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04-13-2021 08:46 PM

Sensei Cloud Release 0.1.6024

Sensei Cloud

Weekly Release

Build 0.1.6024 | April 14th, 2021

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

[ORTHO] Recurring Payments

In response to customer feedback, (automatic) recurring payments can be configured as part of an orthodontic contract. This enables orthodontic practices, which also subscribe to Carestream Dental's ePayments service, to automatically post card-based electronic payments to patient ledgers based on a contract's established schedule.

You can set up recurring payments when editing an orthodontic contract [Patient Tab > Financials > Contracts]. Click 'Add Automatic Payments' to display the payment schedule information, then click 'Add Automatic Payment Method' to collect the payment form information (e.g., credit card information). Specify the device (card swiper) to use for collecting the payment method, the merchant account to credit with the collected funds, and the transaction method used to capture the card information. NOTE: You can use the card device to capture the card details directly (e.g., when patient and card are in office) or enter the card details manually (e.g., when handling remotely).

The screenshot shows the Sensei Cloud interface for editing a contract for Frank Beltran. The browser address bar shows the URL: phx4-dpms-app-demo.azurewebsites.net/patient/financials-orthoContracts/7362ec11-2d96-eb11-85aa-501ac53c1198. The application header includes 'Sensei Cloud', 'Checkout Queue (0)', and a search bar for patients. The main navigation bar has tabs for Home, Patient Record, Medical History, Insurance, Clinical, Financials (selected), Treatment Plan, Correspondence, Patient Files, and Notes. The patient profile for Frank Beltran (52 yrs, (530) 555-6464) is visible on the left. The 'Contracts' section for Frank Beltran shows a description of '8090 Comprehensive Ortho Tx', a net amount of \$3,816.00, and a proposed start date of 04/13/2021. The 'Bill Day' is set to '5th', and the payment amount is '\$159' out of '\$3,816'. The '# of Charges' is set to '24'. Below this are sections for 'Automatic Payments' with an 'Add Automatic Payments' button, and 'Proposed Payment Schedule' with a 'Guarantor' field set to 'Frank Beltran'. At the bottom are 'Save Contract' and 'Cancel' buttons.

Sensei Cloud
 phx4-dpms-app-demo.azurewebsites.net/patient/financials-orthoContracts/7362ec11-2d98-eb11-85aa-501ac53c1198
 Checkout Queue (0): Search Patients Kevin Moloney
 ePaymentsDemo Frank Beltran
 Home Patient Record Medical History Insurance Clinical Financials Treatment Plan Correspondence Patient Files Notes

Frank Beltran (530) 555-6464 (Self) 52 yrs (Self)

Contracts for Frank Beltran

Description	8090 Comprehensive Ortho Tx - ...	Last Charge	N/A
Net Amount	\$3,816.00	Next Due	N/A
Proposed Start Date	04/13/2021		

of Charges: 24

Automatic Payments

Add Automatic Payments

CardHolder	N/A	Payment Method	Add Automatic Payment Method
Payment Frequency	Monthly	Payment Amount	\$159.00
Payment Day	5th	Final Payment Am...	\$159.00
Payment Start Date	05/05/2021	# of payments	24

Save Contract Cancel

Sensei Cloud
 phx4-dpms-app-demo.azurewebsites.net/patient/financials-orthoContracts/7362ec11-2d98-eb11-85aa-501ac53c1198
 Checkout Queue (0): Search Patients Kevin Moloney
 ePaymentsDemo Frank Beltran

Add Automatic Payment Method

Collect the payment form information to be used for this contract's Automatic Payments.

Patient Name	Frank Beltran
Responsible Party Name	(Self)
Payment Amount	\$159.00
Location	ePaymentsDemo
Use Card Device	Front Desk (ePaymentsDemo)
Credit To Merchant	QATEST
Transaction Method	Insert / Tap / Swipe Card

Manually Enter Card Details

Submit Cancel

Waiting for Card Response

Please follow the instructions on the Card Reader.
 This message will close once the transaction has been completed.

