DENTRIX

Dentrix 2025 Canada

RELEASE GUIDE

Includes information about new features, enhancements, and fixes in the following versions of Dentrix Canada: 25.16, 25.15, 25.14, 25.13, 25.12, 25.11, 25.10, 25.9, 25.8, 25.7, 25.6, 25.5, 25.4, 25.3, 25.2, 25.1

PUBLICATION DATE

August 2025

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Contents

Dentrix 25.16 Canada

Overview and New Features

This Dentrix 25.16 Canada Release Guide provides information about the Dentrix 25.16 Canada software release. The overview section includes important notes regarding the release, followed by a brief description of the new features and enhancements available in Dentrix 25.16 Canada.

Note: For information about using the new features in Dentrix 25.16 Canada, refer to “Using the New Features and Enhancements” in this section of the Release Guide or “What’s New in Dentrix 25.16 Canada?” in the Dentrix Help. For information on installing Dentrix Canada, refer to the Installation Guide.

New Features

Dentrix 25.16 Canada includes the following enhancements:

THE REDESIGNED FAMILY FILE WINDOW

The redesigned Family File window is now available for all Beta offices to view and try out. We invite your feedback. You can preview the latest features in this Release Guide:

- You can customize the Family File toolbar by inserting separators and adding, removing, or rearranging toolbar buttons. You can reverse any changes you make to the toolbar at any time.

MISCELLANEOUS

- You can now more easily revalidate and reinstall your Windows network credentials when a workstation cannot access the Common Share folder on the server.

Using the New Features and Enhancements

The following information will help you understand how to use the features and enhancements in this release. For a more complete explanation of features and enhancements, refer to the Dentrix Help.

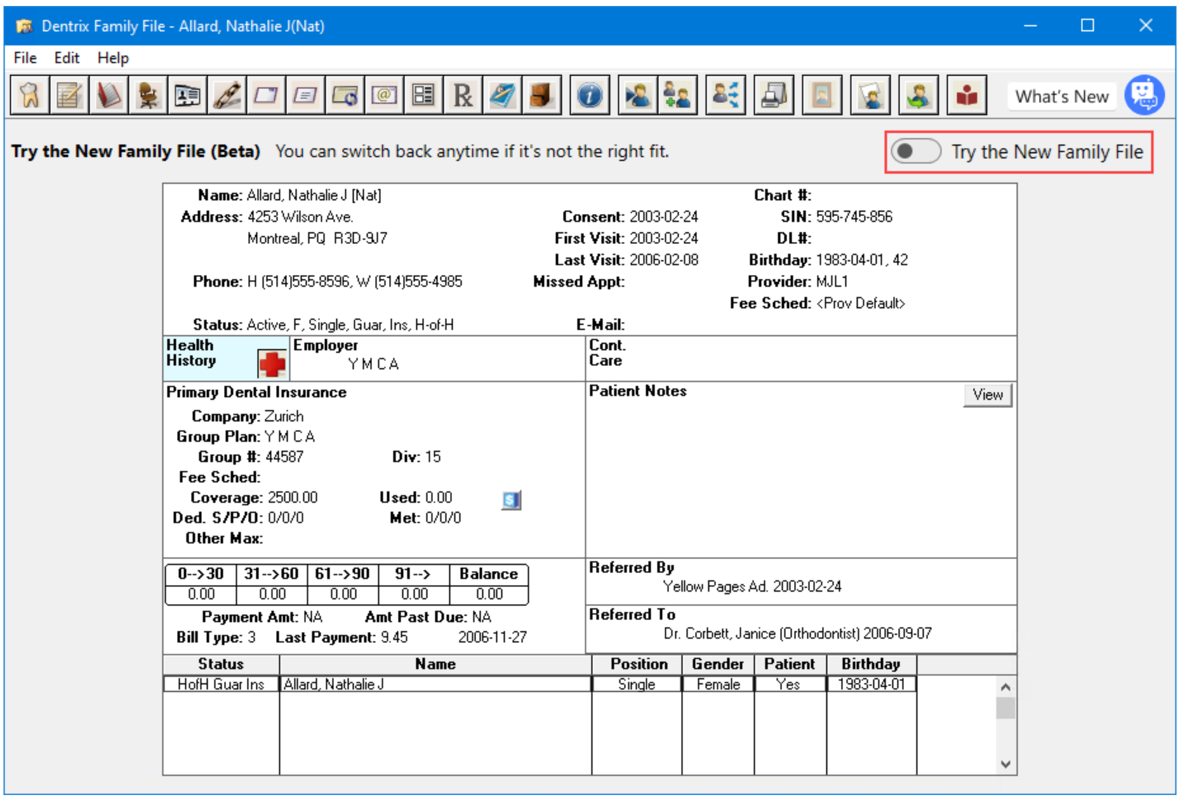
Previewing the Redesigned Family File

At Henry Schein One, we're redesigning the Family File to make it more intuitive and easier to use. You can preview the proposed changes.

Note: Currently, the new Family File window consists of several cards (**Contact Information**, **Patient Information**, **Continuing Care**, **Primary Dental Insurance**, **Notes**, **Billing Information**, and so on).

