3 Keys to Succeed in Dentrix Ascend Imaging

Presenter Information

Katie Nielsen

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

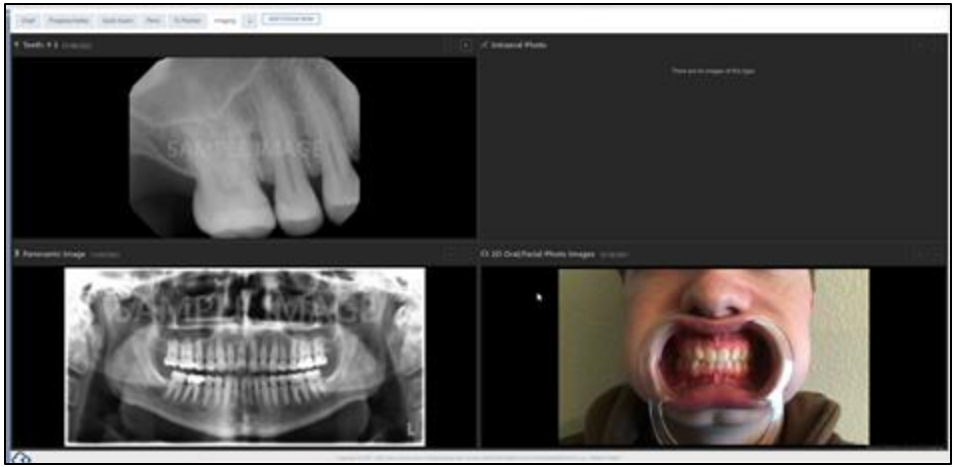
Setting Up Your Computer and Imaging Devices

Getting Started in Dentrix Ascend Imaging

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

To get started, you must:

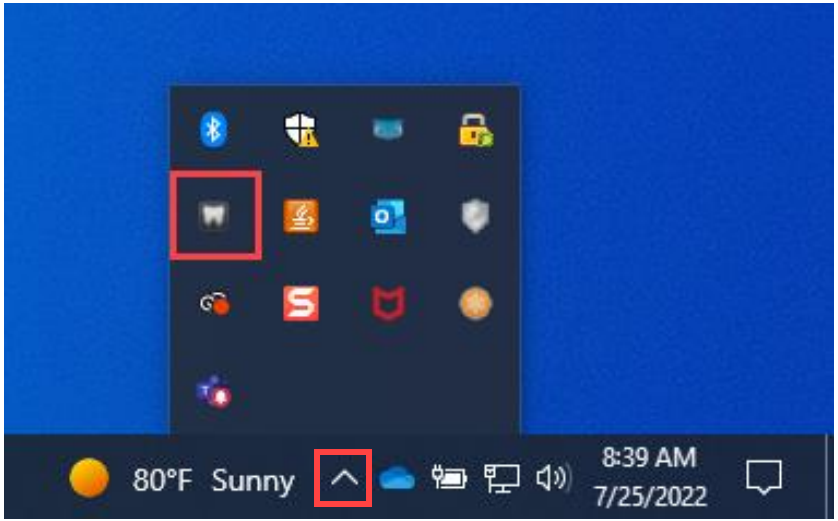
- **Part One**: Set up the acquisition agent
- **Part Two**: Set up your Imaging device drivers
- **Part Three**: Assign rights to user roles in Dentrix Ascend



Part One: Setting up the Acquisition Agent

The Acquisition Agent:

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



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

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 Dentrix Ascend can detect your device:

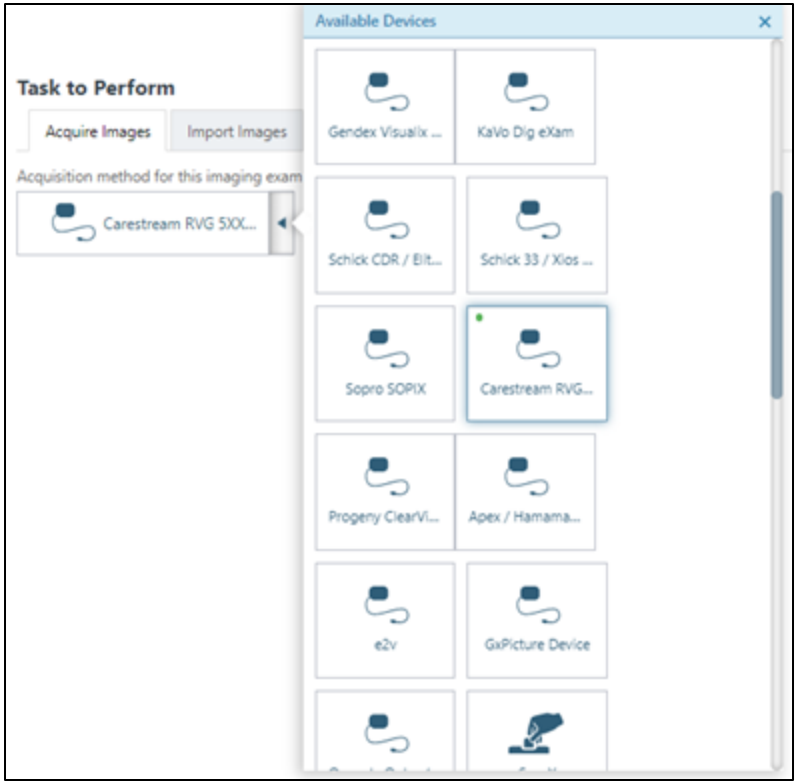
- The imaging device software must be installed on your computer.
- The drivers must be up to date.