CardHolder N/A Payment Method Add

Following capture and storage of the payment form, the Contracts screen updates and securely displays the masked card details. Once the contract is saved, this card will be used to automatically pay for recurring contract charges. Simply put, whenever a contract charge is posted to the Patient Ledger (based on the contract's schedule), a corresponding electronic payment is automatically posted using the contract's stored payment form (e.g., card). These recurring payments continue automatically, per the contract's schedule, until the contract's term is complete, the card is removed from the contract, or the contract is otherwise closed. NOTE: You can add or update a payment method to the contract at any time. The currently stored payment method (e.g., credit card) will be automatically billed when the contract's next scheduled charge posts to the patient ledger.

The screenshot shows the 'Contracts' page for Frank Beltran in the Sensei Cloud application. The page is divided into several sections:

- Header:** Includes the Sensei Cloud logo, a search bar for patients, and the user name 'Kevin Moloney'.
- Navigation:** A menu bar with options: Home, Patient Record, Medical History, Insurance, Clinical, Financials (selected), Treatment Plan, Correspondence, Patient Files, and Notes.
- Patient Profile:** Displays 'Frank Beltran' with contact information: (530) 555-6464 (Self), 52 yrs, and a male gender icon.
- Contracts Summary:** A table showing contract details for Frank Beltran:

Description	8090 Comprehensive Ortho Tx...	Last Charge	\$159.00 on 04/05/2021
Net Amount	\$3,816.00	Next Due	\$159.00 on 05/05/2021
Start Date	10/05/2020		
- Automatic Payments:** A section titled 'Automatic Payments' with a sub-section 'Add Automatic Payments:'. It displays the following details:

CardHolder	Frank Beltran	Payment Method	MC *6506 exp 11/25
Payment Frequency	Monthly	Payment Amount	\$159.00
Payment Day	5th	Final Payment Am...	\$159.00
Payment Start Date	11/05/2020	# of payments	24
- Payment History and Schedule:** A section with a table for 'Payment History and Schedule'. The 'Guarantor' is listed as 'Frank Beltran'.
- Footer:** Includes a green 'Save Contract' button and a 'Cancel' button.

Ledger
for Frank Beltran

Current Balance	Contract Balance	Total Balance	0-30 Days	31-60 Days	61-90 Days	91+ Days	Insurance Due (inc. write-offs)	Patient Due
\$0.00	\$2,862.00	\$2,862.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$2,862.00

Paid in Full

Trans Da...	Svc Date	Code	Description	Amount	Current	Total
04/05/2021	04/05/2021	Auto Pmt	Payment Auto Pmt - ePay - MasterCard 54*****6506	-\$159.00	\$0.00	\$2,862.00
04/05/2021	04/05/2021	Contract Charge	8090 Comprehensive Ortho Tx - Adult - Clear	\$0.00	\$159.00	\$3,021.00
03/05/2021	03/05/2021	Auto Pmt	Payment Auto Pmt - ePay - MasterCard 54*****6506	-\$159.00	\$0.00	\$3,021.00
03/05/2021	03/05/2021	Contract Charge	8090 Comprehensive Ortho Tx - Adult - Clear	\$0.00	\$159.00	\$3,180.00
02/05/2021	02/05/2021	Auto Pmt	Payment Auto Pmt - ePay - MasterCard 54*****6506	-\$159.00	\$0.00	\$3,180.00
02/05/2021	02/05/2021	Contract Charge	8090 Comprehensive Ortho Tx - Adult - Clear	\$0.00	\$159.00	\$3,339.00
01/05/2021	01/05/2021	Auto Pmt	Payment Auto Pmt - ePay - MasterCard 54*****6506	-\$159.00	\$0.00	\$3,339.00
01/05/2021	01/05/2021	Contract Charge	8090 Comprehensive Ortho Tx - Adult - Clear	\$0.00	\$159.00	\$3,498.00

The new 'Failed Payment Transactions' worklist helps you monitor and manage any electronic payment transactions that happen to fail [Location Tab > To Do > Failed Payment Transactions]. This screen displays the list of ePayment transactions that failed for various reasons, often including relevant transaction details to help diagnose the problem (and likely resolution). From this worklist, you can quickly retry the electronic payment using the same payment form or even update the payment form stored for a contract's recurring payments, as appropriate. NOTE: The Failed Payment Transactions worklist displays all failed ePayment transactions, whether associated with a one-off electronic payment or with a scheduled, recurring contract payment.