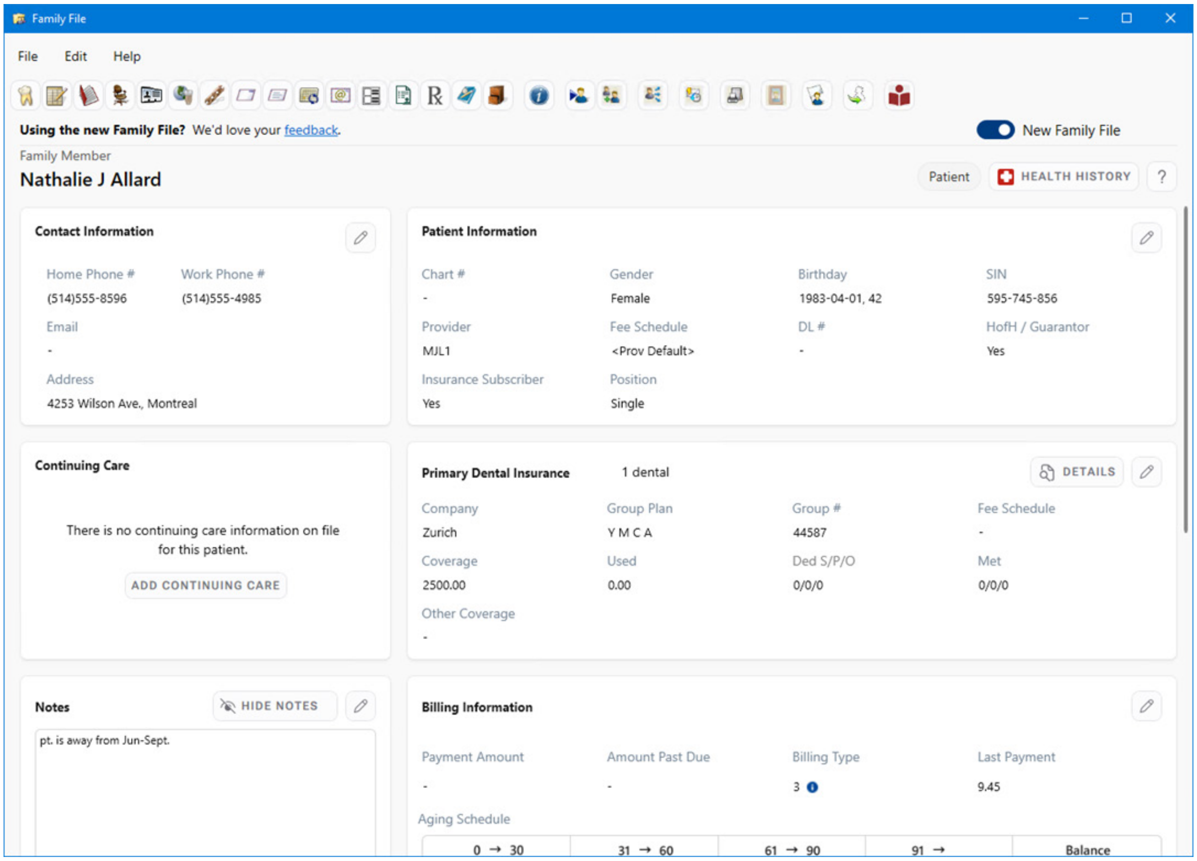
To preview the redesigned Family File

1. Open the Family File and select a patient.



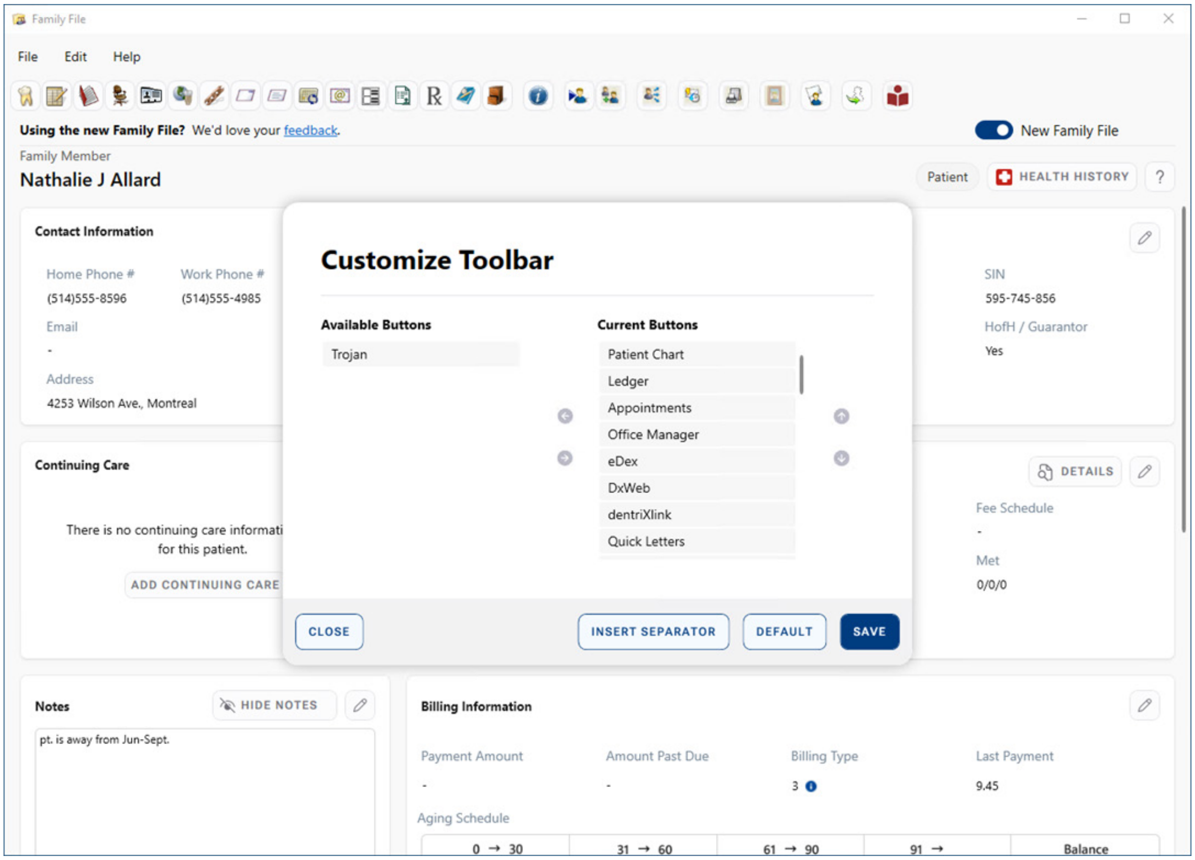
2. To preview the new Family File, click the **Try the New Family File** toggle.

   The new Family File window appears.



3. To customize the toolbar, right-click the blank space to the right of the toolbar, and then click **Customize Toolbar**.

   The **Customize Toolbar** dialog box appears.



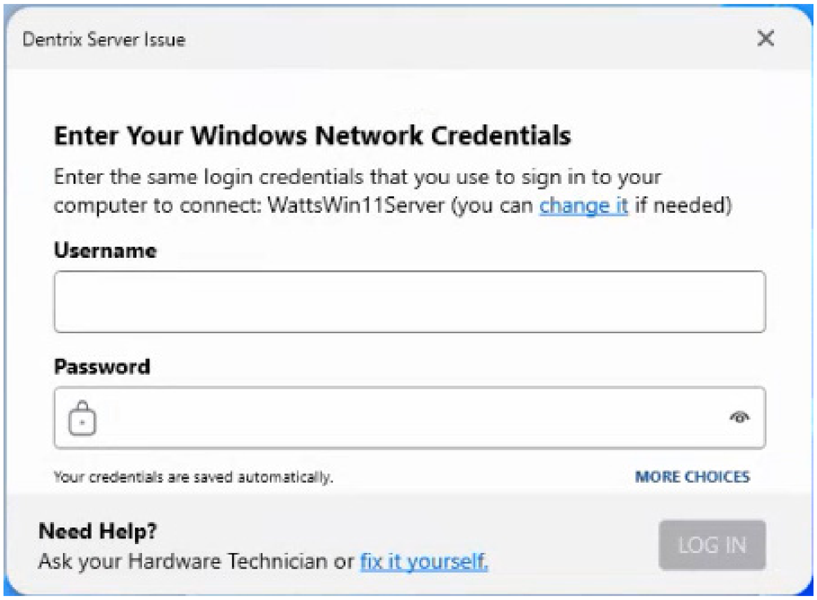
4. Do one or more of the following:
   - Insert a separator – In the **Current Buttons** list, click the desired button name, and then click **Insert Separator**.
   - Add a button – In the **Available Buttons** list, click the desired button name, and then click the **Move to Document** button .
   - Remove a button – In the **Current Buttons** list, click the desired button name, and then click the **Move to Available** button .
   - Rearrange toolbar buttons – In the **Current Buttons** list, click the desired button name, and then click the **Move Up** or the **Move Down** button .
5. To save your changes, click **Save**.
6. To reverse your changes at any time, open the **Customize Toolbar** dialog box, click **Default**, and then click **Save**.

