

A Sensei Product

Getting Started Guide



Your Guide to a Successful Transition

Patient Forms

Getting Started Guide

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Contents

Using Patient Accessing the Forms	
	2
Forms Setting Up the Location	2
Uploading Your Logo	3
Using the Forms	4
Completing Forms Remotely	4
Signing In and Completing Forms at the Office	5
Accessing a Saved Form	6
Rejecting Forms	8
Printing Forms	8
Chapter 2 COVID-19 Patient Screening Form	9
Forms Used in the HIPAA Privacy Form	10
United States Patient Registration Form	10
Patient Information	11
Emergency Contact	11
Responsible Party	12
Primary Insurance	13
Secondary Insurance	13
Medical Health History	
Allergies	
Medical Conditions	
Other Health Questions	
Miscellaneous	16
Chapter 3 COVID-19 Patient Screening Form – UK	17
Forms Used in the NHS – Practice Record Form – England	18
United Kingdom NHS – Practice Record Forms – Scotland	18
NHS - Practice Record Form - Wales	19
Patient Registration Form – UK	20
Medical Questionnaire – UK	20



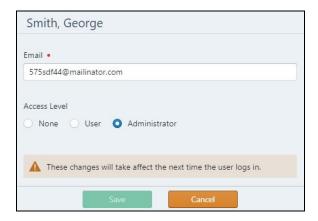
Using Patient Forms

Patient Forms is a cloud-hosted service that enables your patients to access and complete forms from any internet connection, using a tablet, computer, or mobile device. Forms can also be filled out by patients when they arrive at your office; for example, patients can acknowledge they have read the HIPAA Privacy form or they can fill out a Registration form.

Setting Up User Accounts

When an on-premise DPMS site is created in Patient Forms, an account is created for the person accessing the site—the system administrator—but no password is provided. When the admin accesses the Patient Forms site for the first time, he or she must click **Forgot Password** and set the password.

Although all of the user accounts from the on-premise DPMS software are imported into Patient Forms as users, the access levels are set to **None**. The admin must access the **Users** window in each user account, add an email address, and set the required access level.



The Access Level section contains the following settings:

- None-User receives the following message when trying to access Patient Forms: You do not
 have access to this page. If you think you should have access, please contact your system
 administrator.
- User-User can log in to Patient Forms, but cannot access Administration > Settings and
 Administration > Users. If he or she attempts to access this page, the following message is
 displayed: You do not have access to this page. If you think you should have access, please
 contact your system administrator.

Note: Users with **User** access-level might have to click **Forgot Password** and set her or his password.

Administrator

– User can log in to Patient Forms and access every window in Sensei Patient Forms.

Accessing the Forms

To access the forms:

- In the United States-Log in to https://patientforms.csdental.com/ using your assigned user name and password.
- In the United Kingdom-Log in to https://patientforms-emea.csdental.com/ using your assigned user name and password.

From the **Patient Forms** website, you can access all forms and send a unique link to a patient so that she or he can fill out a form before arriving at your office. You can also direct patients to a button or a link to the forms on your website.

To view a form:

- 1 Select Forms > Form Library.
- 2 Select the form and click the **eye** icon on the right side of the window. The form is displayed.

Setting Up the Location

If your practice has multiple locations with the same name, you can change the **Location** name that is displayed in Patient Forms.

To change the **Location** name to a **Display** name:

1 On the Patient Forms website, select **Administration > Locations**.



The **Location Settings** window is displayed.



2 On the right side of the window, click the **Pencil** icon next to the name you want to change. The **Business Name** window is displayed.



- 3 In the **Display Name** field, enter the name that you want to be displayed.
- 4 Click Save.

Note: If the location is not accepting forms, turn off the **Is this location accepting forms?** option and click **Save**.

Uploading Your Logo

To display your logo on the forms:

- 1 On the Patient Forms website, select **Administration > Settings**. The **Settings** window is displayed.
- 2 Click Change Image. The Select Image window is displayed.