Sensei Cloud
 phx4-dpms-app-demo.azurewebsites.net/patient/financials/565e519b-5b9c-eb11-85aa-501ac53c1198
 Search Patients
 Kevin Moloney

Checkout Queue (0):
 ePaymentsDemo Frank Beltran Sharon Laythorpe

Home Patient Record Medical History Insurance Clinical Financials Treatment Plan Correspondence Patient Files Notes

Sharon Laythorpe (530) 555-1212 58 yrs (Self)

Ledger for Sharon Laythorpe

Last Payment: N/A
 Last Statement: N/A
 Next Appointment: Not Scheduled

Current Balance	Contract Balance	Total Balance	0-30 Days	31-60 Days	61-90 Days	91+ Days	Insurance Due (inc. write-offs)	Patient Due
\$114.59	\$2,062.46	\$2,177.05	\$114.59	\$0.00	\$0.00	\$0.00	\$0.00	\$2,177.05

Balance Exists

Trans Date	Svc Date	Code	Description	Amount	Current	Total
12/13/2020	12/13/2020	Contract Charge	Initial TX for Sharon	\$0.00		
11/13/2020	11/13/2020	Contract Charge	Initial TX for Sharon	\$0.00		
02/13/2021	02/13/2021	Auto Pmt	Payment Auto Pmt - Declined - Do Not Honor Amex 37*****1004 0118	\$0.00		
01/13/2021	01/13/2021	Auto Pmt	Payment Auto Pmt - Declined - Do Not Honor Amex 37*****1004 0118	\$0.00		
04/13/2021	04/13/2021	Auto Pmt	Payment Auto Pmt - ePay - Amex 37*****1004 0118	-\$114.59		
04/13/2021	04/13/2021	Auto Pmt	Payment Auto Pmt - ePay - Amex 37*****1004 0118	-\$114.59		
03/13/2021	03/13/2021	Auto Pmt	Payment Auto Pmt - ePay - Amex 37*****1004 0118	-\$114.59		
12/13/2020	12/13/2020	Auto Pmt	Payment Auto Pmt - ePay - Amex 37*****1004 0118	-\$114.59		
11/13/2020	11/13/2020	Auto Pmt	Payment Auto Pmt - ePay - Amex 37*****1004 0118	-\$114.59		

Actions: New Charge, New Payment, Post Completed Work (0), Adjust Balance, Create New Claim (No Payer Setup), Print Billing Statement, Print Account History, Filter Transactions, Hide Correction Transactions, Trans of Type: All Types, Search Transactions

Sensei Cloud
 phx4-dpms-app-demo.azurewebsites.net/patient/financials/565e519b-5b9c-eb11-85aa-501ac53c1198
 Search Patients
 Kevin Moloney

Checkout Queue (0):
 ePaymentsDemo Frank Beltran Sharon Laythorpe

Home Patient Record Medical History Insurance Clinical Financials Treatment Plan Correspondence Patient Files Notes

Sharon Laythorpe (530) 555-1212 58 yrs (Self)

Ledger for Sharon Laythorpe

Last Payment: N/A
 Last Statement: N/A
 Next Appointment: Not Scheduled

Current Balance	Contract Balance	Total Balance	0-30 Days	31-60 Days	61-90 Days	91+ Days	Insurance Due (inc. write-offs)	Patient Due
\$114.59	\$2,062.46	\$2,177.05	\$114.59	\$0.00	\$0.00	\$0.00	\$0.00	\$2,177.05

Transaction Details

Patient Name: Sharon Laythorpe
 Transaction Time: 2021-04-13T14:09:45.643Z
 Transaction ID: ec94cbe0-619c-eb11-85aa-501ac5...
 Authorization Code: [Redacted]
 Trans. Type: PaymentPlanCC
 Cardholder Name: LARRY BARBA
 Card Number: *****1004 exp. 0118
 Card Type: Amex
 Amount: \$114.59

Adjust This Payment: [No] [Yes]