Revalidating and Reinstalling the Windows Network Credentials

You can now more easily revalidate and reinstall your Windows network credentials when a workstation cannot access the Common Share folder on the server

To revalidate and reinstall your Windows network credentials

1. If your workstation cannot access the Common Share folder, the **Dentrix Server Issue** dialog box appears.

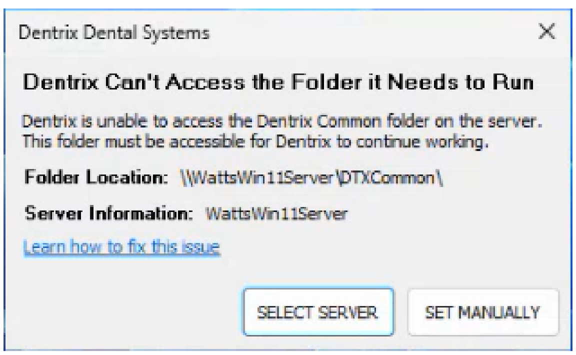


2. Type your username and password, and then click **Log In**.

   Your credentials are saved automatically to the Microsoft Windows Credential Manager.

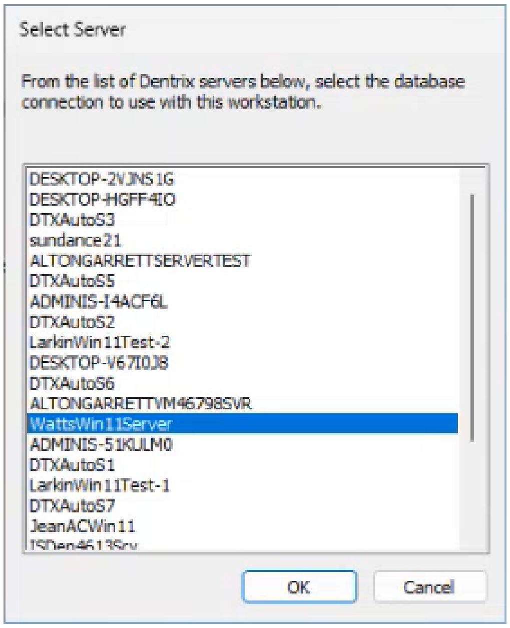
3. If you want to change servers, click the **change it** link.

   The following dialog box appears.



4. Click **Select Server**.

   The **Select Server** dialog box appears.

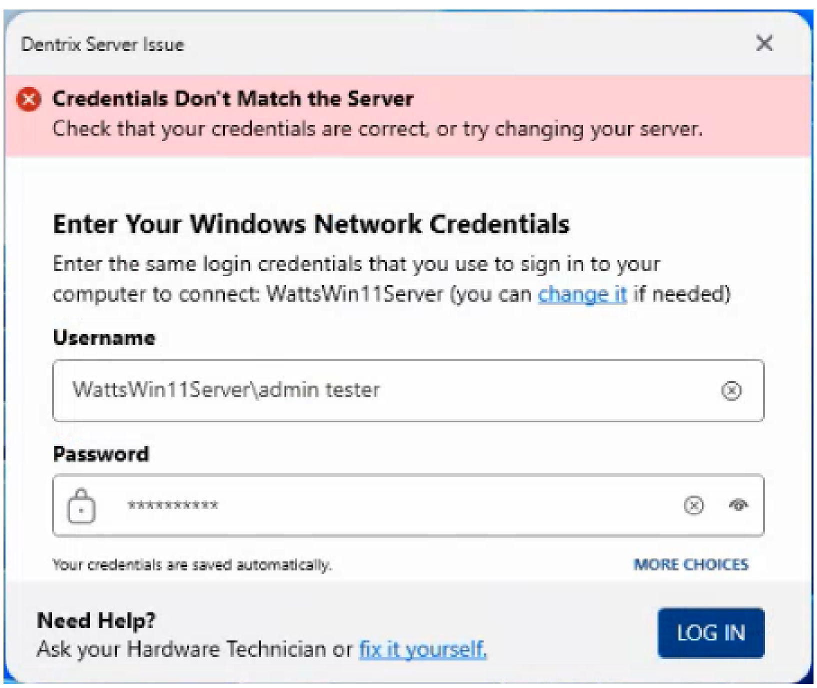


5. Select the desired server, and then click **OK**.

   The **Dentrix Server Issue** dialog box appears.

6. Type your username and password, and then click **Log In**.

   If the credentials you entered are incorrect, a banner appears in the **Dentrix Server Issue** dialog box.



7. Re-enter your credentials, and then click **Log In**.

   The module that you tried to open when the error occurred and the **Credential Manager** dialog box open. To save your credentials for the server you selected, refresh the Credential Manager.

   Note: If you want to resolve the issue yourself, click the fix it yourself link. A Knowledge Base article opens explaining how to resolve the issue.

Dentrix 25.15 Canada

Overview and New Features

This Dentrix 25.15 Canada Release Guide provides information about the Dentrix 25.15 Canada software release. The overview section includes important notes regarding the release, followed by a brief description of the new features and enhancements available in Dentrix 25.15 Canada.

Note: For information about using the new features in Dentrix 25.15 Canada, refer to "Using the New Features and Enhancements" in this section of the Release Guide or "What's New in Dentrix 25.15 Canada?" in the Dentrix Help. For information on installing Dentrix Canada, refer to the Installation Guide.

New Features

Dentrix 25.15 Canada includes the following enhancements:

THE REDESIGNED FAMILY FILE WINDOW

The redesigned Family File window is now available for all Beta offices to view and try out. We invite your feedback. You can preview the latest features in this Release Guide:

- You can now click the **Try the New Family File** toggle to close the classic Family File and open the new Family File.
- You can now click the **New Family File** toggle to close the new Family File and open the classic Family File.
- The new Family File now includes toolbar buttons from which you can open other Dentrix modules or select a patient.
- The new Family File now includes an **Edit** menu from which you can edit family relations or delete a patient or a family.

