

## USING DENTRIX MOBILE

Dentrix Mobile gives you secure access to the important patient and schedule information you use to manage your practice – all from your smartphone or mobile device. With Dentrix Mobile, you can quickly see patient details, such as medical alerts and prescriptions, as well as appointments for you and your providers.



Figure 1

Browse to [www.dentrix.com/getting-started/mobile](http://www.dentrix.com/getting-started/mobile) to watch video demonstrations of the tasks in this guide and to find more information about using Dentrix Mobile.

## Prerequisites

Before you can begin using Dentrix Mobile to view patient information and appointments you must have a current Dentrix Customer Service Plan and be running Dentrix G4 Productivity Pack 7 or higher. You can use Dentrix Mobile with most mobile devices running on a 3G (or faster) connection. You must also create a Dentrix Mobile account or have an existing eCentral account. You can create a Dentrix mobile account by browsing to [ecentral.ident.com/registration/mobile/mobileReg.jsf](http://ecentral.ident.com/registration/mobile/mobileReg.jsf) and completing the Dentrix Mobile Registration.

## Setting up WebSync



Figure 2.

In order for Dentrix Mobile to provide you with current information about patients and appointments, you must routinely synchronize data between Dentrix and Dentrix Mobile using the WebSync utility. Follow the steps below to set up the WebSync Wizard to synchronize your data. Browse to [www.dentrix.com/getting-started/mobile](http://www.dentrix.com/getting-started/mobile) to view a video of the steps.

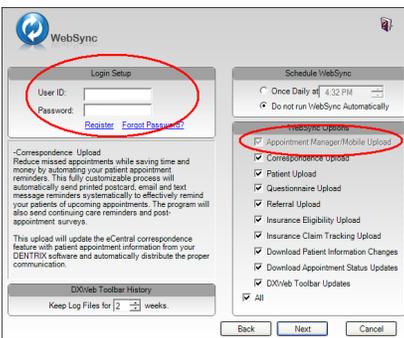


Figure 3.

1. From any of the primary Dentrix modules, click the DxWeb button (Figure 2). The WebSync Wizard appears.
2. Click Next at the Start screen.
3. Enter your login information (Figure 3) and choose your WebSync Options. Click Next. (Notice that the Appointment Manager/Mobile Upload is selected for you (Figure 3)).
4. The Correspondence Upload window appears.
  - If you are using the Communication Manager to send email, text message, or postcard reminder cards then leave your Correspondence Upload sendings as they are without making changes.
  - If you are not using the Communication Manager to send email, text message, or postcard reminder cards, then you should uncheck the email, text message, and postcard boxes.
5. Click Next until you reach the Finish window then click Finish. Patient and Appointment information will be updated on your next WebSync

Note: If you have previously set up the WebSync Wizard, you can access it through the DxWeb toolbar. Click the DxWeb button and select Settings > WebSync Wizard > Correspondence. Follow steps 4-5 above.

## Uploading All Patients

Before you can begin using your wireless device to access patient information, you need to upload patient information to Dentrix Mobile. Dentrix Mobile stores the information on a secure server and then updates individual patient information when an appointments is scheduled for that patient. Follow the steps below to upload patient information. Browse to [www.dentrix.com/getting-started/mobile](http://www.dentrix.com/getting-started/mobile) to view a video of the steps.

1. From any of the primary Dentrix modules, click the DxWeb button. The DXWeb toolbar appears.
2. Click the Upload button (Figure 4) and then click All Patient Upload (Mobile).

3. The upload can take several minutes to complete. If you want to continue with the upload, click Yes to the confirmation message that appears.
4. Wait for the upload to finish and then click OK when the completion notification dialog box appears.

Note: Your patient information may not be immediately available following the upload as it takes several minutes for Dentrrix Mobile to process the information once it's been received.