Amount: \$0.00
 Already Applied: \$0.00
 To be Applied: -\$0.00

Done

The screenshot displays the 'Failed Payment Transactions' report in the Sensei Cloud interface. The report is filtered by 'All Patients, All Dates' and shows 6 failed payments with a total value of \$997.36. The table below lists the failed payments:

Trans Date	Patient Name	Payment Method	Transaction Type	Amount
04/13/2021	Mark Poole	Declined - Do Not Honor Amex 37*****1004 0118	Auto Pmt	\$74.31
04/13/2021	Fred Jarvis	Declined - Do Not Honor MasterCard 54*****6506 1120	Credit Card	\$135.00
04/13/2021	John Smith	Declined - Do Not Honor Amex 37*****1004 0118	Credit Card	\$550.00
01/13/2021	Sharon Laythorpe	Declined - Do Not Honor Amex 37*****1004 0118	Auto Pmt	\$114.59
<p>Sharon Laythorpe (530) 555-1212, 58 yrs (Self)</p> <p>Contract Name: Initial TX for Sharon Contract Total: \$2,750.00 Comment: 04/2021 Contract Payment 3 of 24</p> <p>Cardholder: Sharon Laythorpe Method: AMEX *1004 exp 01/18 Amount: \$114.59</p> <p>Buttons: Run Payment Again, Update Automatic Payment Method, Remove From List</p>				
12/13/2020	Greg Hall	Declined - Do Not Honor Amex 37*****1004 0118	Auto Pmt	\$111.46

Lastly, the new 'Scheduled Automatic Payments' report enables you to review contract-based revenue for a month-long window of time, including the current month \pm 3 months [Location Tab > Financial > Auto Payments]. This cursory report provides a list of the month's scheduled recurring payments as well as some simple statistics on the month's contract-based charges and payments. The remaining balance of active contracts (at the end of the month) is also provided, allowing you project fluctuations in revenue based on existing contract closings and new contract starts. NOTE: This report only includes contracts for which recurring payments have been configured. The 'Contracts' report provides an overview of all practice contracts [Location Tab > Financial > Contracts].

Sensei Cloud Checkout Queue (0): Search Payments Kevin Moloney

ePaymentsDemo Frank Beltran Sharon Laythorpe

Home Schedule Financial Claims eServices To Do

ePaymentsDemo (530) 555-1212 1234 Main Street

Filter List Reset

Associated with All Providers

Payment made This Month

Scheduled Automatic Payments

Filtered by All Providers, This Month [Back to Top](#)

Active Contracts in Apr 2021	To be Charged in Apr 2021	# Payments for Apr 2021	To be Paid in Apr 2021	Contract Bal at end of Apr 2021
10	\$1,468.65	10	\$1,130.41	\$30,470.95

Due Da...	Patient	Guarantor	Remaini...	Payment #	Cardholder	Payment Met...	Amount
04/05/2021	Shane Deeds	Shane Deeds	\$3,576.00	04/2021 Contract Payment 3 of 36	Shane Deeds	MasterCard 54*****1120	\$99.34
04/05/2021	Jake Hughes	Jake Hughes	\$3,576.00	04/2021 Contract Payment 3 of 36	Jake Hughes	Amex 37*****0118	\$99.34
04/05/2021	John Smith	John Smith	\$3,576.00	04/2021 Contract Payment 3 of 36	John Smith	MasterCard 54*****1120	\$99.34
04/05/2021	Kathy Post	Kathy Post	\$3,576.00	04/2021 Contract Payment 3 of 36	Kathy Post	Amex 37*****0118	\$99.34
04/05/2021	Frank Beltran	Frank Beltran	\$3,816.00	04/2021 Contract Payment 6 of 24	Frank Beltran	MasterCard 54*****1125	\$159.00
				04/2021	Amex		

These enhancements should greatly improve the efficiency of administering orthodontic contracts, easing the overhead with collecting scheduled (e.g., monthly) payments. We look forward to your feedback on what works well and what additional enhancements can be made to improve your financial workflows.

