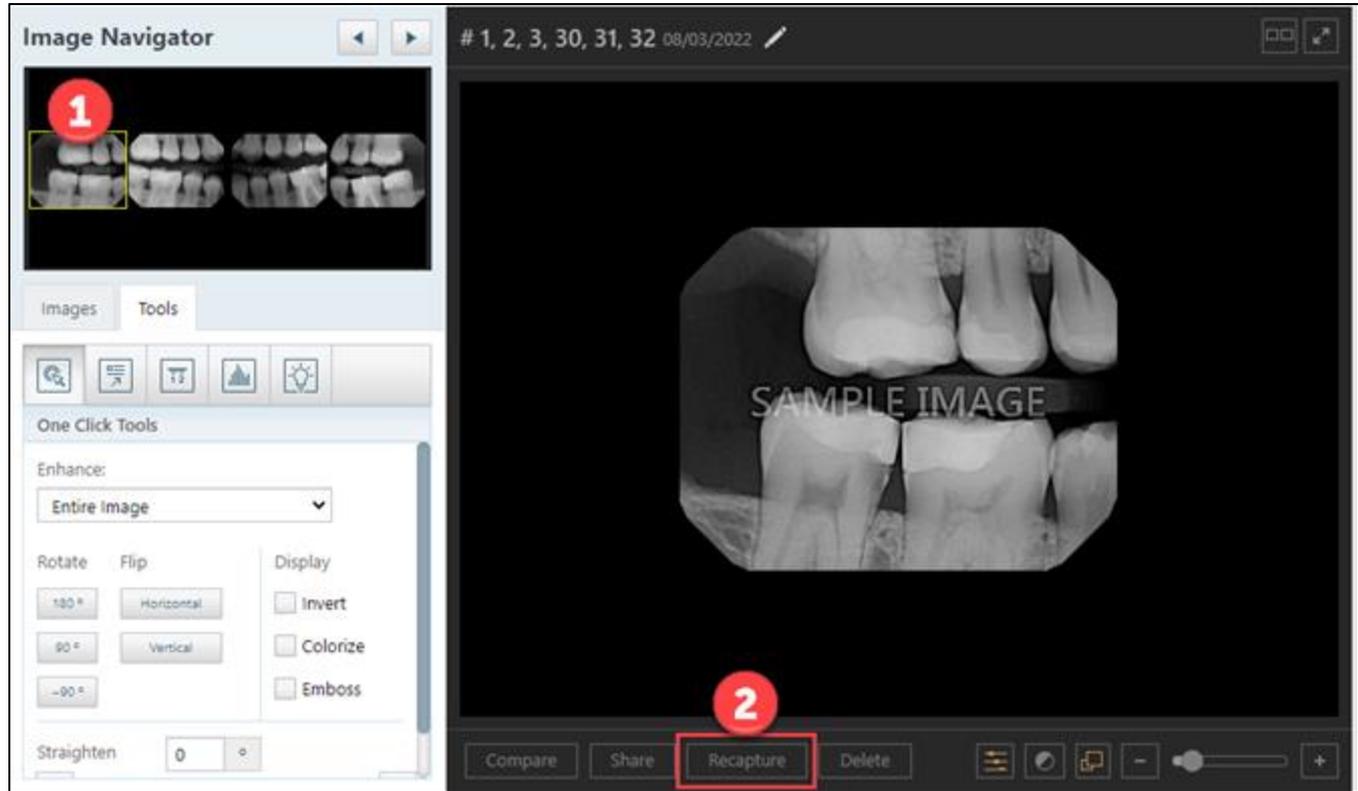
2. Compare the images and then click **Keep Existing** or **Keep Recaptured**.

Dentrix Ascend will automatically begin acquiring the next image in the acquisition sequence.



Recapturing Images **After** the Acquisition

1. Click the image.
2. Click **Recapture**.



The Select Image window opens.