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

Detecting your Image Device in Dentrix Ascend

Once the device driver has been installed:

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



Note: Dentrix 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

Click to watch Acquiring Images Demo Video

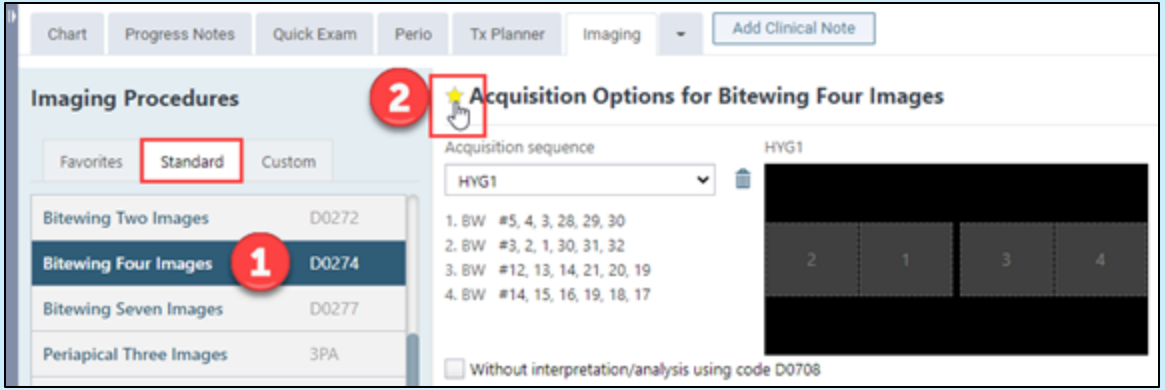
Tip

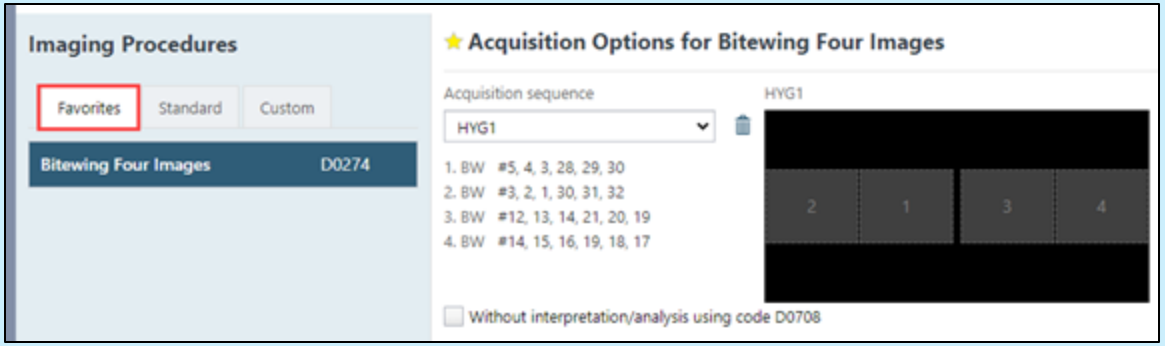
Making a Procedure a Favorite

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.





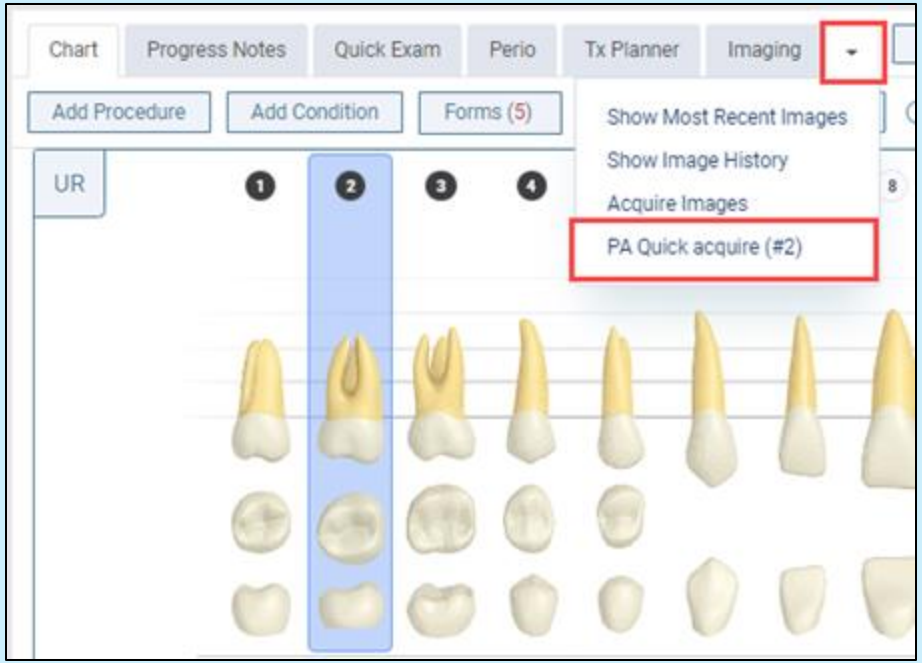
Note: Favorites are location specific.

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).

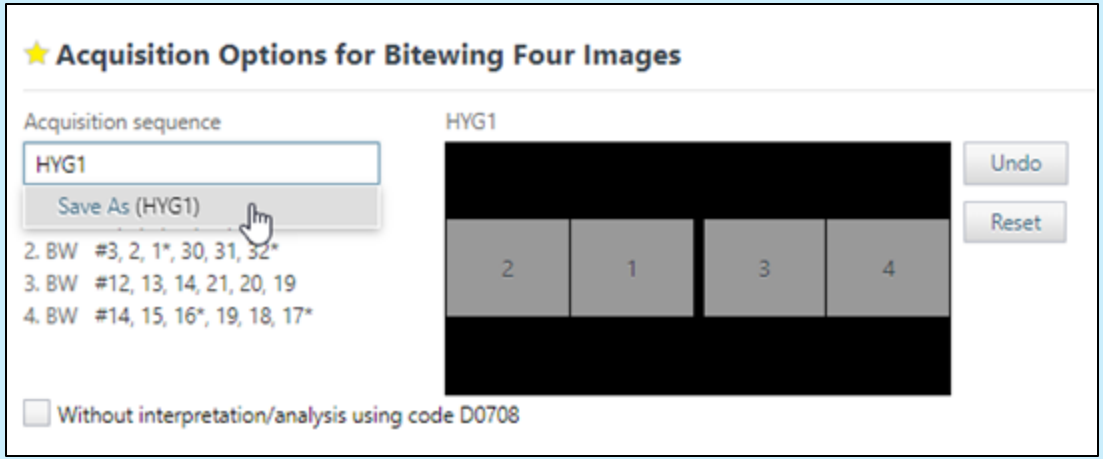


Tip

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.