Enhancements to the Treatment Chart UI

An initial round of enhancements to the Treatment Chart UI has been implemented [Patient Tab > Clinical > Treatment Chart], which now displays the synchronized history of clinical events from the patient's Hard Tissue Chart [Patient Tab > Clinical > Hard Tissue Chart]. Previously, the Treatment Chart was limited to the administration of scheduled appointments. With this release, the Treatment Chart now provides a chronological, text-based view of the patient's clinical history (as an alternative to the graphical, odontogram-based view of the Hard Tissue Chart). NOTE: Upcoming releases will continue to expand the Treatment Chart's scope and functionality.

The Treatment Chart now reflects all clinical events that have occurred via the Hard Tissue Chart and/or corresponding clinical screens (e.g., via the side panel of the Treatment Plan UI or the Orthodontic Clinical Summary UI). This includes clinical events such as:

- Charted observations and diagnoses made via 'Current' mode (e.g., existing restorations or conditions);
- Day-based clinical notes that have been entered to document care;
- Notes added to clinical events, such as procedures, that provide additional detail;
- Watches that have been created to monitor potential concerns; and
- Procedures that have been scheduled, planned, or completed as part of patient care.

The screenshot shows the Sensei Cloud interface for patient Zazz Zazerly. The top navigation bar includes tabs for Smiley Dental Surgery, The Exchange Dental, Terrence Molarnator, Zazz Zazerly, Zizz Zizzerly, Administration, and Dashboard. The main content area features a dental chart with teeth 1-16 and 32-17. A watch is added to tooth 15, with a note: "Pt reporting sensitivity. Watch for issues with existing RCT...". The chart also shows a filling on tooth 3 and a surf filling on tooth 3.

The screenshot shows the Sensei Cloud interface for patient Zazz Zazerly, displaying a list of clinical events for April 9, 2021. The events include:

- Watch Added** (15) by Dr. Kevin Rees: Pt reporting sensitivity. Watch for issues with existing RCT... (Note Created By Dr. Kevin Rees at Smiley Dental Surgery at 12:46 pm)
- General hygiene okay, Reinforced flossing in posterior. 3 surf filling on #3 for decay on O.** (Note Created By Dr. Kevin Rees at Smiley Dental Surgery at 12:46 pm)
- onlay - resin-based composite - two surfaces D2662** (3 OD) (Proposed By Dr. Kevin Rees (#3 -Filling) at Smiley Dental Surgery)
- Plan '#3 -Filling' Created** (By Dr. Kevin Rees at Smiley Dental Surgery)
- Decay** (3 O) (Diagnosed By Dr. Kevin Rees at Smiley Dental Surgery) Surface-level. Can handle with simple restoration. (Note Created By Dr. Kevin Rees at Smiley Dental Surgery at 12:45 pm)
- Root Canal** (15 Distal Root) (Diagnosed By Dr. Kevin Rees at Smiley Dental Surgery)
- Root Canal** (15 Mesial Root)

These clinical events are now synchronized and displayed, including any subsequent updates or changes. Similar to the Hard Tissue Chart, all clinical events are arranged in date-based blocks, based on the time of their creation. If clinical events occurred in the absence of an appointment, a new date block is created in the Treatment Chart to organize these events. Clinical events that occur during (or around) an appointment are logically grouped with the appointment's date block in the Treatment Chart. NOTE: Appointment-based blocks of clinical history are easily distinguished by the presence of additional details, such as time, location, and associated providers.

The screenshot shows the Sensei Cloud patient clinical history interface. The top navigation bar includes tabs for 'Smiley Dental Surgery', 'The Exchange Dental', 'Terrence Molarnator', 'Zazz Zazerly', 'Zizz Zizzerly', 'Administration', and 'Dashboard'. The main content area displays a patient profile for 'Zazz Zazerly' (18 yrs, Terrence Molarnator (Pa...)) with medical alerts for 'Zazziness', 'Zazzitis', and 'Zazziness'. The clinical history is organized into date-based blocks. The first block is for 'Fri, Apr 23, 2021 8:30 AM (Smiley Dental Surgery)', showing a procedure 'onlay - resin-based composite - two surfaces D2662' with '3 OD' and 'Procedure Options Complete'. Below this is a 'Visit Notes' section with an 'Add Notes' button. The second block is for 'Apr 9, 2021', featuring a 'Watch Added' notification by Dr. Kevin Rees with a '15' icon, stating 'Pt reporting sensitivity. Watch for issues with existing RCT...'. Below this is a note: 'General hygiene okay. Reinforced flossing in posterior. 3 surf filling on #3 for decay on O.' with a 'Note Created' timestamp. The final block is for 'Fri, Jan 15, 2021 11:00 AM', showing a procedure 'onlay - resin-based composite - two surfaces D2662' with '3 OD' and a 'Proposed' timestamp.