3 Click **Browse**, select the logo image, and click **OK**.

Using the Forms

To schedule an appointment, a patient must have a stub record in the practice management software, which includes at least the patient's name, phone number, and email address. Then the patient can provide additional information remotely or in your office.

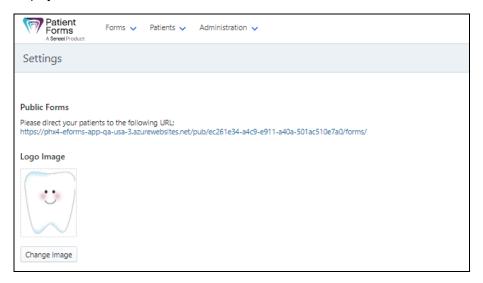
Note: The COVID forms can be found in the Form Library.

Completing Forms Remotely

To provide the additional information your office needs, a patient can fill out an online Registration form from home or from the car; for example, if you have a virtual waiting room.

To send a link to a form to a patient:

1 Log in to the Patient Forms service, using your assigned credentials. The Settings window is displayed.



- 2 Copy the link, which is unique to your office, and paste it into an email or text message.
- 3 Send the message to the patient.

OR

- 1 Send the URL for your office website to the patient.
- 2 Instruct the patient to click a button or a link you have added to the website to access the forms.

When the patient completes and saves a form, the form is displayed in the **Form Queue** for the office to review and accept or to put on-hold or reject. When you accept the form, the information, except for the medical history, is written automatically to the patient's record. You must manually enter the medical conditions and allergies.

Signing In and Completing Forms at the Office

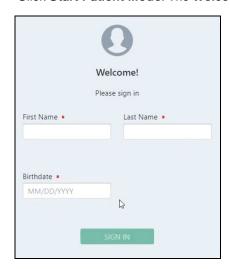
To sign in and access the forms, a patient can use a tablet or computer in your office. To assign a form to a patient:

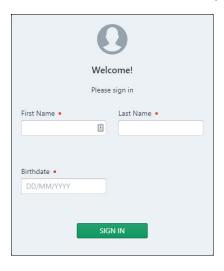
- 1 Log in to the Patient Forms service, using your assigned credentials. The **Settings** window is displayed.
- 2 Select Patients > Appointments.
- 3 Click the patient on the appointment schedule.
- 4 Click Assign Forms. The Select Forms window for the US or for the UK is displayed.





- 5 Select the forms you want the patient to fill out or verify.
- 6 Click OK.
- 7 If the patient will be using a tablet, select **Patients > Patient Mode**.
- 8 Click Start Patient Mode. The Welcome window for the US or for the UK is displayed.





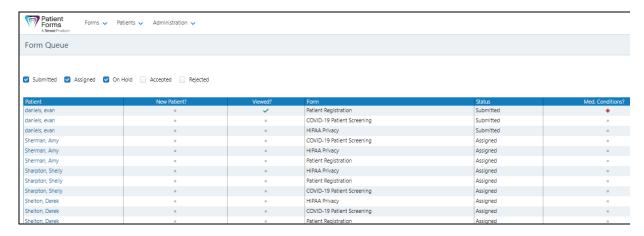
- 9 Hand the tablet to the patient and ask him to fill in the Name and Birthdate fields and click SIGN IN. A list of forms is displayed.
- 10 When the patient selects a form, she can fill out the form and sign it, or verify that the information populated from your software is correct.

When the patient completes and saves a form, the form is displayed in the **Form Queue** for the office to review and accept or to put on-hold or reject. When you accept the form, the information, except for the medical history, is written automatically to the patient's record. You must manually enter the medical conditions and allergies.

Accessing a Saved Form

To access a form that has been saved by a patient:

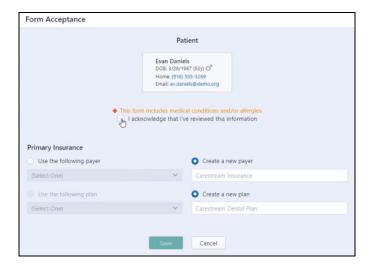
1 In the **Patient Forms** window, select **Forms > Form Queue**. A list of patients who have filled out forms is displayed.