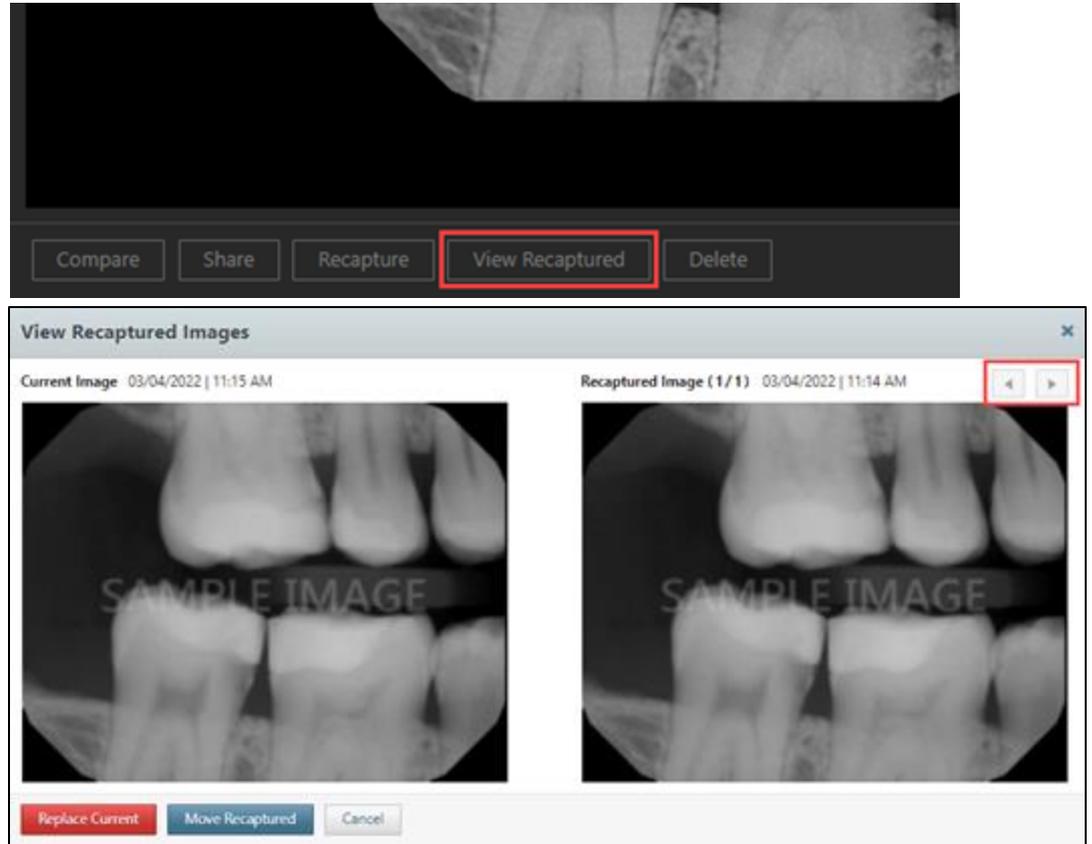
3. Compare the images and then click **Keep Existing** or **Keep Recaptured**.

Dentrix Ascend will automatically close the acquisition.



Viewing Recaptured Images

1. Click **View Recaptured**.
2. Click the arrows to view all recaptured images.
3. Click **Replace Current** or **Move Recaptured**.



Importing Images

Images can be imported into Ascend.



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Importing Images

[Click to watch Importing Images Demo Video](#)