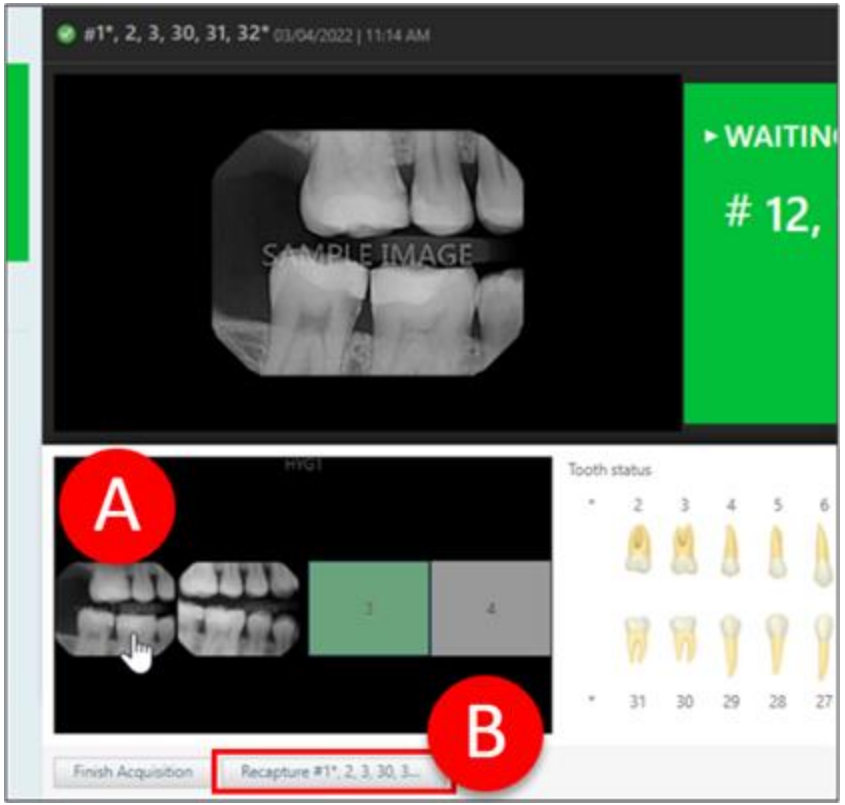


Recapturing Images

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).



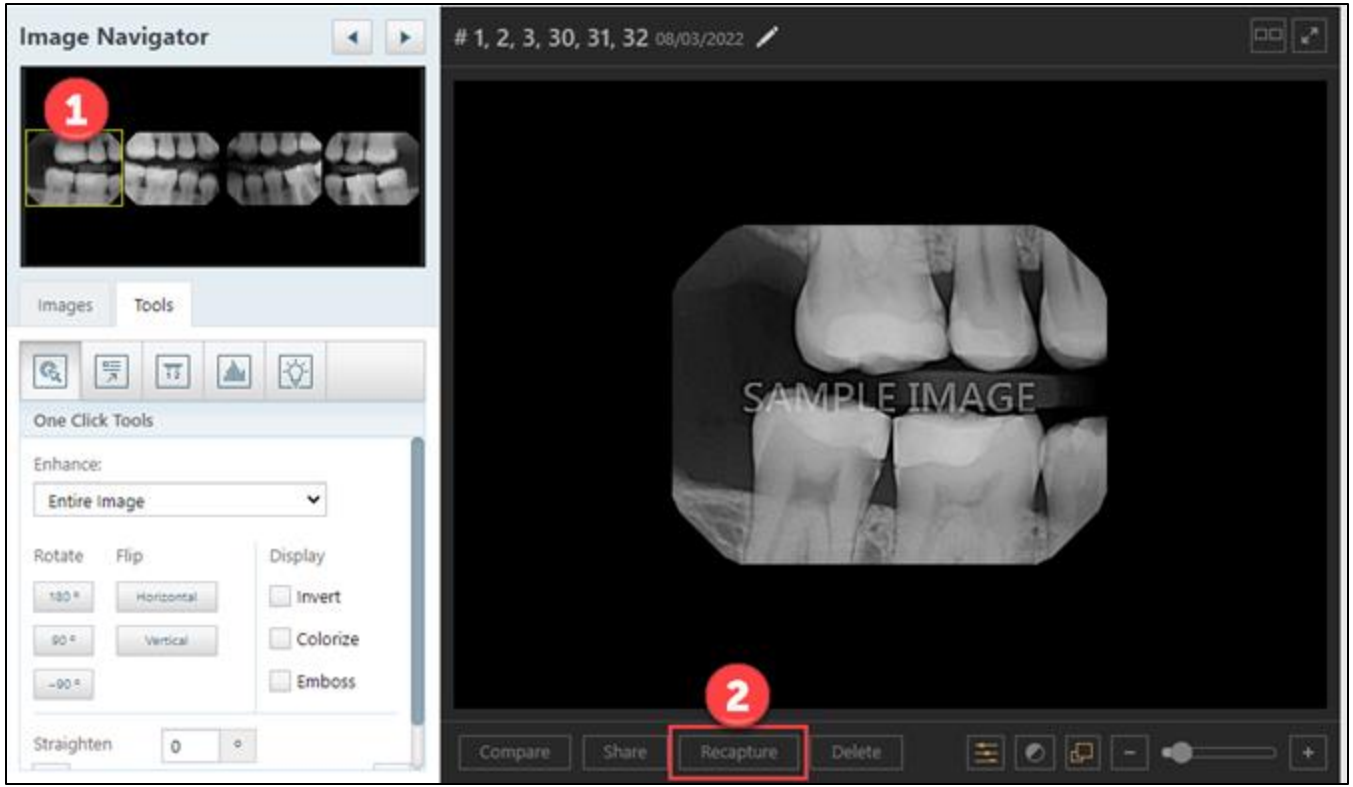
The Select Image window opens.

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

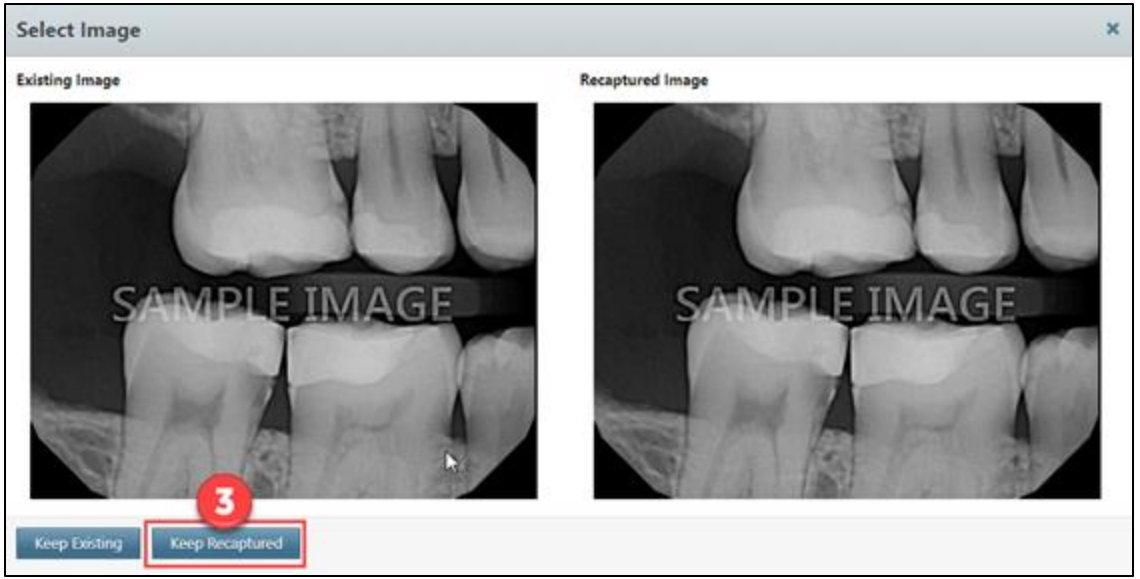
1. Click the image.
2. Click **Recapture**.



