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The Exchange > Sensei Cloud > SENSEI CLOUD > Sensei Cloud Release 0.1.5545



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11-30-2020 03:17 PM

Sensei Cloud Release 0.1.5545

Sensei Cloud

Weekly Release

Build 0.1.5545 | December 1st, 2020

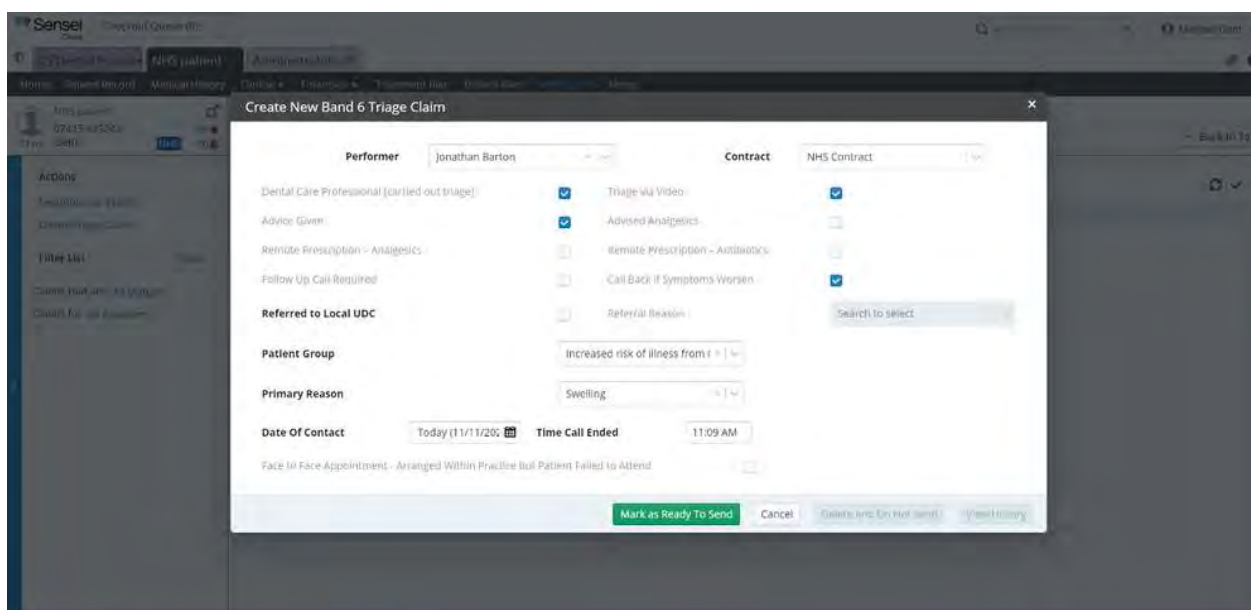
This week's Sensei Cloud updates continue to expand core application functionality and deliver on recent customer requests.

[UK Only] NHS Triage Claims Integration (Band 6)

This week's release includes the implementation of the NHS Triage Claims (band 6) integration. This allows NHS practices to complete triage claims when they have spoken to the patient, but the patient has not attended a face-

to-face appointment. The existing NHS claim screen has been updated with mandatory triage fields to allow the clinician to select the appropriate dental claim fields when a patient does attend a face-to-face appointment.

Triage claims can be created from the patient's NHS Claim Management screen [Patient Tab > NHS Claims], the Hard Tissue Chart [Patient Tab > Clinical > Hard Tissue Chart], or the patient's Treatment Plan [Patient Tab > Treatment Plan]. For patients that have been spoken to, but are not attending a face-to-face appointment, click 'Create Triage Claim' to access the screen for recording the triage claim data. The performer defaults to the patient's preferred dentist, and the associated contract defaults to the performer's preferred contract. You can then select options relevant to the conversation that occurred with the patient. When the triage claim document is complete, click 'Mark as Ready to Send' to queue the claim for transmission. NOTE: The 'Date of Contact' and 'Time Call Ended' default to the current date and time, but can be overridden as needed. NOTE: A 'Delete and Do Not Send' option is available for claims created in error. A 'View History' option is available to view the history of an existing triage claim.