MISCELLANEOUS

- When you open Dentrix Imaging, a splash screen appears announcing an improved workflow for taking X-rays using your DEXIS sensor. Also included is a video tour of Dentrix Imaging.

Using the New Features and Enhancements

The following information will help you understand how to use the features and enhancements in this release. For a more complete explanation of features and enhancements, refer to the Dentrix Help.

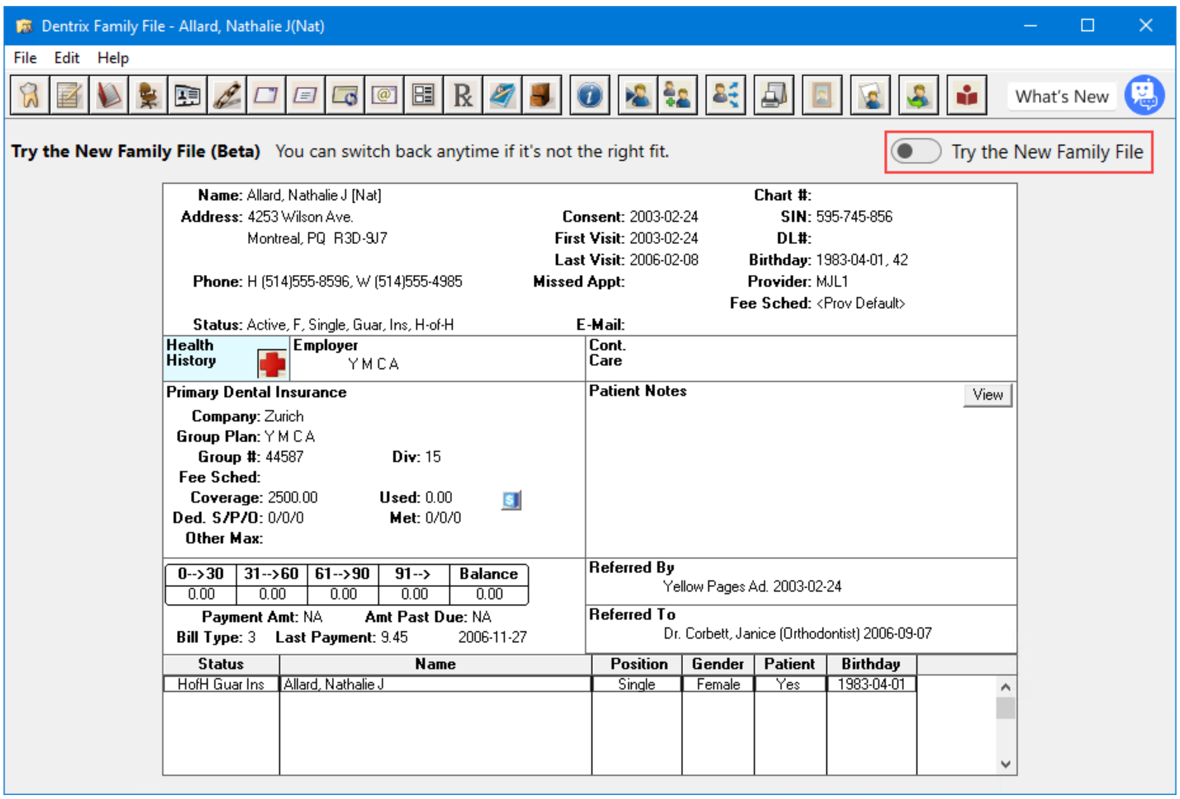
Previewing the Redesigned Family File

At Henry Schein One, we're redesigning the Family File to make it more intuitive and easier to use. You can preview the proposed changes.

Note: Currently, the new Family File window consists of several cards (**Contact Information**, **Patient Information**, **Continuing Care**, **Primary Dental Insurance**, **Notes**, **Billing Information**, and so on).