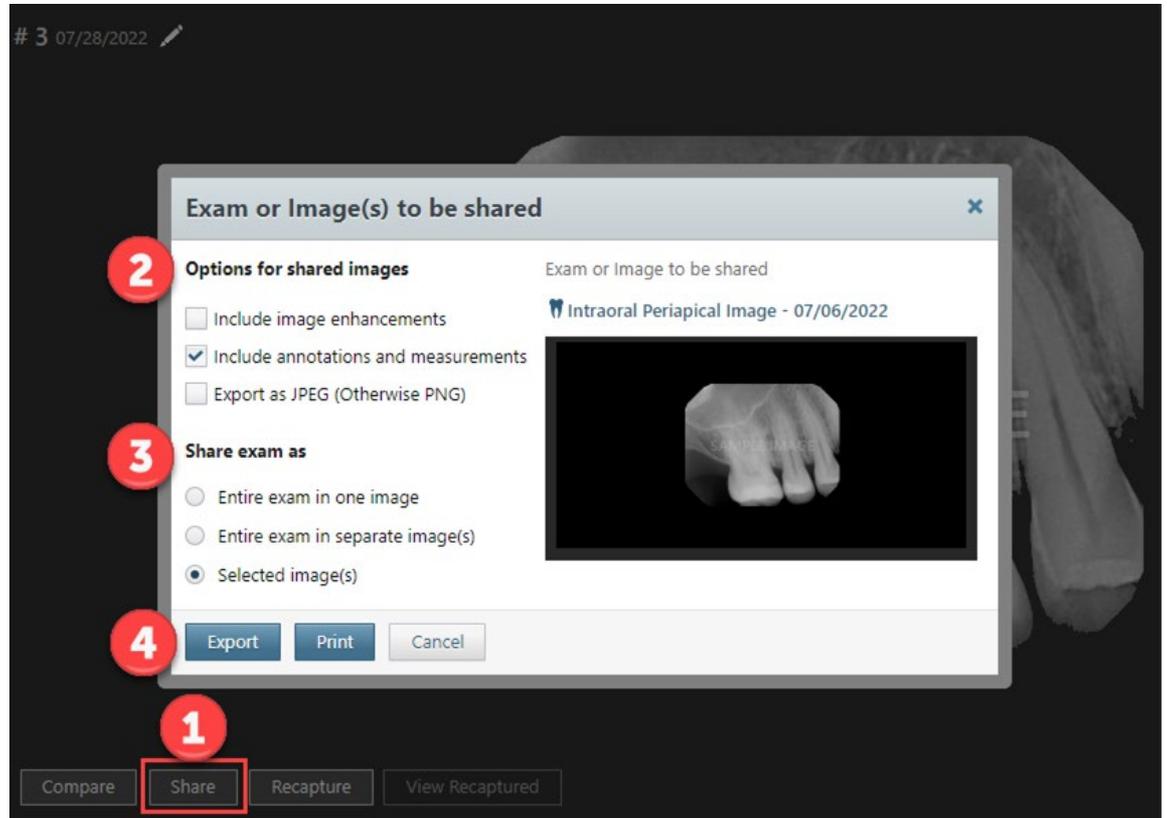
Imaging Tools Demo

Dentrix Ascend has many tools that you can use after you acquire images.



Sharing a 2D Image

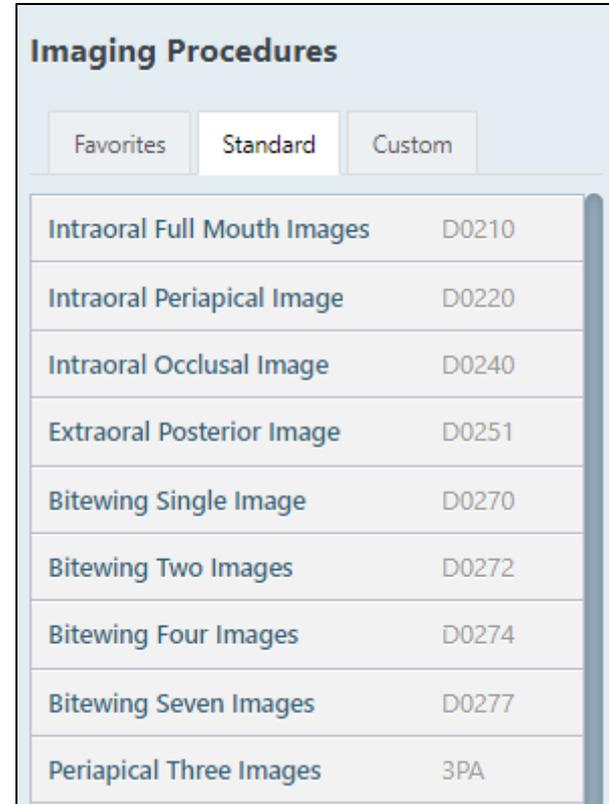
1. Click **Share** to share an image with a specialist or another provider.
2. Select options under **Options for shared images**.
3. Select an image option under **Share exam as**.
4. Click **Export** or **Print**.



Bonus: Creating a Custom Imaging Procedure

Scenario: You need to take a combination of images, but this type of imaging procedure is not listed on the Standard tab under Imaging procedures.

Solution: You can create a custom imaging procedure.