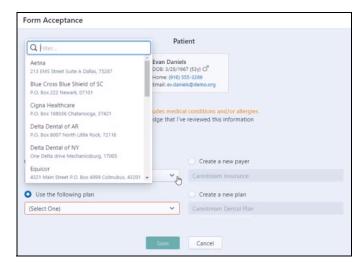
Tip: To sort the information in the list, you can click any column, except the Form column.

- 2 To open a form that has been filled out remotely, select Patients > Search and type the patient's name in the Search field. To open a form that has been filled out in the office, select the patient and click the eye icon on the right side of the window.
- 3 If medical conditions are present, a **red cross** icon is displayed. Open the form to view the medical history.
- 4 Click one:
 - Put On-Hold

 —The form is returned to the tablet so that the patient can edit the information.
 Note: The Put On-Hold status is used only in the office.
 - **Reject**—The form is archived, but deleted from view without updating the practice management software.
 - Accept-The Form Acceptance window is displayed.



- 5 If the patient has allergies or medical conditions, select I acknowledge that I've reviewed this information.
- Review the insurance information and determine if you need to create a new payer and plan **OR** if you must assign existing ones.
- 7 To assign an existing insurance payer and plan, click **Use the following payer** and click the drop-down list. A list of insurance providers is displayed.



Select the payer from the list. Then click **Use the following plan** and select a plan.

- To create a new payer and plan, select **Use the following payer** to make sure the insurance payer and plan are not already in the database. If they are not, click **Create a new payer** and add the patient's payer and plan to the database.
- 9 Click **Save**. The information in the form is recorded in the patient's record.
- 10 To view the information in your software, access the appointment and click the patient's name. A snapshot of the patient's information is displayed.

- 11 In the snapshot, click View Home. The Home window is displayed.
- 12 Click Patient Record. The patient's information is displayed in the software.

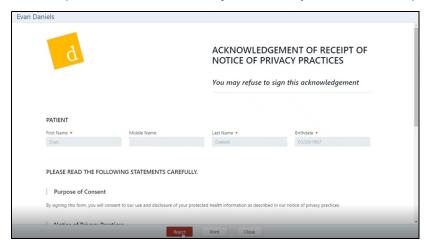
Rejecting Forms

To reject a form:

1 On the Patient Forms website, select Forms > Form Queue. The Form Queue window is displayed.



Click the patient's name whose form you want to reject. The form is displayed.



3 Click **Reject**. The form is archived, but it is deleted from view, and no information is written to the practice management software.

Printing Forms

To print a form:

- 1 On the Patient Forms website, select Forms > Form Queue. The Form Queue window is displayed.
- 2 Click the patient's name whose form you want to print. The form is displayed.
- 3 Click **Print** and select the print options.
- 4 Click Print and Close.

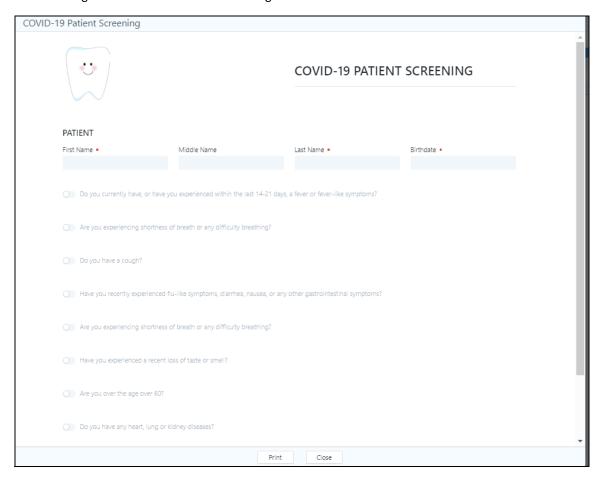
2 Forms Used in the United States

These Patient Forms are currently available in the United States:

- COVID-19 Patient Screening
- HIPAA Privacy
- Patient Registration

COVID-19 Patient Screening Form

The following form is for COVID-19 screening:



Note: To access more questions, use the scroll bar.