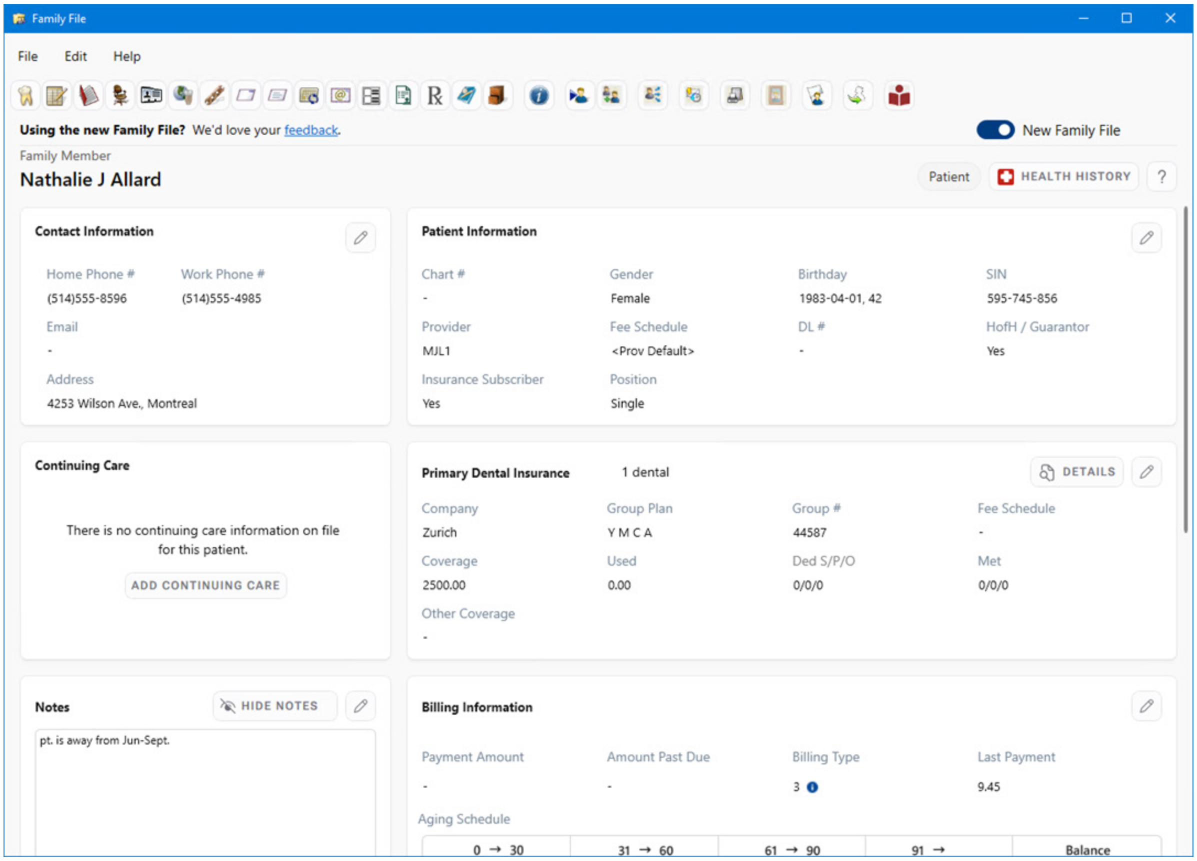
To preview the redesigned Family File

1. Open the Family File and select a patient.



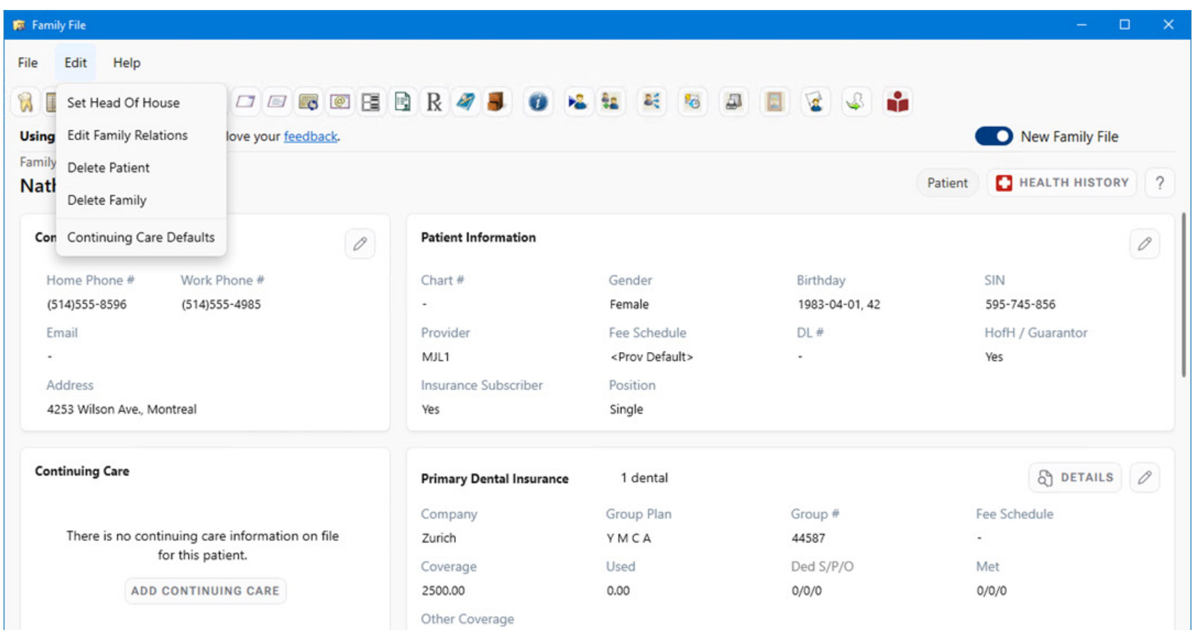
2. To preview the new Family File, click the **Try the New Family File** toggle.

   The new Family File window appears.



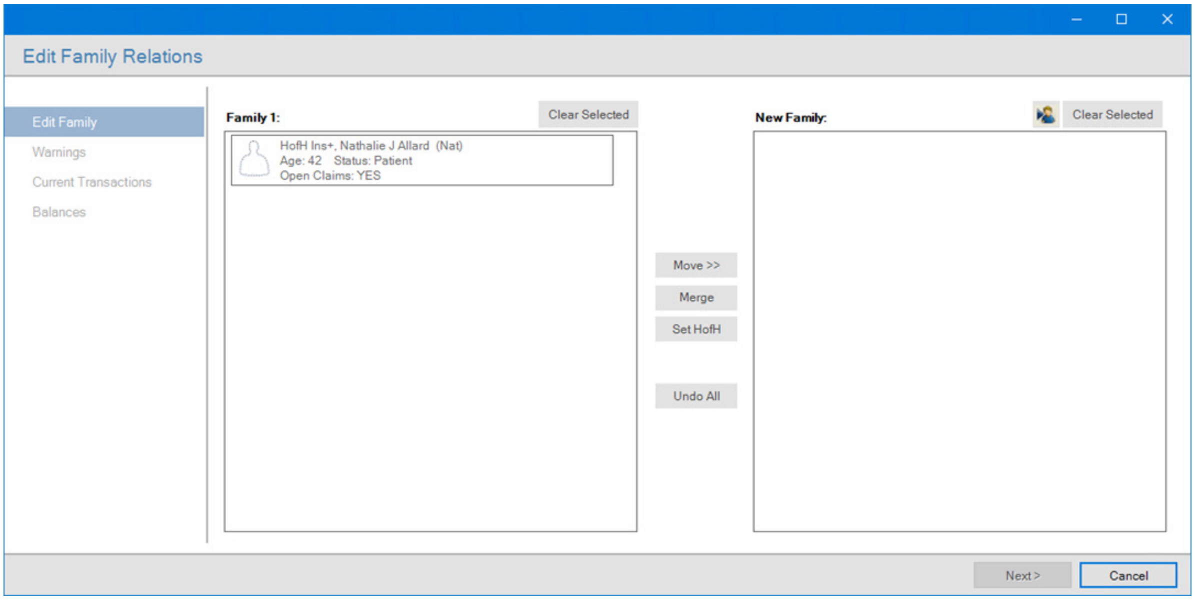
3. Click **Edit**.

   The **Edit** menu appears.



4. Click **Edit Family Relations**.

   The **Edit Family Relations** dialog box appears.



Note: You can use the Edit Family Relations dialog box move a patient to a new account or combine two accounts. For more information, please refer to Editing family relationships in the Dentrix Help.