The screenshot shows a software interface titled "Imaging Procedures". At the top, there are three tabs: "Favorites", "Standard", and "Custom". The "Standard" tab is selected. Below the tabs is a list of imaging procedures, each with a name and a corresponding code. The list is as follows:

Procedure Name	Code
Intraoral Full Mouth Images	D0210
Intraoral Periapical Image	D0220
Intraoral Occlusal Image	D0240
Extraoral Posterior Image	D0251
Bitewing Single Image	D0270
Bitewing Two Images	D0272
Bitewing Four Images	D0274
Bitewing Seven Images	D0277
Periapical Three Images	3PA

Custom imaging procedures are commonly used when combining standard imaging procedures.

They are also known as multi-codes.

The screenshot shows the 'Edit Procedure Code' dialog box. The 'Code type' section has two radio buttons: 'Procedure code' and 'Multi-code'. The 'Multi-code' option is selected and highlighted with a red box. Below this, the 'Code' field contains '2PA' and the 'Type' dropdown menu is set to 'Standard'. The 'Description' field contains 'Periapical Two Images' and the 'Office code' field contains '2PA'. On the right side, the 'Procedures (2)' list shows two items: 'D0220 - Intraoral Periapical Images' and 'D0230 - Intraoral Periapical Add1'. At the bottom, there are 'Save', 'Cancel', and 'Delete' buttons, along with informational icons.



Note: Before you create the imaging template, you must first build a custom multi-code that includes all the codes you will use.

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Creating Custom Imaging Procedures

[Click to watch Creating Custom Imaging Procedures Demo Video](#)



Tip

Editing a Custom Imaging Procedure

1. Click the **pencil icon** to edit the imaging procedure.
2. Click the **pencil icon** to change the assigned teeth or click the **orientation icon** to change the position of the template.
3. Click **Save**.

Chart Progress Notes Quick Exam Perio Tx Planner Imaging Clinical Notes

Imaging Procedures

Favorites Standard Custom

Periapical Two Images 2PA

Create Custom Procedure

★ Acquisition Options for Periapical Two Images

Acquisition sequence: Default sequence

Default sequence: [2] [1]

Periapical Two Images 2PA Apply charges Bill to insurance

26, 29, 30 # 13, 14, 15

Information: When editing an existing procedure placeholders cannot be added or removed

Save Delete Cancel



RECAP

Key 2: Understanding the Acquiring Images Workflow

- The workflow is the same in Dentrax Ascend Imaging regardless of the type of image you acquire.
- You can recapture images during the acquisition or after the acquisition.
- Dentrax Ascend has many tools to enhance images.



If you have questions, submit them in the question box.

The screenshot displays the software interface for acquiring images. The 'Imaging Procedures' list on the left has 'Bitewing Four Images' (D0074) selected. The 'Acquisition Options for Bitewing Four Images' panel shows the 'Acquisition sequence' set to 'HWG1' and a list of four bitewing images. The 'Task to Perform' section has 'Acquire Images' selected. The 'Available Devices' window is open, showing various device options like 'Simulation', 'Protonor Plate...', 'Import From File', and 'Protonor Plate L...'. The 'Proceed with Acquisition' button is highlighted at the bottom.

Where to Get Help

Videos

- [Acquiring Images](#)
- [Creating a Custom Image Acquisition Sequence](#)

Articles

- [Acquiring images](#)
- [Adding procedure codes](#)
- [Building a Custom Imaging Procedure](#)





Key 3

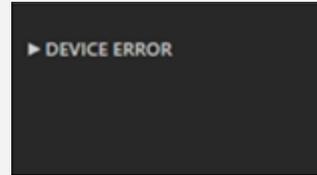
Solving Common
Imaging Problems

Imaging Problems

As you work in Dentrrix Ascend, you may run into problems.

Learn solutions to these common problems.

Problem 1:
Error Messages



Problem 2:
Internet Outages



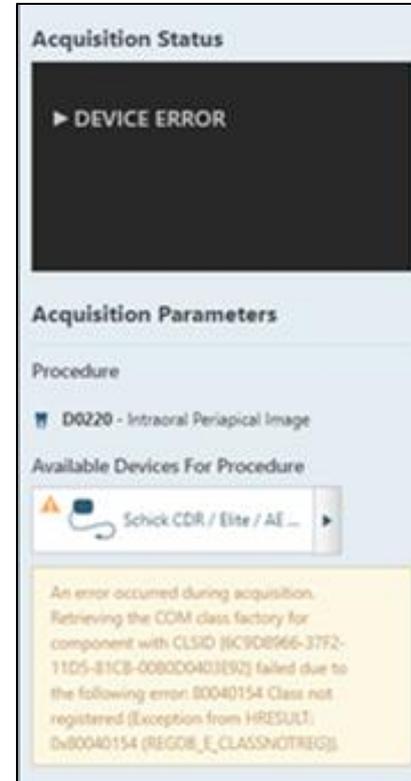
Problem 3:
Imaging Mistakes



Problem 1: Error Messages

You see this error message.