The Select Image window opens.

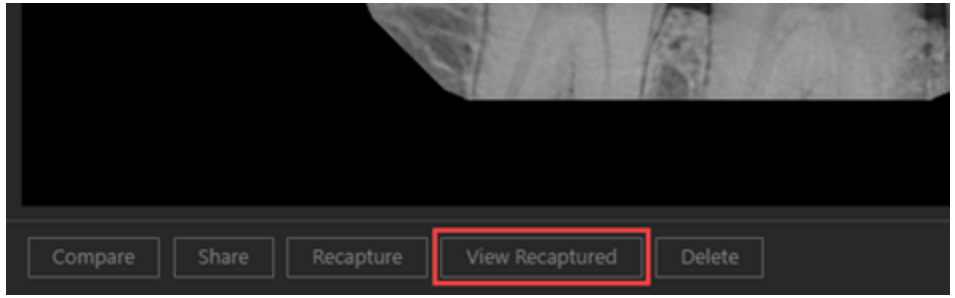
3. Compare the images and then click **Keep Existing** or **Keep Recaptured**.

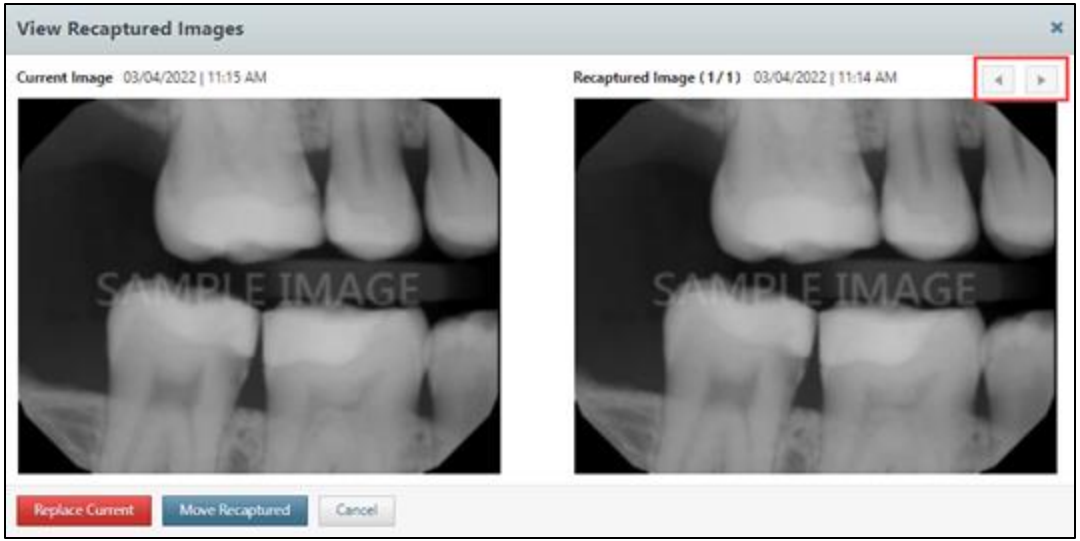
Dentrix Ascend will automatically close the acquisition.



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.

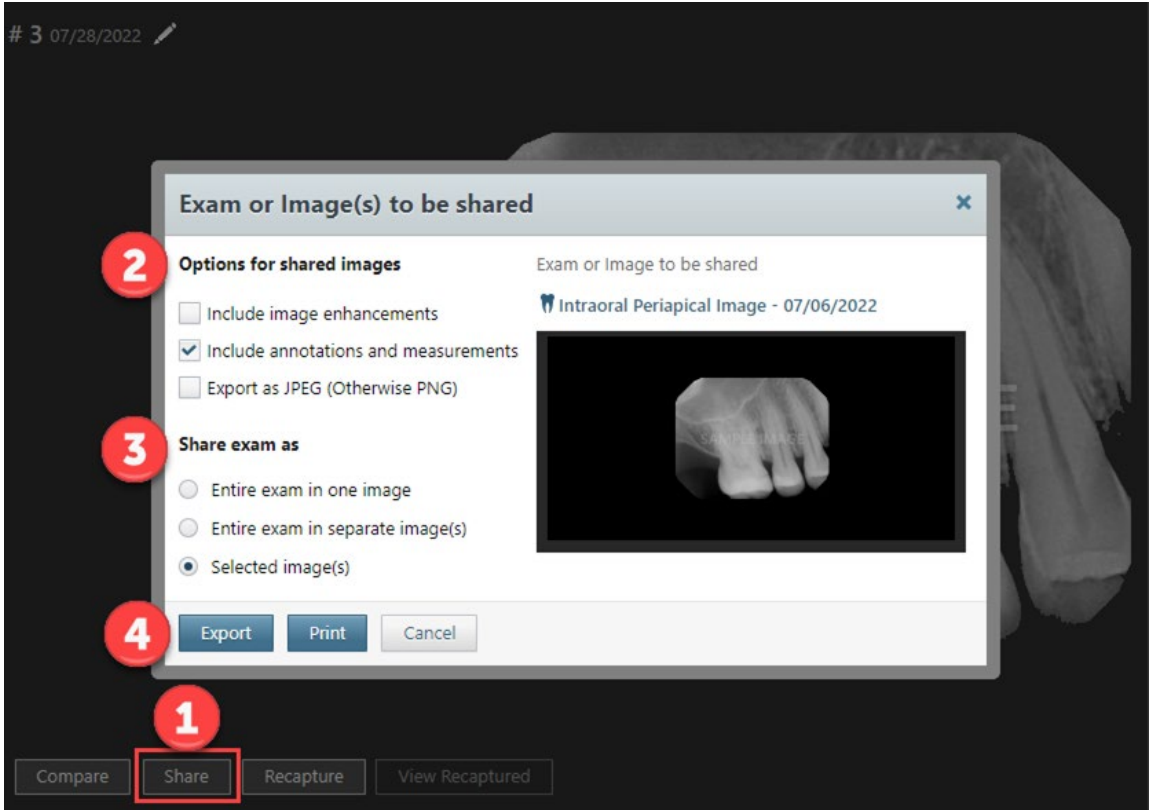
[Click to watch Importing Images Demo Video]