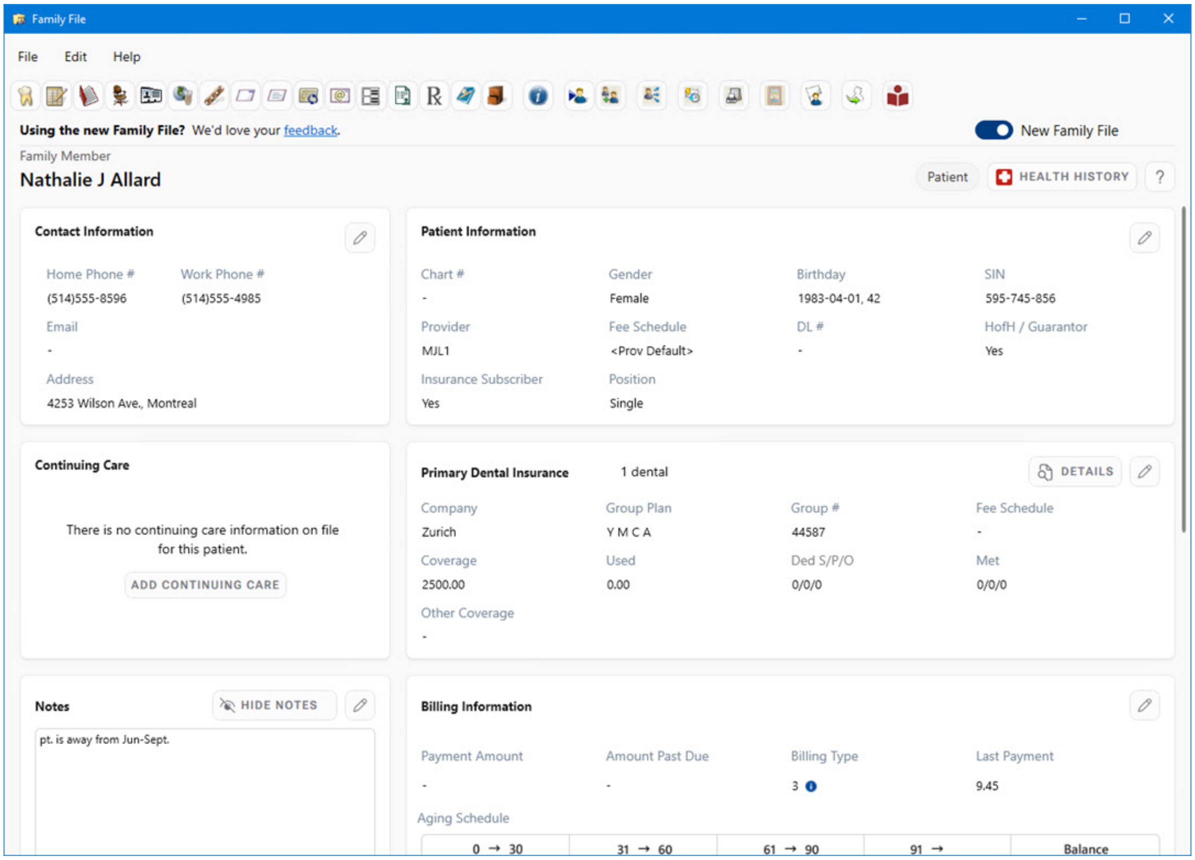
Switching to the Classic Family File

You can now click the New Family File toggle to switch from the redesigned Family File to the classic Family File.

To switch from the new Family File to the classic Family File

1. Open the Family File, select a patient, and then switch to the new Family File.

   The new Family File window appears.



2. To switch back to the classic Family File, click the **New Family File** toggle.

   The new Family File window closes, and the classic Family File window appears.

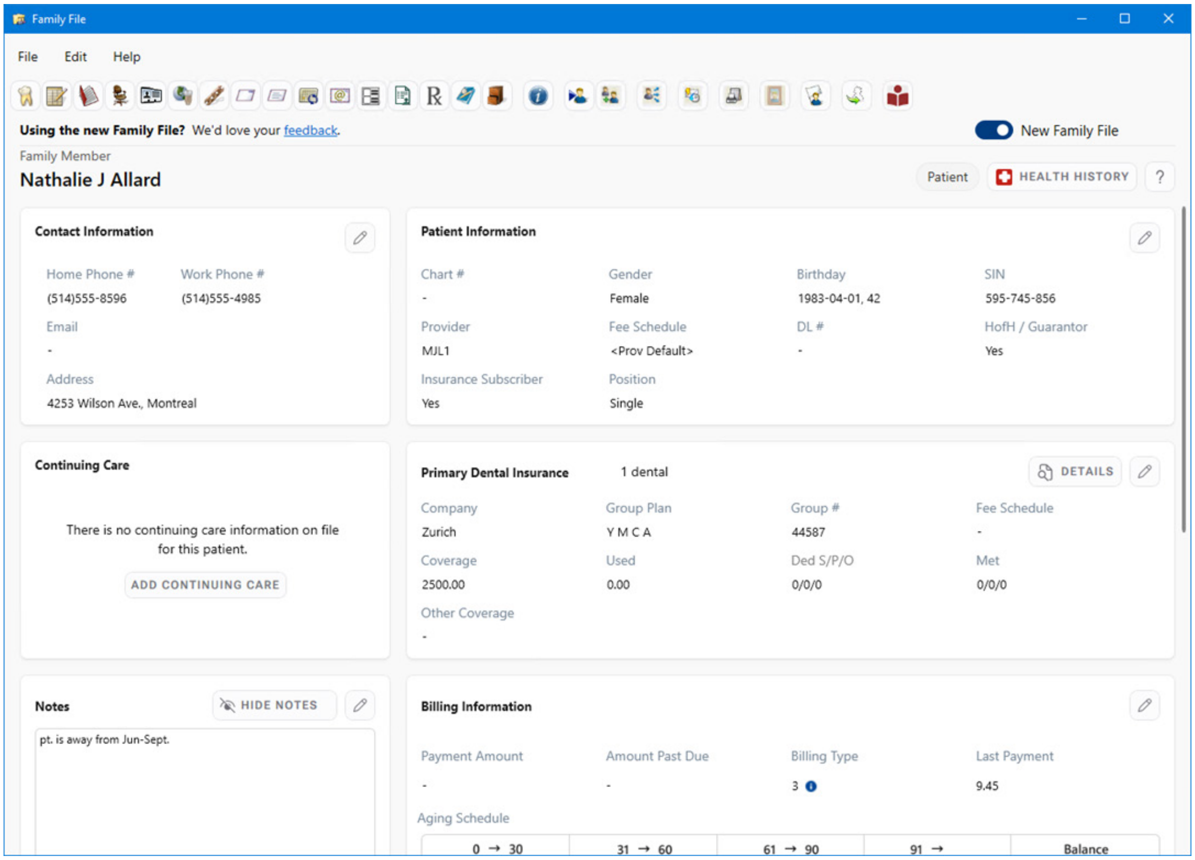
Opening Dentrix Modules Using the New Family File Toolbar

The new Family File now includes toolbar buttons from which you can open other Dentrix modules or select a patient.

To open a Dentrix module using the new Family File toolbar

1. Open the new Family File.

   The new Family File window appears.



2. To open another Dentrix module, click the toolbar button corresponding to the desired module.

Viewing the Dentrix Imaging Tour

When you open Dentrix Imaging, a splash screen appears announcing an improved workflow for taking X-rays using your DEXIS sensor. Also included is a video tour of Dentrix Imaging.