A DEVICE ERROR message appears when imaging devices are **not** detected.



Troubleshooting When Your Device is Not Working

When the Patient is in the Chair	When the Patient is NOT in the Chair
<ul style="list-style-type: none">• Verify that you selected the right device.• Unplug and re-plug in the device.• Unplug the device. Restart your computer. Re-plug in the device.	<ul style="list-style-type: none">• Call Dentrix Ascend Support.• Perform routine updates:<ul style="list-style-type: none">◦ Install new devices on each computer prior to patients arriving.◦ Update the device drivers.◦ Perform available Windows updates.



Problem 2: Internet Outages

When there are internet outages,
Ascend helps you with:

- Recovering images taken just before the internet failed.
- Acquiring images in offline mode when you don't have internet.



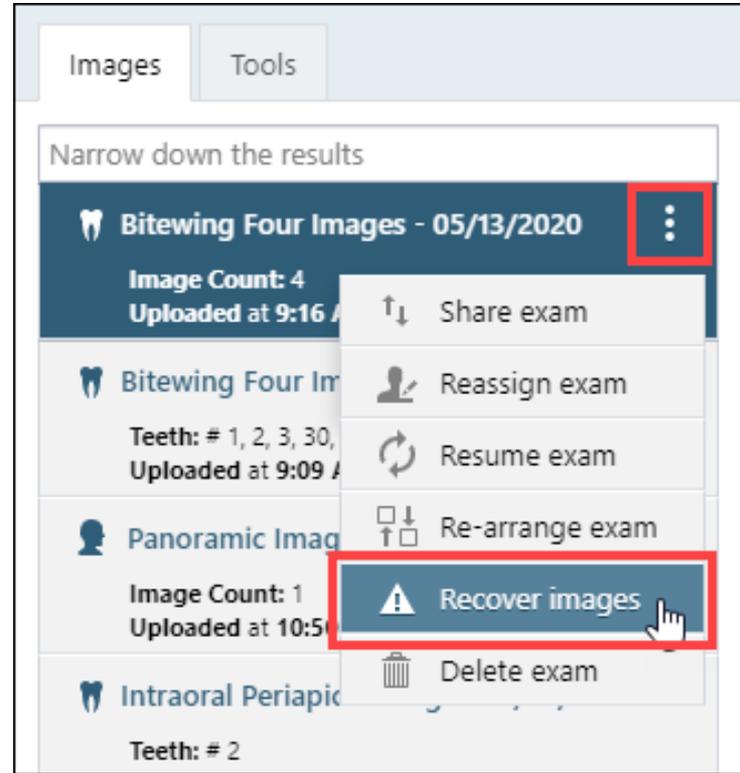
Scenario 1: Internet fails while you're taking images

Problem: You cannot see the image you just acquired.

If the internet goes down, the images are stored on your computer in the Acquisition Agent's recovery folder.

Solution:

1. When the internet has been restored, click the 3 dots.
2. Click **Recover images** to upload the images from your computer into Dentrix Ascend.