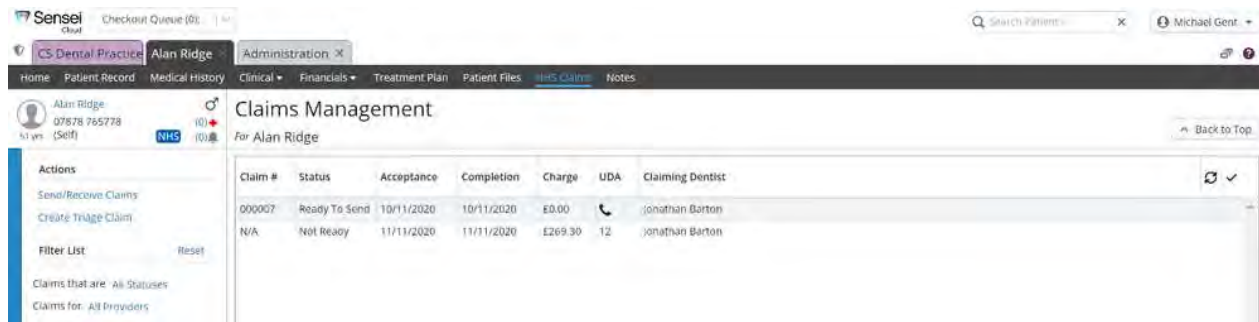
The screenshot shows a web-based form titled "Create New Band 6 Triage Claim" within the Sensei system. The form is set for performer "Jonathan Barton" and contract "NHS Contract". It includes several sections for data entry:

- Options:** "Dental Care Professional (carried out triage)" (checked), "Triage via Video" (checked), "Advised Gown" (checked), "Advised Analgesics" (unchecked), "Remote Prescription - Analgesics" (unchecked), "Remote Prescription - Antibiotics" (unchecked), "Follow Up Call Required" (unchecked), "Call Back if Symptoms Worsen" (checked), "Referred to Local UDC" (unchecked), "Referral Reason" (dropdown menu).
- Patient Group:** "Increased risk of illness from..." (dropdown menu).
- Primary Reason:** "Swelling" (dropdown menu).
- Date of Contact:** "Today (11/11/20)" (calendar icon).
- Time Call Ended:** "11:09 AM" (clock icon).

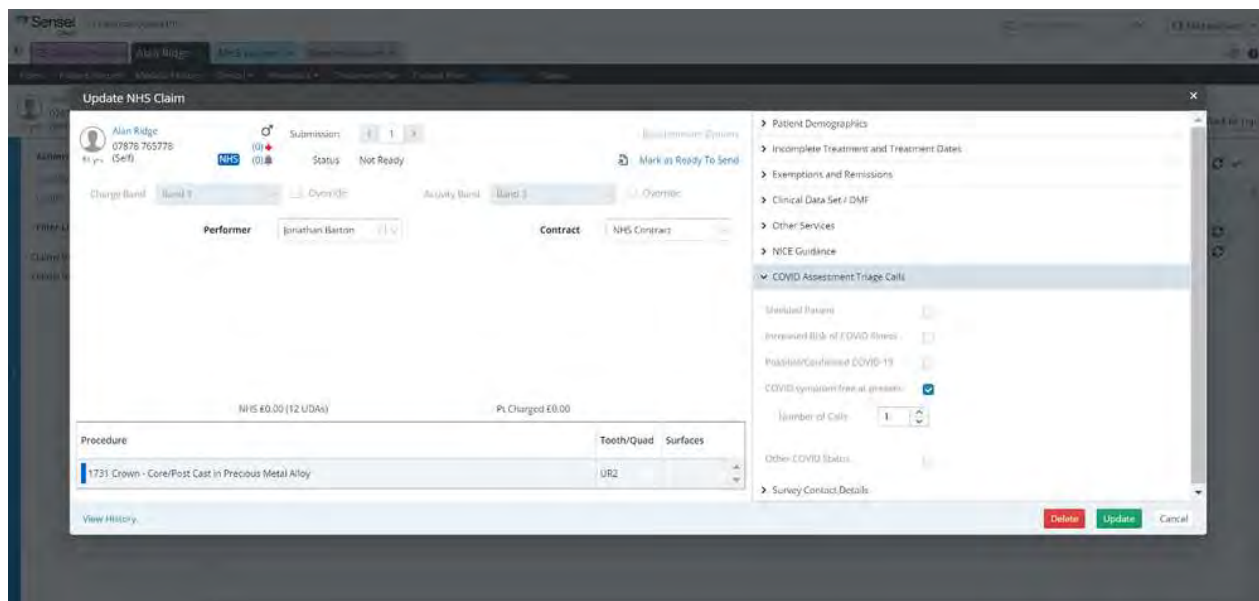
At the bottom of the form, there is a note: "Face to Face Appointment - Arranged Within Practice but Patient Failed to Attend". The form has a "Mark as Ready To Send" button (highlighted in green), a "Cancel" button, a "Delete and Do Not Send" button, and a "View History" button.