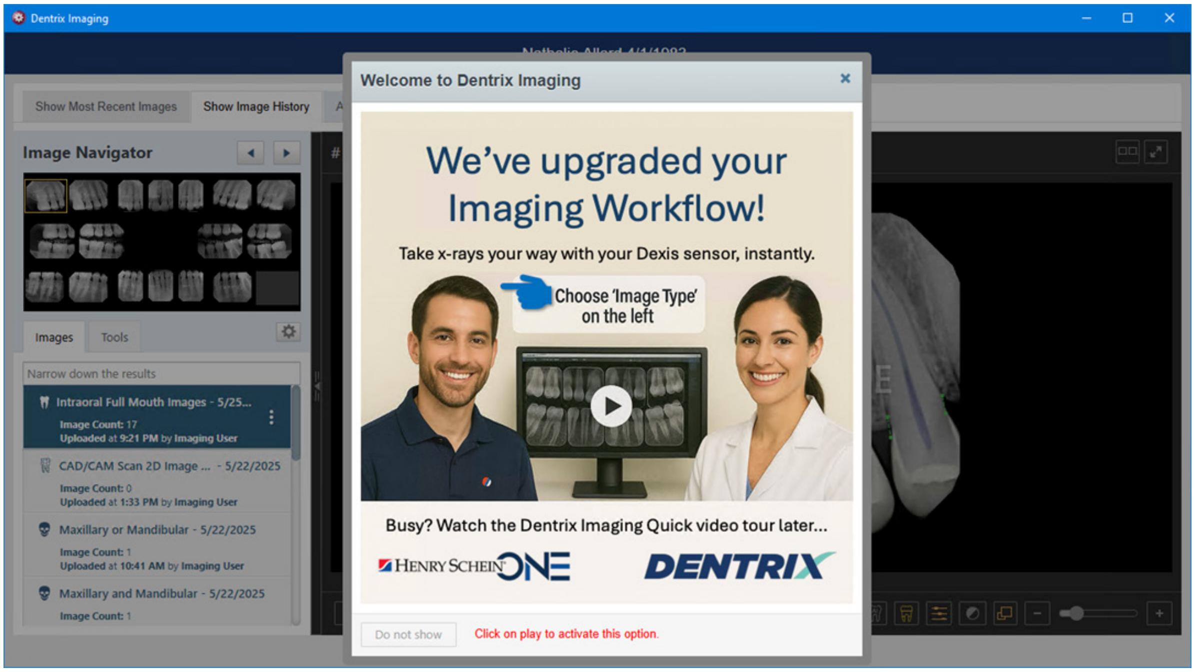
To view the Dentrix Imaging tour

1. Open the Patient Chart, and select a patient.

   The Patient Chart window opens.

2. In the Imaging toolbar, click the Launch Dentrix Imaging toolbar button.

   Dentrix Imaging opens, and the **Welcome to Dentrix Imaging** dialog box appears.



3. To view the tour, click the Play icon.

Dentrix 25.14 Canada

Overview and New Features

This Dentrix 25.14 Canada Release Guide provides information about the Dentrix 25.14 Canada software release. The overview section includes important notes regarding the release, followed by a brief description of the new features and enhancements available in Dentrix 25.14 Canada.

Note: For information about using the new features in Dentrix 25.14 Canada, refer to "Using the New Features and Enhancements" in this section of the Release Guide or "What's New in Dentrix 25.14 Canada?" in the Dentrix Help. For information on installing Dentrix Canada, refer to the Installation Guide.

New Features

Dentrix 25.14 Canada includes the following enhancements:

THE REDESIGNED FAMILY FILE WINDOW

The redesigned Family File window is now available for all Beta offices to view and try out. We invite your feedback. You can preview the latest features in this Release Guide:

MISCELLANEOUS

- In the Office Journal, the Info panel now has a minimum size limitation.
- In the Treatment Planner, the **Update Current Case Status** dialog box and **Update Current Case Status** in the **Case Status History** tab were modified.
- In the Patient Chart, the Smart Image panel has been renamed to Imaging.

Using the New Features and Enhancements

The following information will help you understand how to use the features and enhancements in this release. For a more complete explanation of features and enhancements, refer to the Dentrix Help.

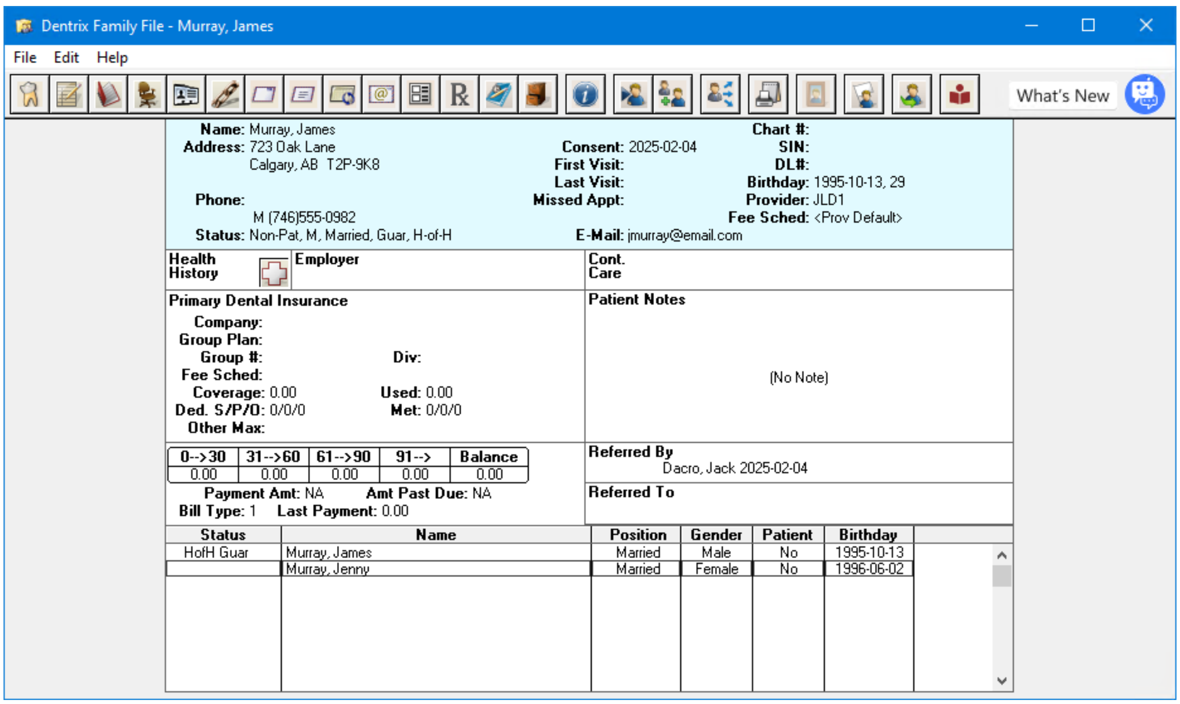
Previewing the Redesigned Family File

At Henry Schein One, we're redesigning the Family File to make it more intuitive and easier to use. You can preview the proposed changes.