Imaging Tools Demo

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

Sharing a 2D Image

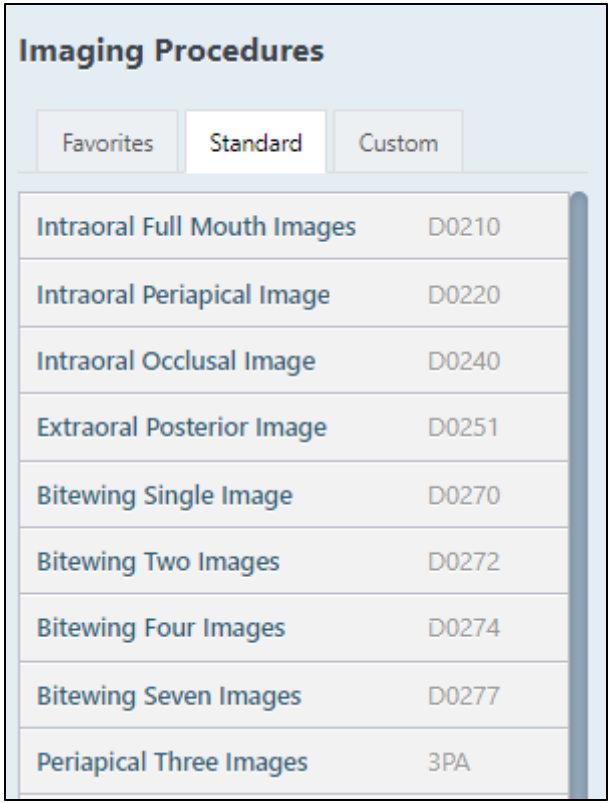
1. Click **Share** to share an image with a specialist or another provider.
2. Select options under **Options for shared images.**
3. Select an image option under **Share exam as**.
4. Click **Export** or **Print**.



Bonus: Creating a Custom Imaging Procedure

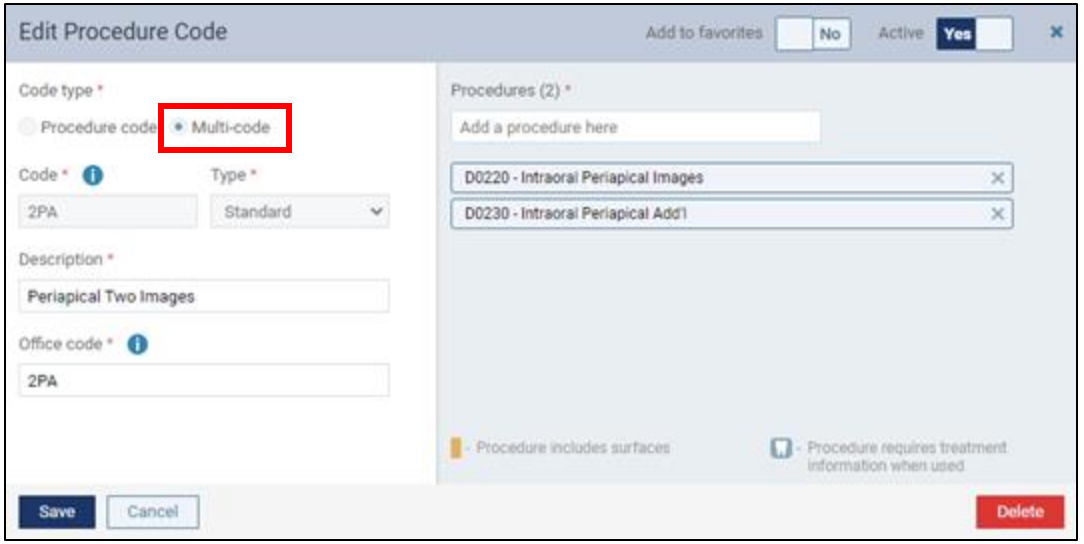
Scenario: You need to take a combination of images, but this type of imaging procedure is not listed on the Standard tab under Imaging procedures.

Solution: You can create a custom imaging procedure.



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

They are also known as multi-codes.



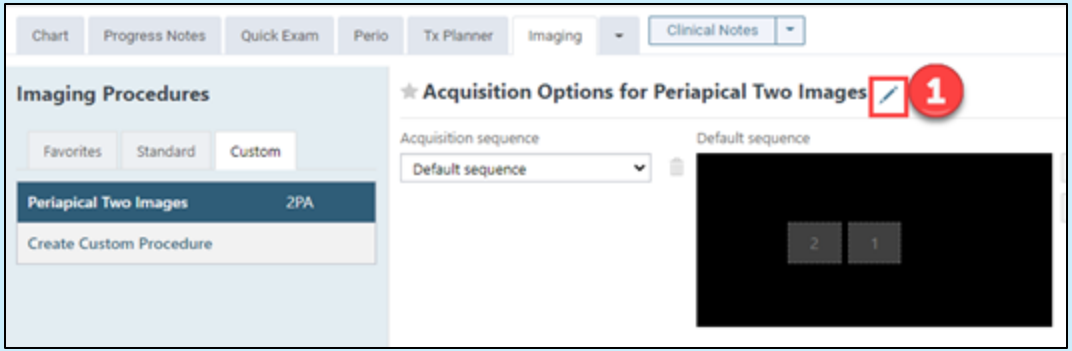
Note: Before you create the imaging template, you must first build a custom multi-code that includes all the codes you will use.