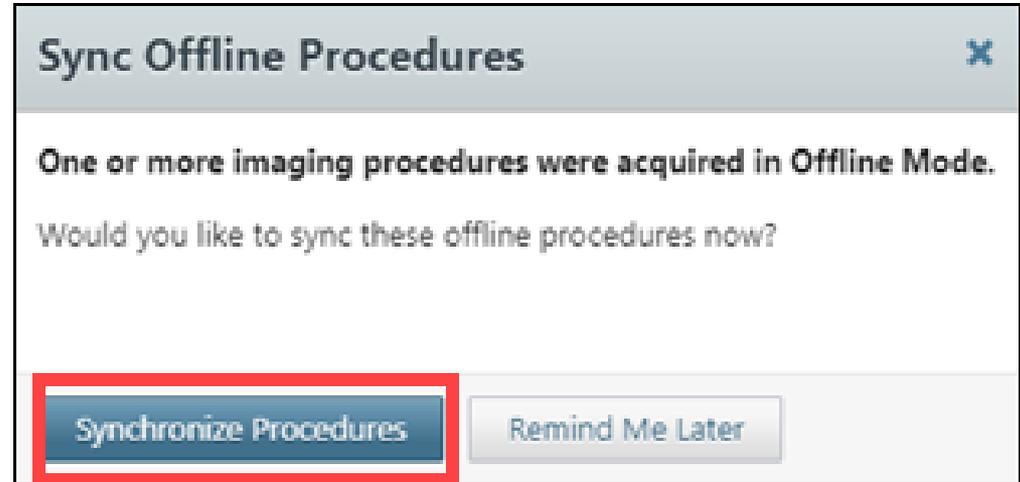


Scenario 2: Internet is down; you need to take images

Problem: The internet is down, and you need to acquire images for a patient.

Solution: You can acquire images in offline mode.

Once your internet connection is restored and you log in to Ascend, you will be prompted to sync the offline images on your computer with your online database.



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Acquiring Images in Offline Mode

[Click to watch Acquiring Images in Offline Mode Demo Video](#)

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Synchronizing Offline Images

[Click to watch Synchronizing Offline Images Demo Video](#)

Problem 3: Imaging Mistakes

Mistakes happen, such as:

- You accidentally delete a patient's images.
- You accidentally acquire images in another patient's chart.

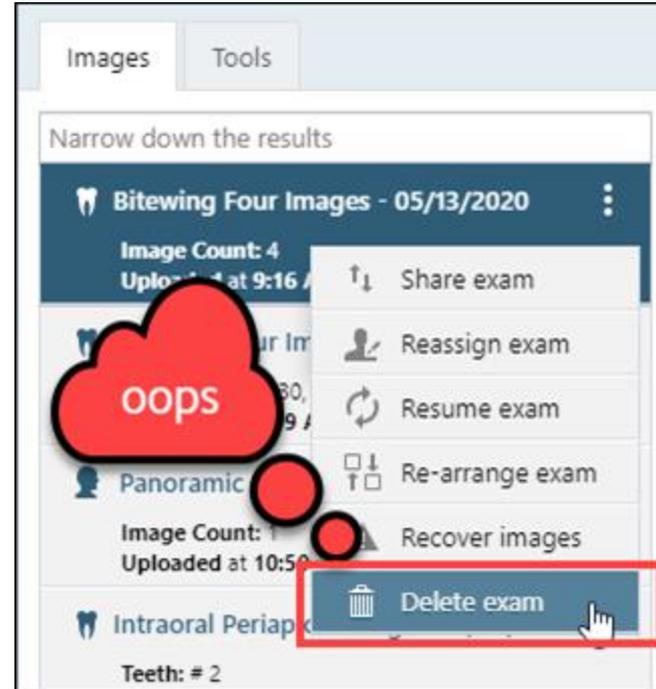
One or more corresponding procedures have been deleted



Scenario 1: Accidental Deletion

Problem: You accidentally delete a patient's images.

Solution: You will need to contact Support so that they can retrieve your images from the cloud.

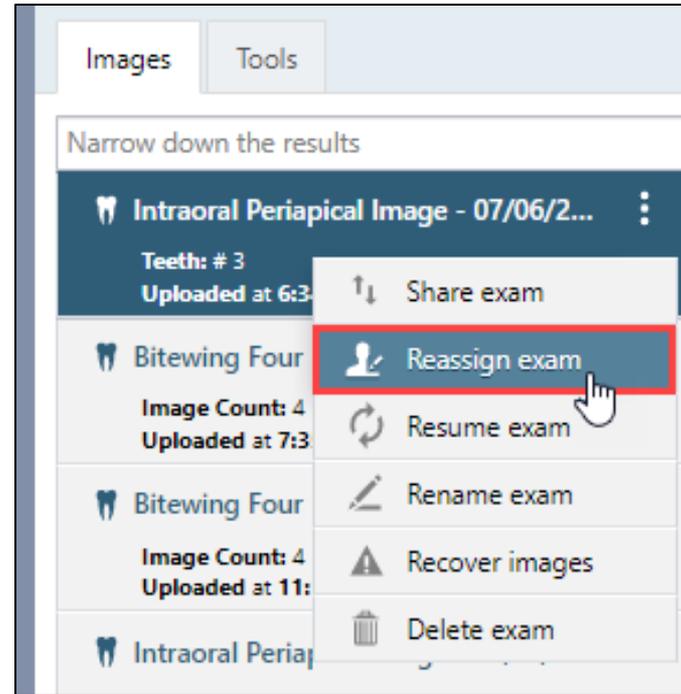


Note: You must provide: Patient name, patient ID#, date the images were taken, and the number of images taken.