Once created, triage claims are displayed in the existing NHS Claims Management screens [Location Tab > NHS Claims > Claims Management or Patient Tab > NHS Claims], where they can be further managed. NOTE: Triage claims can be easily recognized by the 'phone' icon displayed in place of the UDA value. Triage Claims are transmitted in the same way as existing Dental claims by clicking 'Send/Receive Claims' in the side panel of the Claims

management screen and logging in with the provider PIN. A settled or rejected response is returned once the Triage Claim has been processed, and is displayed in the Claims Management list. NOTE: If a claim is rejected, the reason is displayed in the 'Claim History' section.



As it is now mandatory to send triage data with all NHS dental claims, even when a patient attends a face-to-face appointment, these fields are available in the 'Update NHS Claim' screen [Patient Tab > NHS Claims]. Select the appropriate values based on the triage call that may have happened prior to the appointment. NOTE: The dental claim cannot be set as 'Ready to Send' until this Triage Information has been defined.



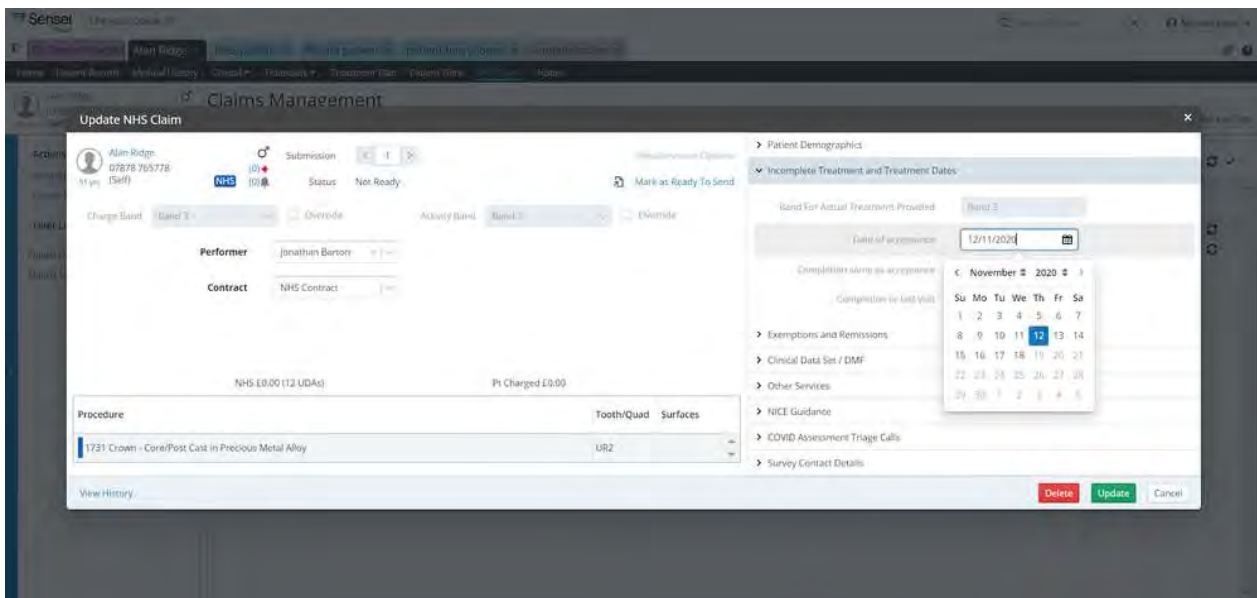
We are pleased to provide triage claim support to our NHS customers. We look forward to your feedback on what additional enhancements can be made to further improve your claim workflows.