### Logging in to Dentrrix Mobile

Before you can use your mobile device to view patient information and view appointments, you need to log in to Dentrrix Mobile. Follow the steps below to log in to Dentrrix Mobile. Browse to [www.dentrrix.com/getting-started/mobile](http://www.dentrrix.com/getting-started/mobile) to view a video of the steps.

1. From your mobile device, in the address bar of your Internet browser, type **mobile.ident.com**.
2. Enter your username and password.
  - If you're an eCentral user with an existing account, enter your eCentral user name and password.
  - If you're not currently an eCentral customer, enter the user name and password you created when you registered for your Dentrrix Mobile account.
3. Select Login.

### Viewing Patient Information

After logging in to Dentrrix Mobile, you can search for and view patient information from your mobile device. Follow the steps below to view patient information. Browse to [www.dentrrix.com/getting-started/mobile](http://www.dentrrix.com/getting-started/mobile) to view a video of the steps.

1. From the Home screen, select Patients.
2. Select the Patients search field.
3. Enter the patient's last name and then select the correct patient from the list of matches. The Details screen appears and displays the following information for the selected patient:
  - Contact Info - Displays the patient's known contact information.
  - Prescriptions - Displays a list of recent prescription dates. Click on a prescription date to see details of an existing prescriptions.
  - Medical Alerts - Displays a list of allergies and other medically important information.
  - Future Appointments - Lists appointments scheduled in the next 14 days.
  - Past Appointments - Lists appointments from the last 30 days.
  - Missed Appointments - Lists the number of missed appointments and the date of the last missed appointment.

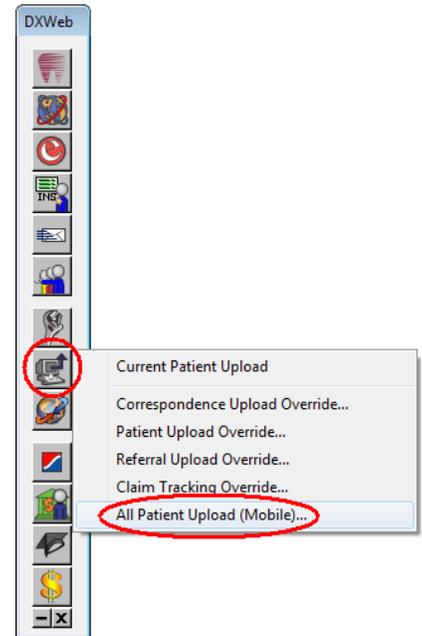


Figure 4.

## Viewing Provider Appointment Lists

Follow the steps below to view a provider's list of appointments. Browse to [www.dentrix.com/getting-started/mobile](http://www.dentrix.com/getting-started/mobile) to view a video of the steps.

1. From the Home screen, select Appointments.
2. The Providers screen appears and lists all providers with appointments scheduled in the Dentrix Appointment Book.
  - Leave PRIMARY selected to view appointments according to the patient's primary provider in the Dentrix Family File.
  - Select APPT to view appointments according to which provider is scheduled to treat the patient.
3. Select a provider. The selected provider's appointment list for the current day appears.

## Viewing Appointment Details

Follow the steps below to view details on an appointment. Browse to [www.dentrix.com/getting-started/mobile](http://www.dentrix.com/getting-started/mobile) to view a video of the steps.

1. From the Home screen, select Appointments.
2. The Providers screen appears. Choose to view appointments by primary or appointment provider.
3. Select a patient appointment. The appointment and contact details appear.
4. When finished, click APPT to return to the appointment list.

## More Information

Browse to [www.dentrix.com/getting-started/mobile](http://www.dentrix.com/getting-started/mobile) to watch video demonstrations of the tasks in this guide and to find more information about using Dentrix Mobile, including additional training options.

Browse to [www.dentrix.com/promotions/mobile](http://www.dentrix.com/promotions/mobile) for more information about Dentrix Mobile.

Click the Help link at the top of any Dentrix module to search the Help files and find more information about using Dentrix Mobile.

For technical assistance, contact eServices Customer Support at 1-800-DENTRIX.

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