HIPAA Privacy Form

The following HIPAA Privacy form must be filled out, reviewed, and signed by your patients:

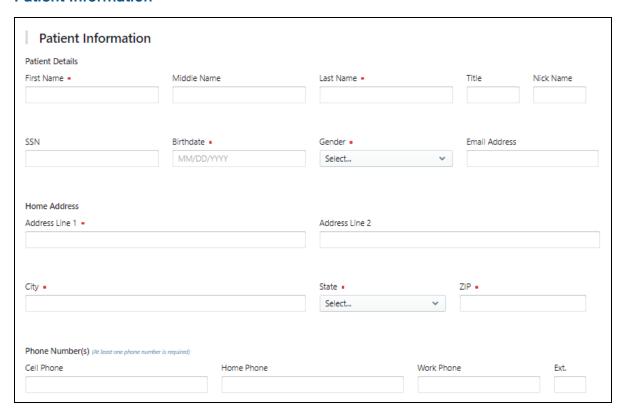


Patient Registration Form

The following sections make up the Patient Registration form:

- Patient Information
- Emergency Contact
- Responsible Party
- Primary Insurance
- Secondary Insurance
- Allergies
- Medical Conditions
- Other Health Questions
- Miscellaneous

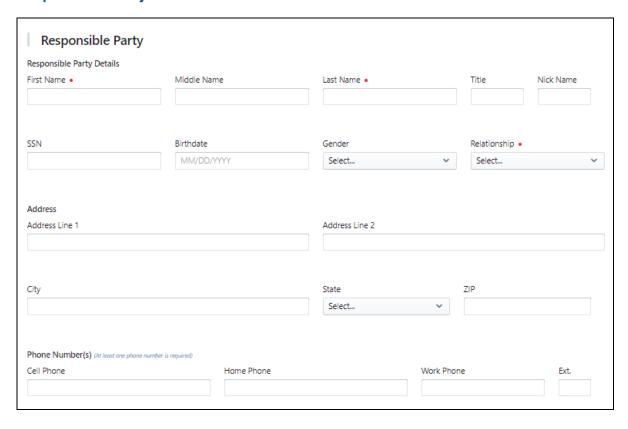
Patient Information



Emergency Contact

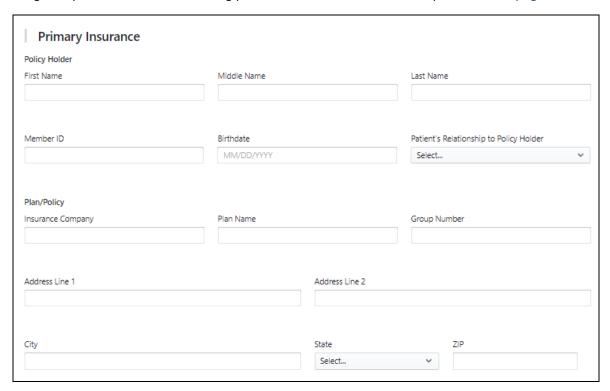


Responsible Party

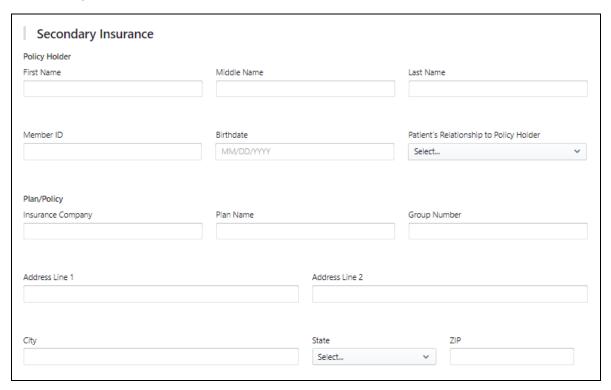


Primary Insurance

The payer and plan information is matched to the existing providers in the software database. You can assign the patient to one of the existing plans or create a new one. See steps 7 and 8 on page 7.



