

## ***SERVICE NOTE***

### **Avoiding patient charting conflict when using <sup>1</sup>Datagrabber to bridge Easy Dental or other Practice Management Software (PMS) with Quickvision**

**N.** TS001-2016a

**Date:** 6/3/2016

**Subject:** i. Summary  
ii. Fix

**To:** Dealers Providing Quickvision Imaging Software

**Equipment:** Quickvision used with Datagrabber

**Required Action:** Modification / Check of Settings

#### **Description:**

The following is a necessary setting modification of Datagrabber when used to bridge Easy Dental or other PMS with Quickvision. If the setting described below is selected, it can result in charting problems which can take hours or days to correct if not caught soon enough.

- i. **“Ignore the first digit in IDs”** has been discovered as a setting when Datagrabber is used specifically with Easy Dental. **This setting must be unchecked.** It has been found that if this setting is enabled with Easy Dental, PMS patient chart numbers will be thrown into Quickvision missing the first letter in the series. This will eventually cause duplication of the patient’s assigned file number in Quickvision, leading to the inability to throw new patient data into Quickvision as Datagrabber is calling an already existing patient. Keep in mind, when Datagrabber is used with other PMS (not Easy Dental), there may be a similar setting or no setting whatsoever; it is recommended to check regardless.
- ii. To avoid the duplication from Easy Dental, make sure the following setting is unchecked before Easy Dental is used to transfer real patient data. Right click on the Datagrabber icon on the toolbar. Go to CUSTOMIZE → DATA DRILLS... → EASY DENTAL (or other PMS name). If there is a setting like the one presented in the diagram as seen with Easy Dental, make sure it is not selected. If you are unsure, contact our service department by email or by phone.

If the problem has already occurred, please uncheck the setting immediately and contact our service department as soon as possible.

See next page for visuals....

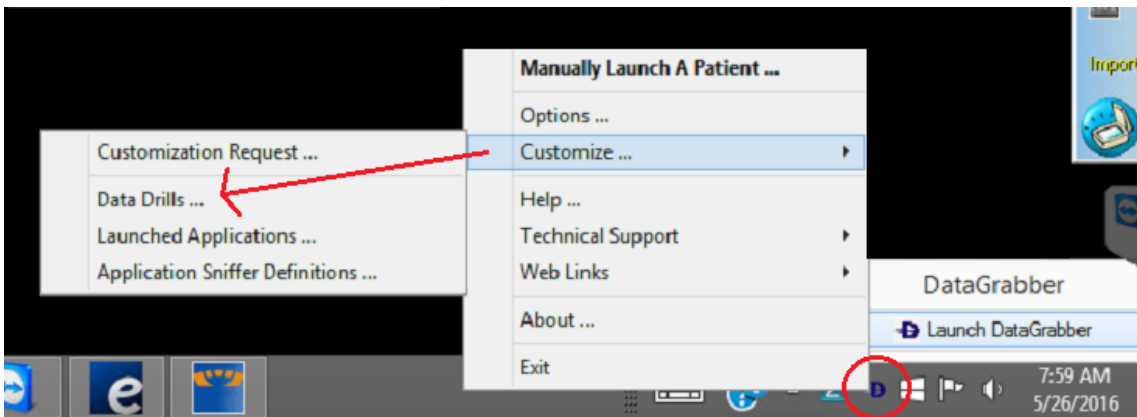


FIGURE 1

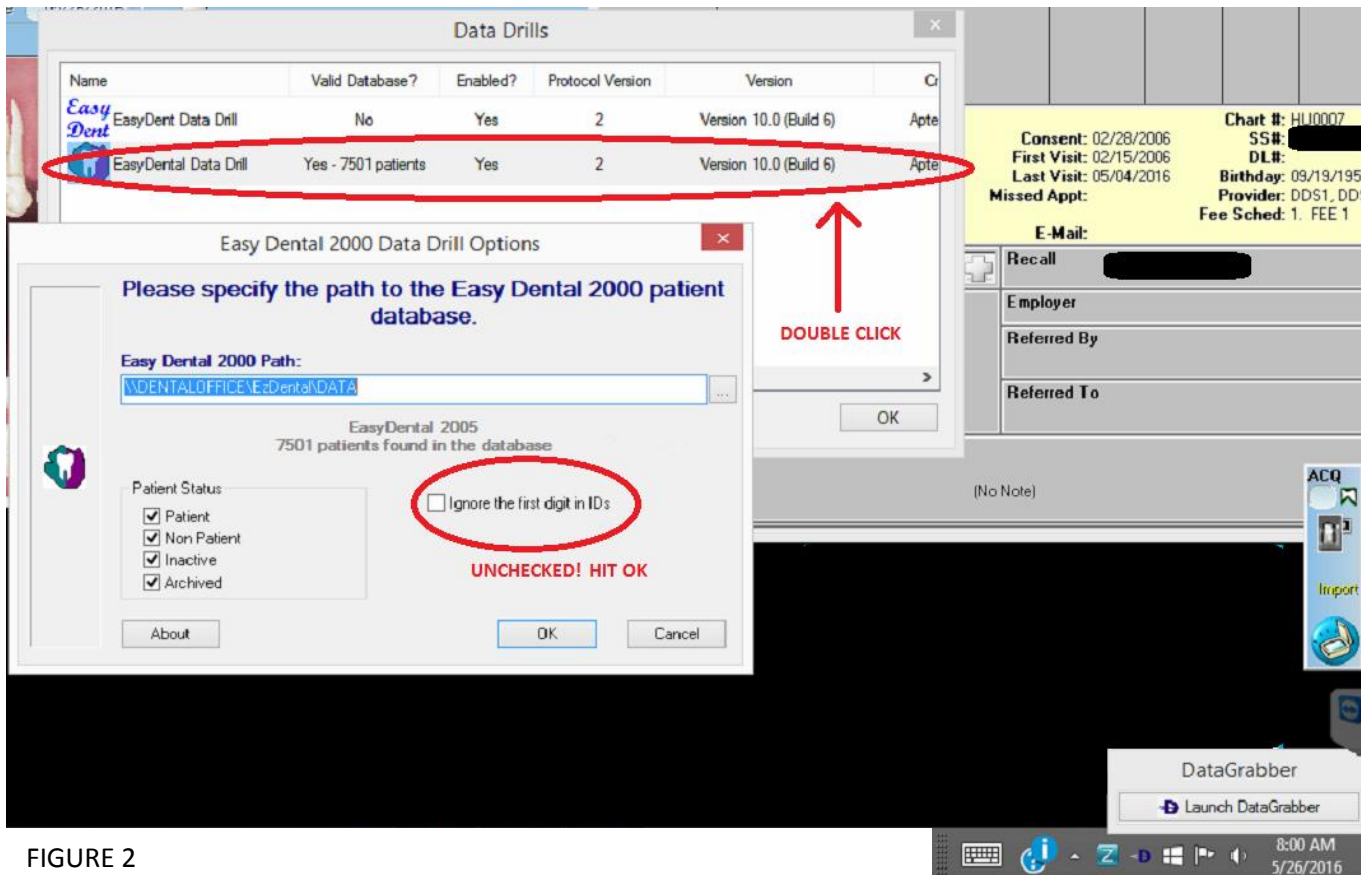


FIGURE 2

Note:

<sup>1</sup> Datagrabber is an application by Apteryx. It is used a third party application, usually purchased, to setup bridging of patient information from PMS to Capture / Imaging software