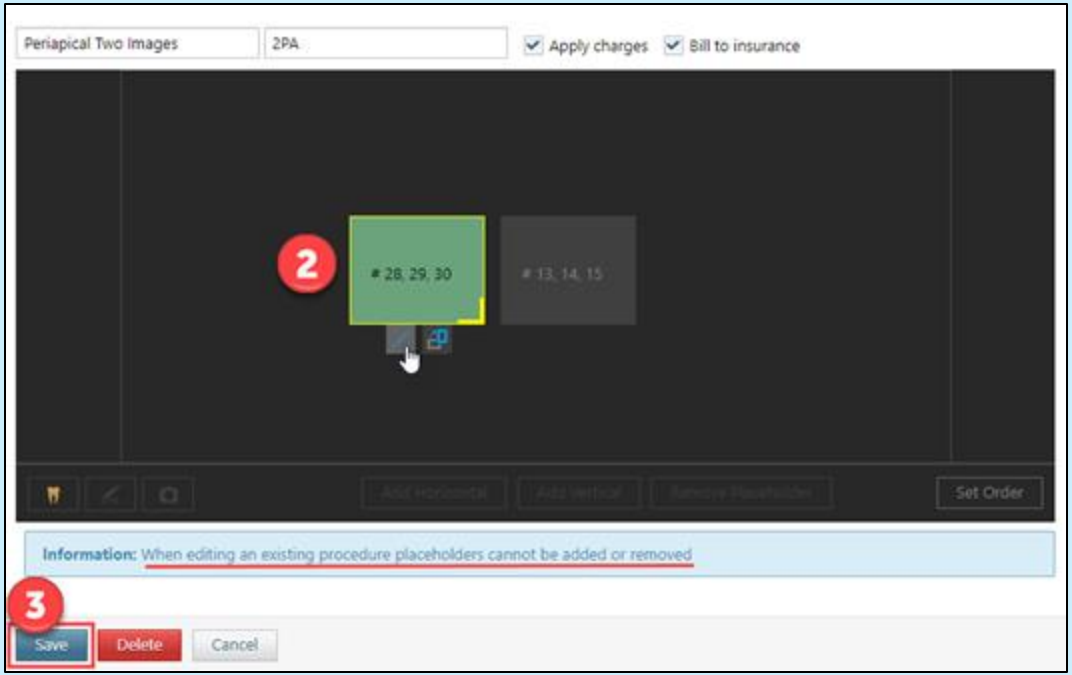
Click to watch Creating Custom Imaging Procedures Demo Video

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**.

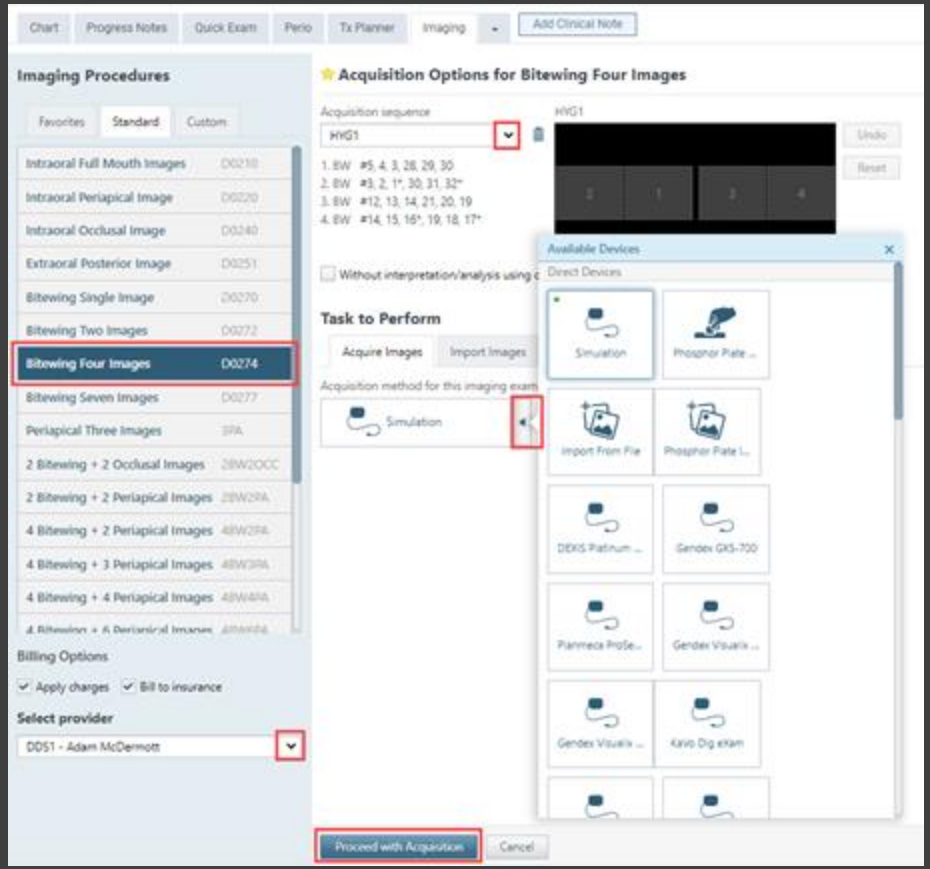




RECAP
Key 2: Understanding the Acquiring Images Workflow

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

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



Where to Get Help

Videos

- Acquiring Images
- Creating a Custom Image Acquisition Sequence

Articles

- Acquiring images
- Adding procedure codes
- Building a Custom Imaging Procedure

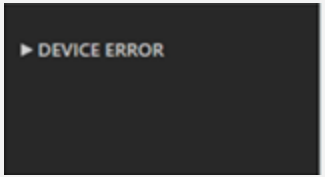
Key 3

Solving Common Imaging Problems

Imaging Problems

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

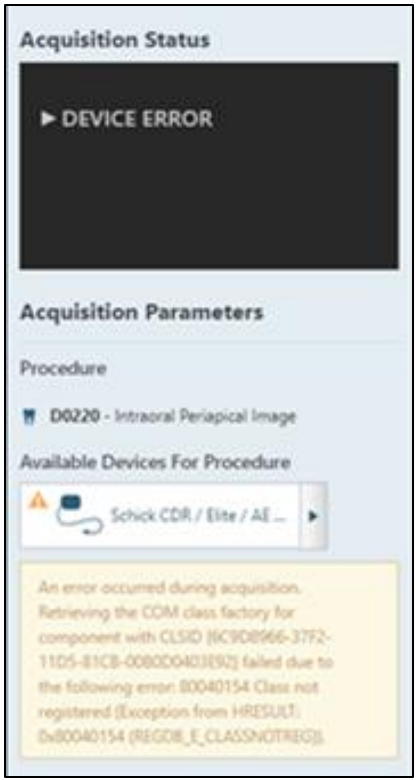
Learn solutions to these common problems.