Secondary Insurance



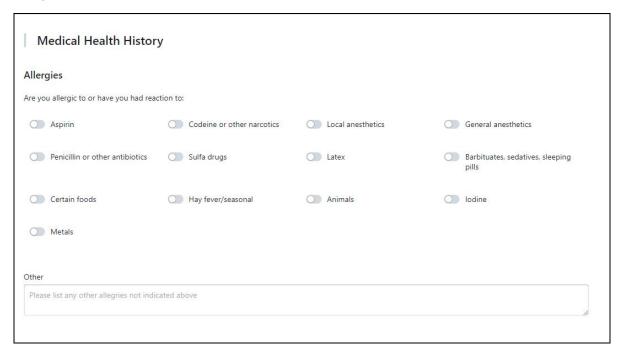
Medical Health History

A patient's medical health history includes:

- Allergies
- Medical conditions
- Other health questions

Patients indicate their medical health histories, such as allergies and conditions, by using a toggle button. After the form is saved, you must update the medical health history information in the patient's record in your practice management software.

Allergies



Medical Conditions

Medical Conditions					
Do you have, or have you had any of the following?					
Abnormal bleeding	Alcohol abuse	Anemia	Angina		
Arthritis	Artitificial heart	Artitificial joints	Asthma		
Blood transfusion	Cancer/chemotherapy	Colitis	Congenital heart defect		
Diabetes	Difficulty breathing	Drug abuse	Emphysema		
Epilepsy	Fainting spells	Fever blisters	Frequent headaches		
Glaucoma	HIV or AIDS	Heart attack	Heart surgery		
Hemophilia	Hepatitis A or B	Hepatitis C	High blood pressure		
C Kidney problems	Liver disease	Low blood pressure	Mitral valve		
Pace maker	Pneumocystis	Psychiatric problems	Radiation therapy		
Rhuematic fever	Shingles	Sickle cell disease	Sinus problems		
Stroke	Thyroid problems	Organ transplant	Tuberculosis		
Ulcers	Venereal disease	Yellow jaundice			
Other					
Please list any other medical conditions	s not indicated above				
Trease list any other medical conditions	3 Not indicated above		/		

Other Health Questions



Miscellaneous

Misc.	
How did you hear about our office?	

Forms Used in the United Kingdom

These Patient Forms are currently available in the UK:

- COVID-19 Patient Screening UK
- NHS Practice Record Form England
- NHS Practice Record Form Patient Declaration Acceptance Scotland
- NHS Practice Record Form Patient Declaration Completion Scotland
- NHS Practice Record Form Wales
- Patient Registration UK
- Medical Questionnaire UK

Note: To access more fields in each form, use the scroll bar.

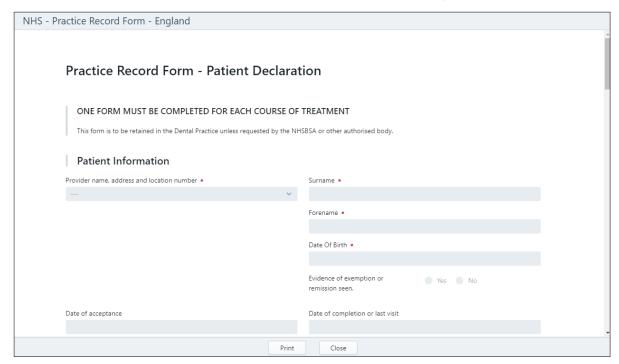
COVID-19 Patient Screening Form - UK

The COVID-19 Patient Screening form must be filled out by patients in the UK.