Scenario 2: Wrong Patient

Problem: You accidentally acquire images in another patient's chart.

Solution: You can reassign the imaging exam to the right patient's chart.





RECAP Key 3: Solving Common Imaging Problems

Problem 1: Error Messages

- Run through a quick checklist when a patient is in the chair.
- Call Support for outstanding problems when the patient is not in the chair.
- Keep your devices and computer updated.

Problem 2: Internet Outages

- Acquire images in offline mode.
- Synchronize offline images in Ascend.

Problem 3: Imaging Mistakes

- You can recover deleted images.
- You can reassign an exam to another patient.



If you have questions, submit them in the question box.

Where to Get Help

Videos

- [Acquiring Images in Offline Mode](#)

Articles

- [Creating custom imaging procedures](#)
- [Adding multi-codes](#)
- [Reassigning images to a different patient](#)
- [Recovering Images](#)
- [Building a Custom Imaging Template](#)



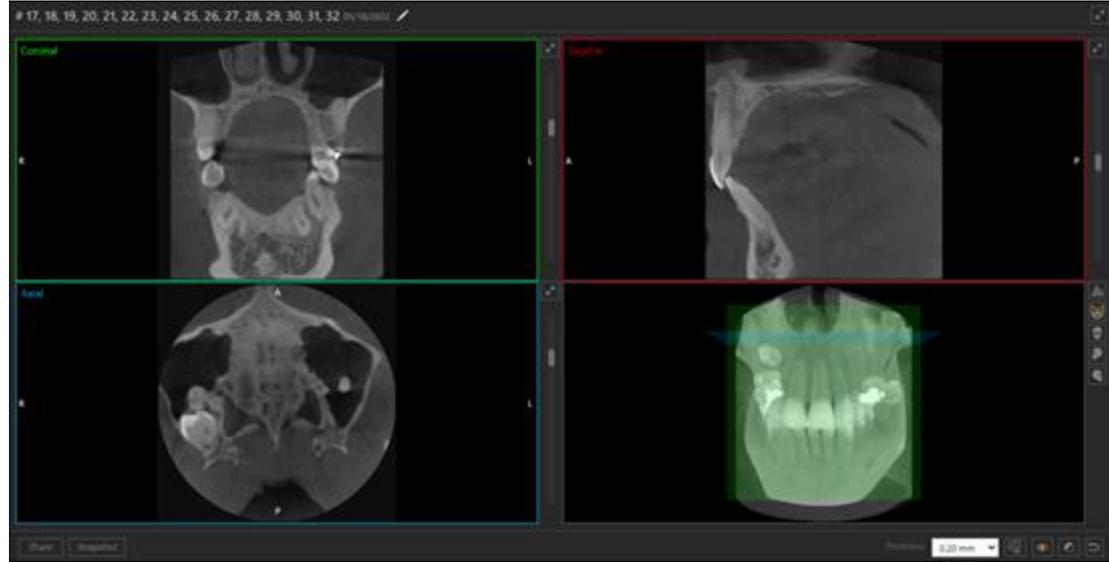


BONUS

3D CBCT Imaging

3D Cone Beam Computed Tomography (CBCT) Images

- Dentrax Ascend 3D volume CBCT imaging allows you to diagnose, plan, and provide the highest standard of care for patients.
- With 3D images, you can evaluate the entire mouth, underlying bone structures, nerve pathways, and surrounding soft tissues.



Note: You may need to download the most recent Acquisition Agent to begin acquiring 3D images.