[UK Only] Resending NHS Claim

Enhancements

Additional enhancements in this release focus on resending NHS claims and improving the claims administration workflow. For example, you can now create a new submission and resend a claim that has already been sent and/or settled. If you discover a latent issue with a claim that has already been submitted or paid, you can replace the previously submitted claim with a new one containing corrected data. NOTE: Ensure that the claim is marked as 'Not Ready', then click 'Resubmission Options', select the appropriate options, and click 'Create New Submission'. Finally, mark the claim as 'Ready to Send'.

You can also modify some claim information that was previously not editable, as it was defaulted based on the usage context at the time of claim creation. This includes acceptance date, completion date, and performer (from the associated contract). These enhancements should provide users with more flexibility in formulation of the NHS claim prior to submission. NOTE: This data can only be changed when the claim is in a 'not ready' state, which is existing functionality.

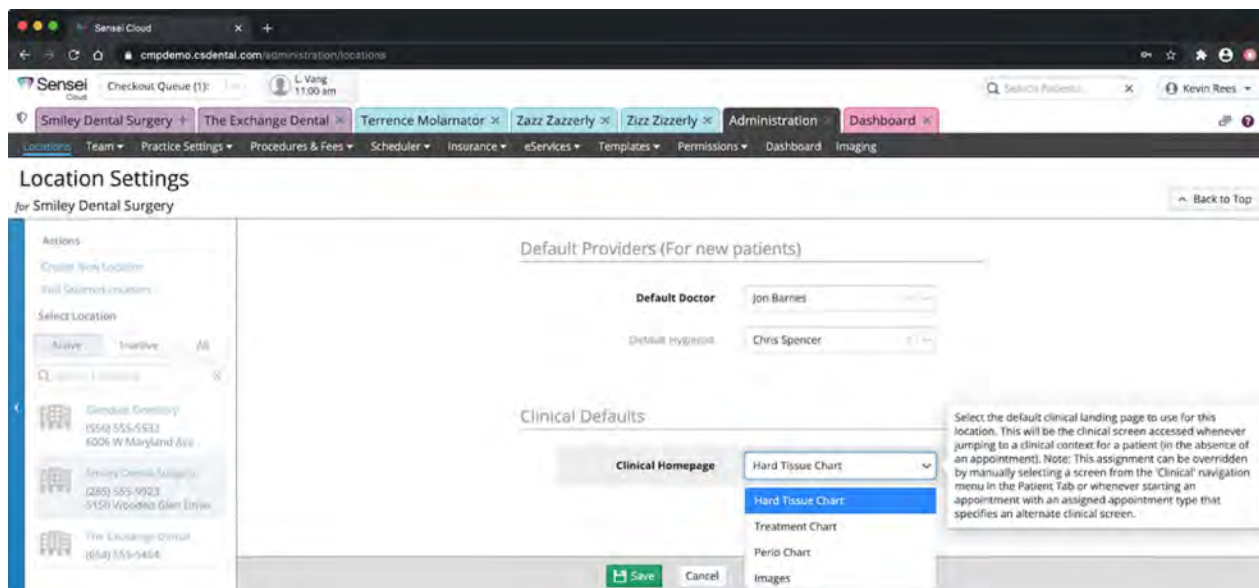


We hope that these enhancements improve your general NHS claim transmission workflows. We look forward to hearing what works well for our NHS customers and what additional enhancement might be needed.

