Release Notes:

SoftDent Practice Management Software v20.0

SoftDent Scheduler Practice Management Software v220.0

The following is a list of enhancements included in SoftDent v20.0/220.0.

Enhancements

Payment Manager: Surcharges for Credit Card Payments

SoftDent customers using Payment Manager (v3) now have the ability to enable Surcharges for Credit Card payments processed through Payment Manager. A surcharge is a fee added to a credit card transaction to help offset processing fees charged by card networks.

The surcharge amount is a defined percentage of the transaction total (e.g., 1.5% to 3%) which cannot exceed the actual cost of processing or 3%, whichever is lower. The percentage amount charged by your practice is configured when you initiate the setup process.

Credit payments can be processed using the normal procedure, but when surcharges are enabled, there is a Surcharge Percent field added to the Take Payment window. The default percentage is automatically entered, but you can manually adjust for an individual transaction, if needed (e.g., if you are waiving the surcharge, you can enter 0%).

Within SoftDent, code **25** is now available for Credit Card Surcharge Adjustments. When you need to refund or void a surcharge, you can follow the normal refund process for the total credit card and surcharge amount, and then you must manually post a surcharge adjustment to the Patient Ledger using **Code 25 - CC Surcharge Adj.**.

Contact your Carestream Dental Account Manager to request to have the Surcharge feature enabled.

Advanced Forms / Retirement of eForms

eForms functionality within the SoftDent software is disabled or removed due to eForms being retired. Your practice can instead sign up to use Advanced Forms for Patient Manager, a Sensei product.

Advanced Forms allows you to easily create, edit, and send custom forms directly to patients using pre-crafted questions and templates. You can also add elements like fields for electronic signatures, initials, and much more.

Advanced Forms provides a collection of questionnaires and consent forms that are secure and customizable to your practice. Use this module to streamline patient onboarding and intake, obtain consents, and solicit valuable feedback. You are also provided with a list of standard forms you can duplicate and modify as needed.

When a patient completes a form using Advanced Forms, basic demographic, contact, and responsible party information is shared with your DPMS product, as well as documents and attachments.

Click here to learn more about Advanced Forms for Patient Manager, or to request a demo.

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