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

• 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.
	• Call Dentrix Ascend Support.
	• Perform routine updates:
	  ○ 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.

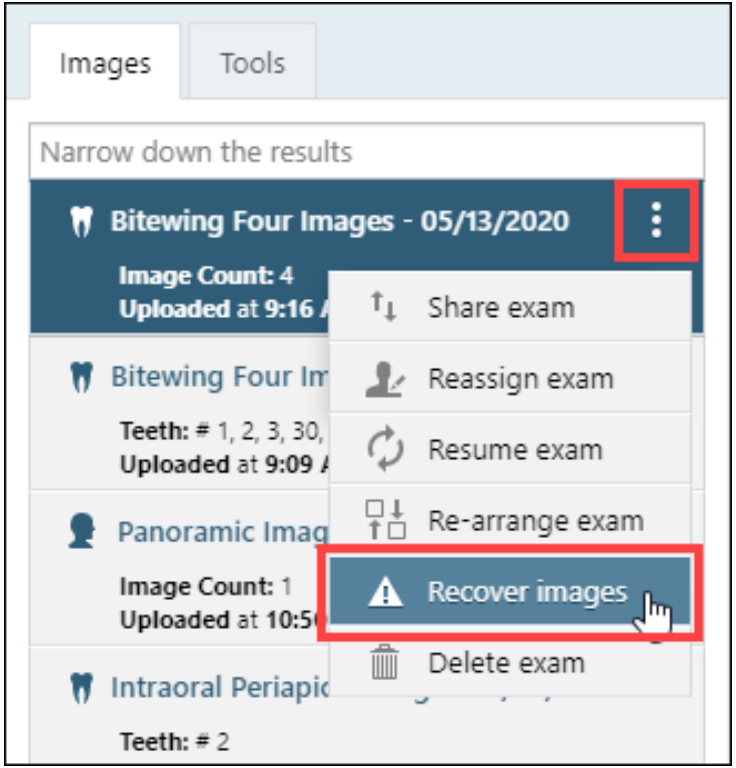
Scenario 1: Internet fails while you're taking images

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.

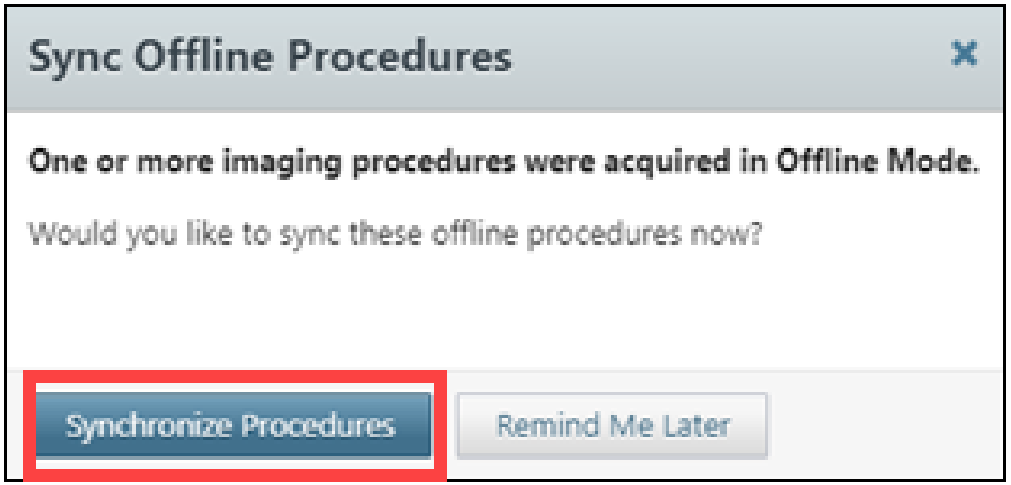


Scenario 2: Internet is down; you need to take images

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.



Click to watch Acquiring Images in Offline Mode Demo Video

Click to watch Synchronizing Offline Images Demo Video

Problem 3: Imaging Mistakes

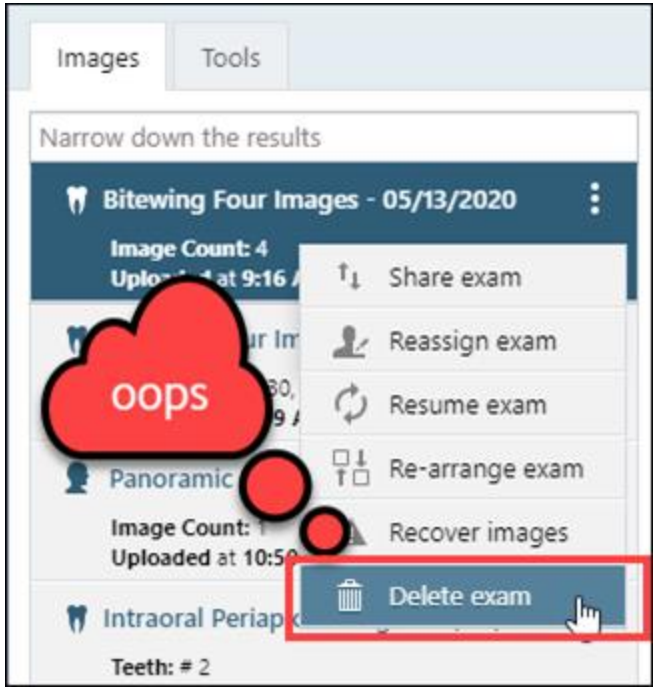
Mistakes happen, such as:

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

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.

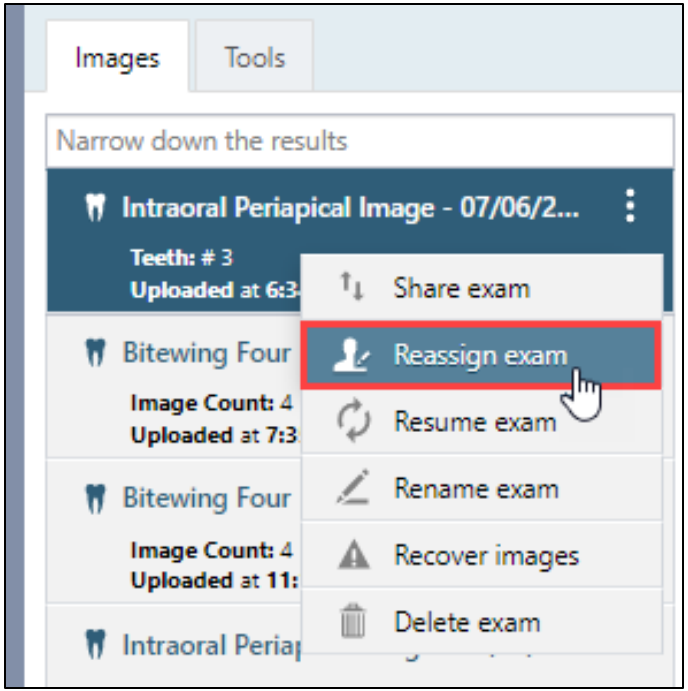


Note: You must provide: Patient name, patient ID#, date the images were taken, and the number of images taken.