Setting a Default Clinical Homepage

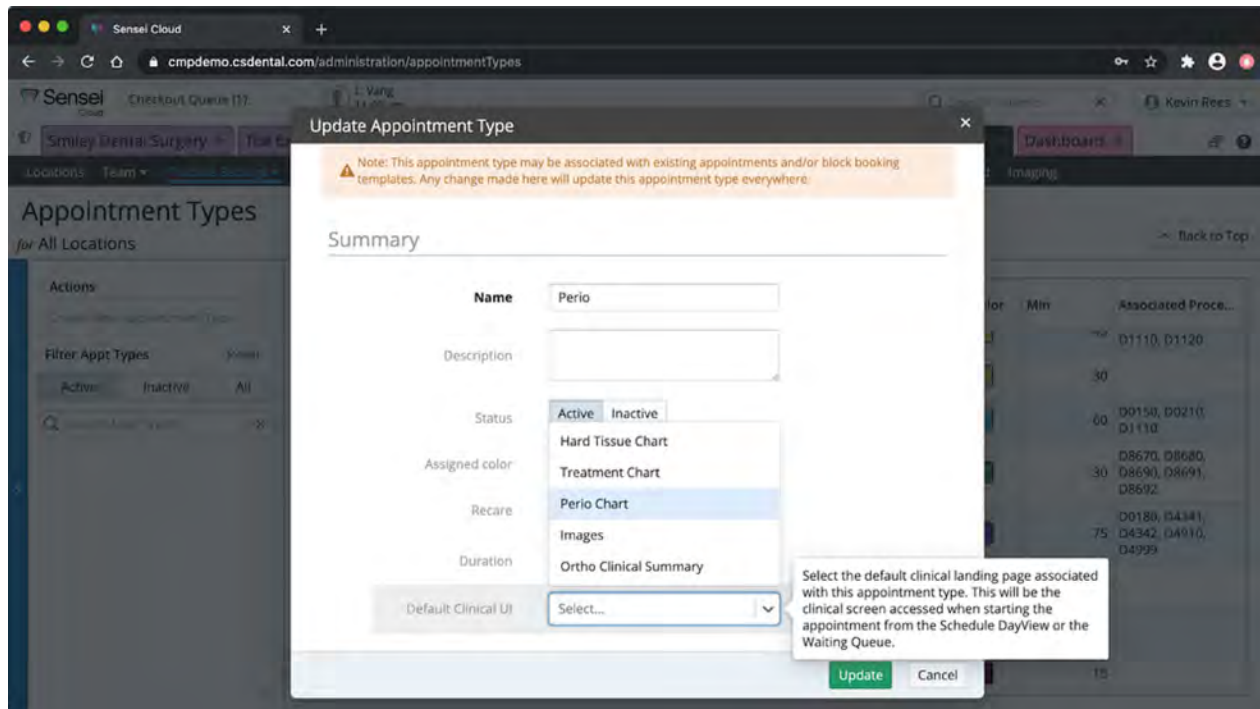
In response to customer feedback, you can now specify a default clinical homepage for each location in your practice. For even more specificity, you can also assign a default clinical context to use when starting an appointment, based on its associated appointment type. These enhancements have been designed to add navigational efficiency to clinical workflows, especially for multi-specialty, multi-location practices.

The location record includes a 'Clinical Defaults' section, where you can specify its 'Clinical Homepage' [Administration Tab > Locations]. This new setting determines the landing page used when accessing a patient's clinical information. For example, an orthodontic practice might set the clinical default to 'Orthodontic Clinical Summary' so that screen is displayed when a user clicks 'View Clinical' from the Patient Snapshot or the Patient Home page. NOTE: You can still access all available clinical UIs from the Patient Tab > Clinical menu.



To provide even more flexibility, you can associate a default clinical context with appointment types [Administration Tab > Practice Settings > Appointment Types], creating a specific landing page when starting an appointment. Once set, whenever the appointment type is associated with a patient appointment, users are automatically navigated to the associated clinical context whenever starting the appointment (e.g., via the Waiting Queue or via the appointment in the Schedule Day/View). NOTE: This overrides the general location setting,

enabling more specific navigation based on clinical context-driven purposes (e.g., navigating to the Perio Chart by default for scaling and root planing appointments).



We hope these enhancements provide some additional efficiencies when executing clinical tasks in Sensei Cloud. We look forward to your feedback on what else can be done in support of your clinical workflows.

Optimizations and Fixes

The following fixes and optimizations have been added to Sensei Cloud this week.

1. Resolved an issue in which Connected Patients are not always unlinked when a shared responsible party is removed from a Patient Record.

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kmccall

CS Dental Employee



12-02-2020 05:35 PM

For more information, see [How to Set a Default Clinical Homepage](#), [How to Update an NHS Claim](#), and [How to Use the NHS Triage Claims Integration \(Band 6\)](#).

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