Use the side panel controls to more easily review a patient's clinical history. You can filter by an anatomical region, to find encounters that include clinical events involving a specific area of the oral cavity. You can also enter a search term, such as a tooth number, procedure code, or phrase, to locate relevant clinical events or notes. Select an event type (e.g., notes or watches) to filter the Treatment Chart to a subset of clinical events based on content type. Lastly, you can click on a 'Jump To' hyperlink to quickly navigate to the events of that date or appointment. NOTE: Aside from the type-based content filter, whenever an appointment (or date) includes a relevant clinical event based on your search or filter criteria, the entire day's clinical history is displayed to provide meaningful context.

The screenshot displays the 'Filter Treatment Chart' sidebar on the left, which includes a 'Reset' button, a 'Mouth Region Filter' set to 'All', a search bar for 'Tooth, Code, Note Search', a 'Display' dropdown set to 'All', and a 'Jump To' section with a list of dates: 'Fri, Apr 23, 2021 8:30 AM', 'Apr 9, 2021', 'Mar 19, 2021', 'Feb 12, 2021', 'Fri, Jan 15, 2021 11:00 AM', and 'Jan 14, 2021'. The main content area shows a clinical note for 'Apr 9, 2021' with the text 'onlay - resin-based composite - two sui D2662'. Below this, there is a 'Visit Notes' section and a 'Watch Added' notification from Dr. Kevin Rees at 15:00, stating 'Pt reporting sensitivity. Watch for issues with exist Watch Added By Dr. Kevin Rees at Smiley Dental Surgery'. Another note follows: 'General hygiene okay. Reinforced flossing in poste Note Created By Dr. Kevin Rees at Smiley Dental Surgery at 12:46 pm'. A second 'onlay - resin-based composite - two sui D2662' note is shown at the bottom, marked as 'Proposed By Dr. Kevin Rees (#3 -Filling) at Smiley Dental Surgery'.

As previously mentioned, upcoming Sensei Cloud releases will continue to expand the capabilities of the Treatment Chart specifically, and clinical notes documentation more generally. This includes enhanced templating and rich text capabilities for all clinical notes, the ability to easily add new clinical notes via the Treatment Chart, and the ability to print out patient clinical history, among other enhancements. We hope that these enhancements bring value to your clinical workflows, providing more flexibility in the review and management of clinical documentation. We look forward to your feedback on how to make this functionality even better.

Optimizations and Fixes

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

1. Addressed an issue in which changes to a patient's medical alerts were not automatically updated and propagated to all users without an application refresh.
2. Fixed a UI defect to correct the alignment of field labels in the Create / Update Insurance Plan dialog.
3. Resolved a problem in which continuation of treatment (CoT) claims were being accidentally deleted by users before they were transmitted to the clearinghouse.
4. Fixed an issue in which updated / removed values from the Patient Record were still maintained in certain UI contexts (e.g., Patient

Homepage).

5. Addressed a defect which prevented the removal or update of the address fields in the Team Member record.
6. Resolved an issue in which notes entered for checkout via the 'Manage Today's Appointment' dialog are sometimes lost when subsequently completing the appointment elsewhere in Sensei Cloud.
7. Addressed a defect in which changes to Patient Connections (via the Patient Record) were not automatically displayed without an application refresh.
8. Fixed a bug in which changes to the patient's Preferred Contact Method for recare / recall were not properly saved and/or displayed after a Patient Record update.
9. Resolved a defect in which the team member email address field was not able to support lengthier user and domain names.
10. Addressed an issue in which the quality (and brightness) of the image preview for acquired images (that are acquired and uploaded to Sensei Cloud) was sometimes poor.

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