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Dentrix Ascend 3D CBCT Imaging

[Click to watch Dentrix Ascend 3D CBCT Imaging Demo Video](#)

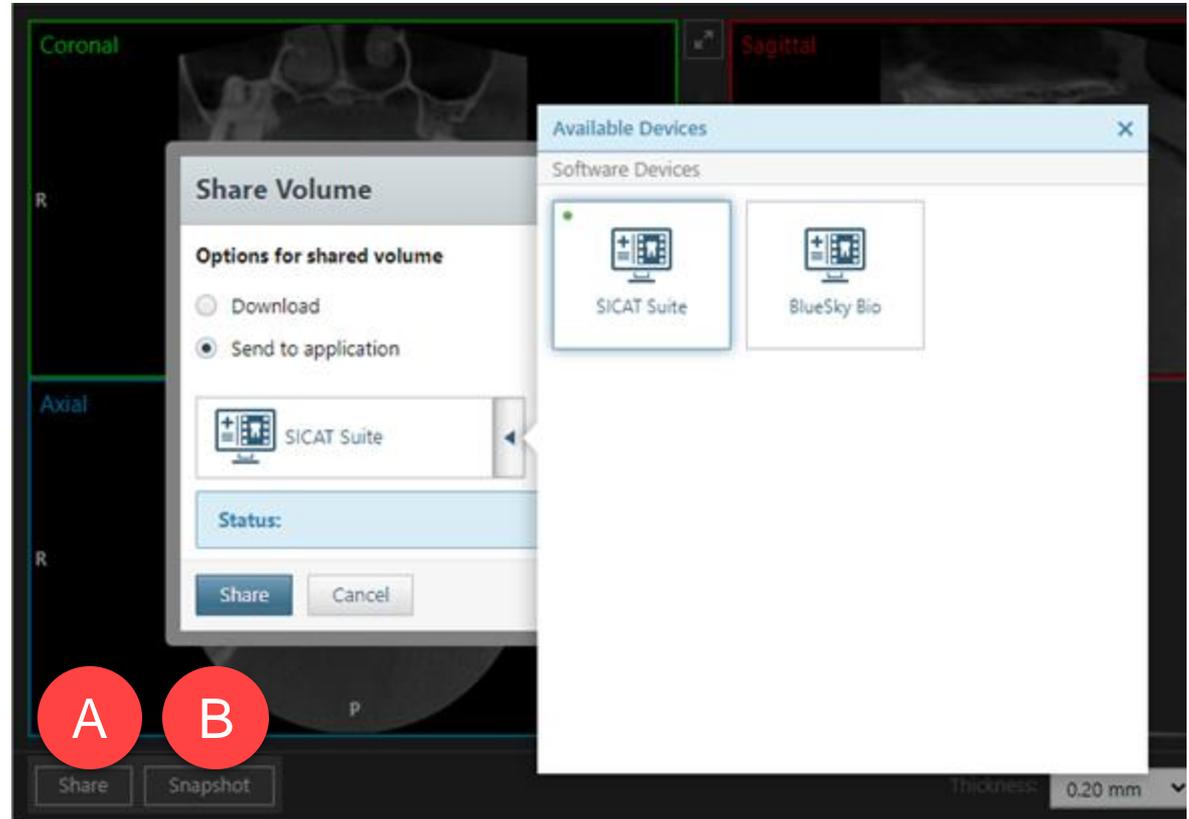
Share Versus Snapshot

Share (A)

- Click **Share** to share an image with a specialist or another provider.
- Sends the 3D volume image.

Snapshot (B)

- Click **Snapshot** to attach an image to a claim or predetermination.
- Saves as a 2D JPEG image file.



Where to Get Help

Videos

- [Dentrix Ascend 3D CBCT Imaging](#)



RECAP: 3 Keys to Succeed in Dentrrix Ascend Imaging



Key 1: Setting Up Your Computer and Imaging Devices

- Set up the Acquisition Agent
- Set up your imaging device
- Assign rights to user roles



Key 2: Understanding the Acquiring Images Workflow

- Select the procedure, acquisition sequence, and device
- Select the billing options
- Click Proceed with Acquisition



Key 3: Solving Common Imaging Problems

- Solve some problems when a patient is in the chair
- Solve others when the patient is not in the chair
- Keep your devices and computer updated



Acquiring 3D Images



Q&A

Contact Support at 855.232.9493, Option 2
or email support@dentrixascend.com

Find valuable information in the
[Dentrix Ascend Resource Center](#)