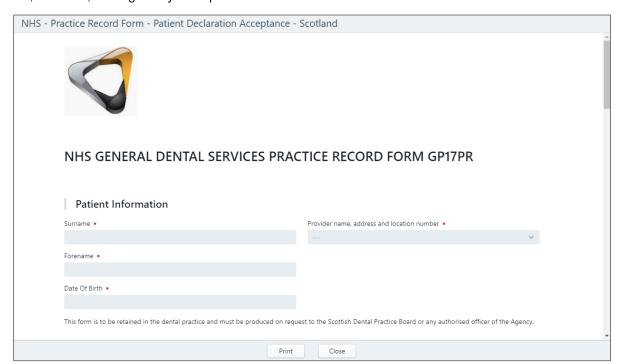
NHS - Practice Record Form - England

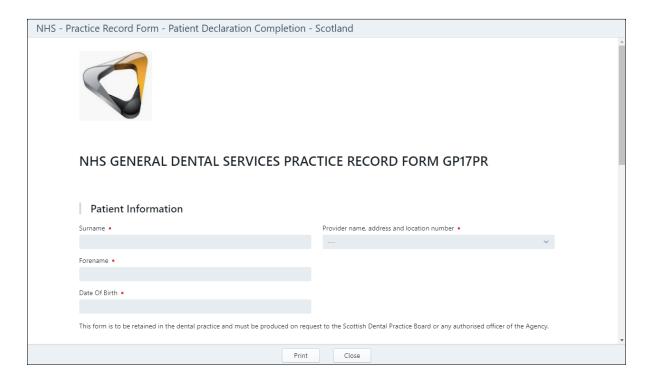
The NHS Patient Declaration form must be filled out, reviewed, and signed by NHS patients in England.



NHS - Practice Record Forms - Scotland

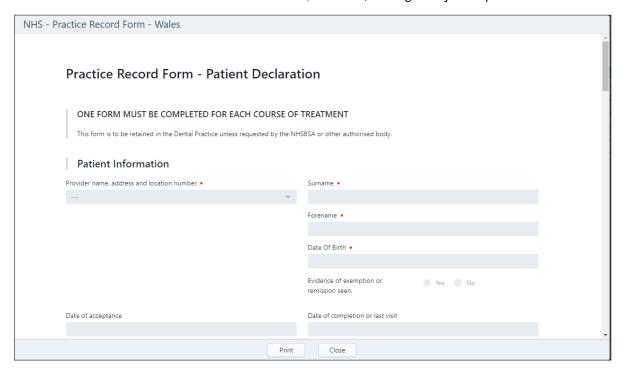
The NHS Patient Declaration Acceptance and NHS Patient Declaration Completion forms must be filled out, reviewed, and signed by NHS patients in Scotland.





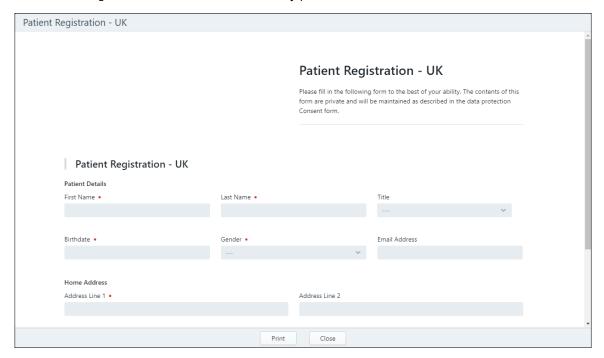
NHS - Practice Record Form - Wales

The NHS Patient Declaration form must be filled out, reviewed, and signed by NHS patients in Wales.



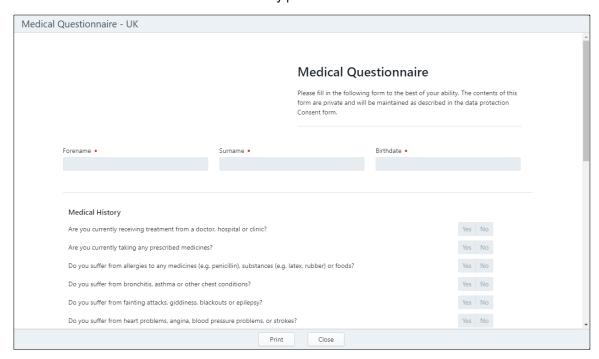
Patient Registration Form - UK

The Patient Registration form must be filled out by patients in the UK.



Medical Questionnaire - UK

The Medical Questionnaire must be filled out by patients in the UK.



Important: The patient information from this form is automatically displayed in the R4 and Sensei Cloud software.