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 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

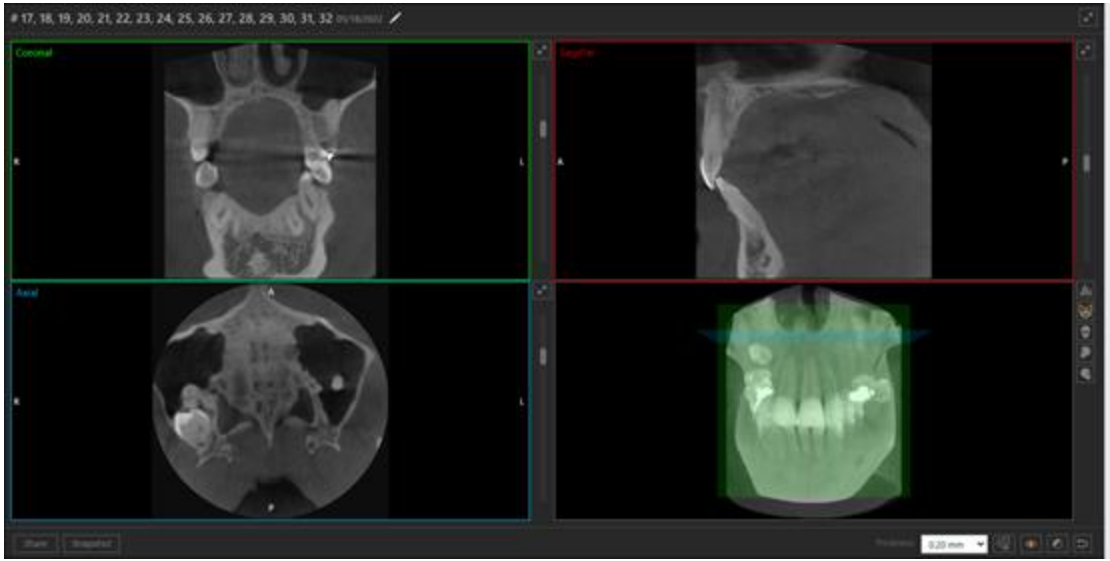
- Creating custom imaging procedures
- Adding multi-codes
- Reassigning images to a different patient
- Recovering Images
- Building a Custom Imaging Template

BONUS

3D CBCT Imaging

3D Cone Beam Computed Tomography (CBCT) Images

- Dentrix 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.

Click to watch Dentrix Ascend 3D CBCT Imaging Demo Video

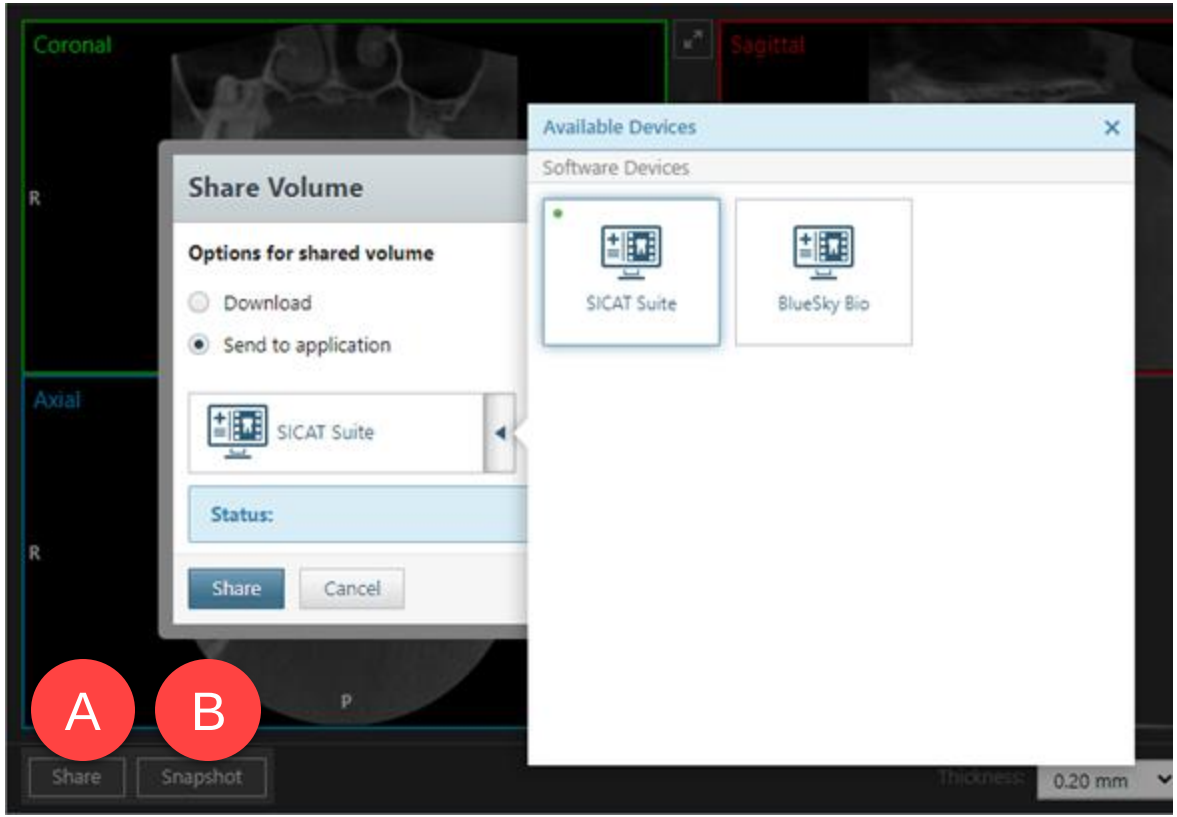
Share Versus Snapshot

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

Acquiring 3D Images

Practice Success

Q&A

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

Find valuable information in the
Dentrix Ascend Resource Center