Note: Currently, the new Family File window consists of several cards (**Contact Information**, **Patient Information**, **Continuing Care**, **Primary Dental Insurance**, **Notes**, **Billing Information**, and so on).

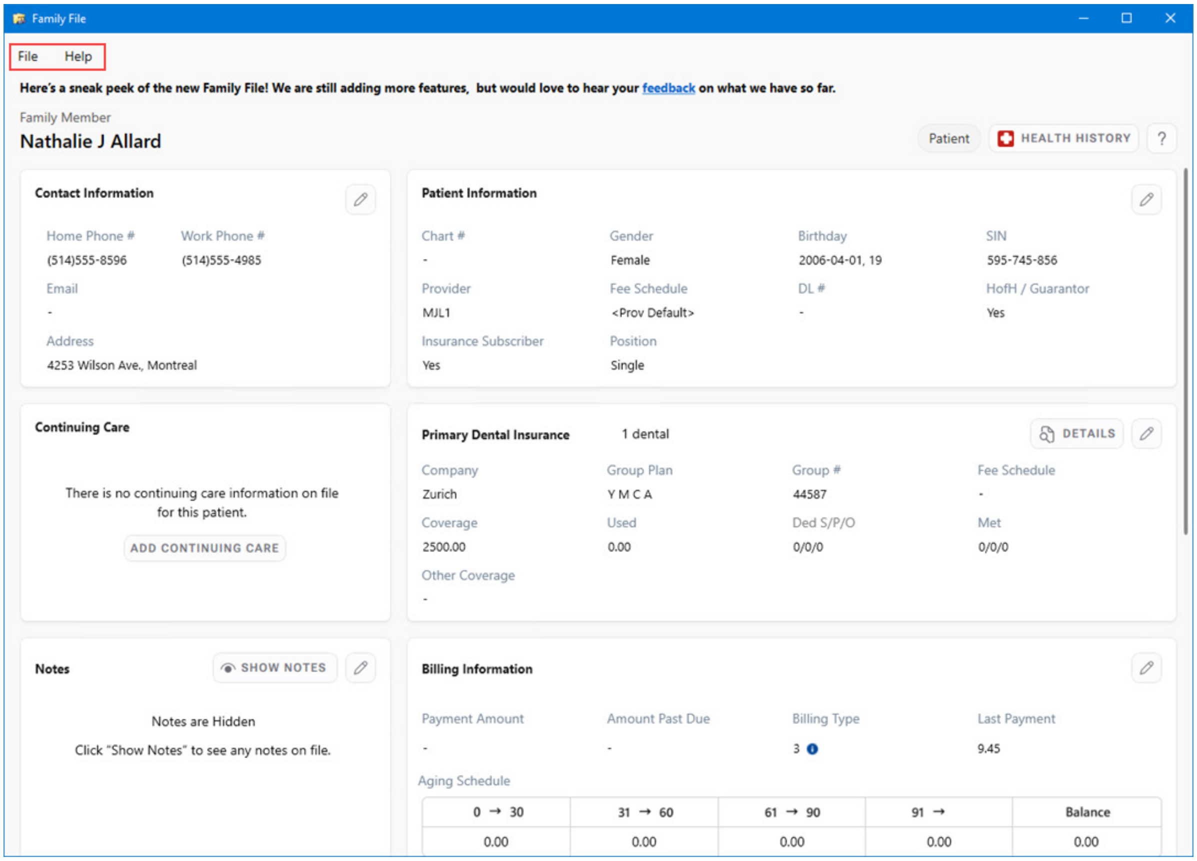
To preview the redesigned Family File

1. Open the Family File and select a patient.



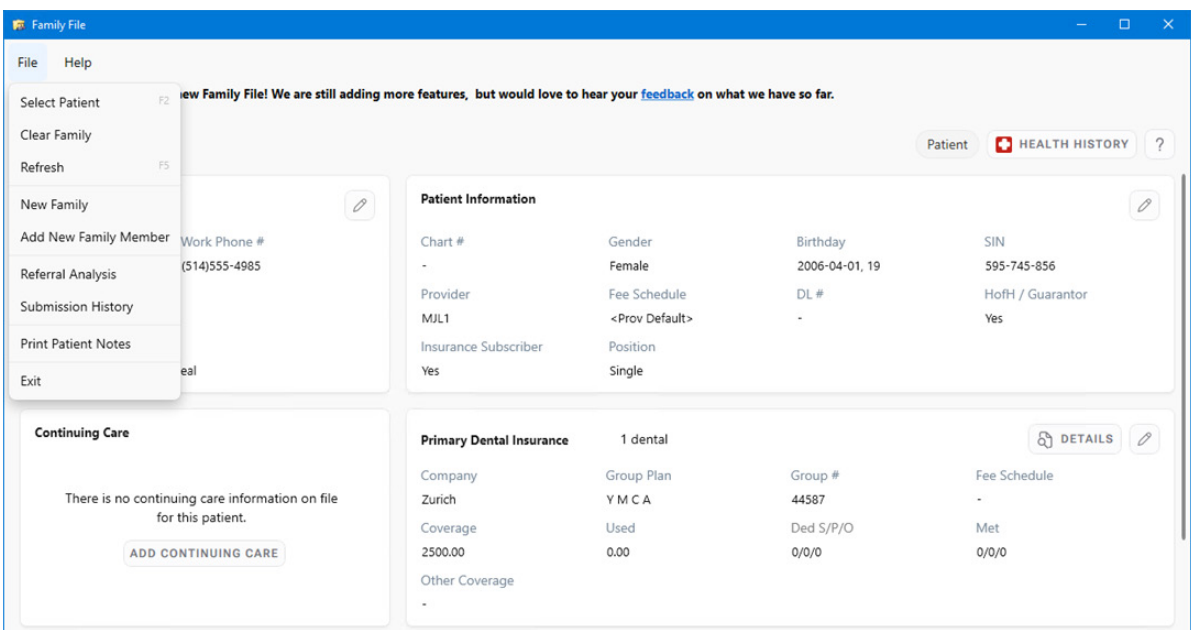
2. Click **File**, point to **Switch To**, and then click **Preview New Family File**.

   The new Family File window appears.



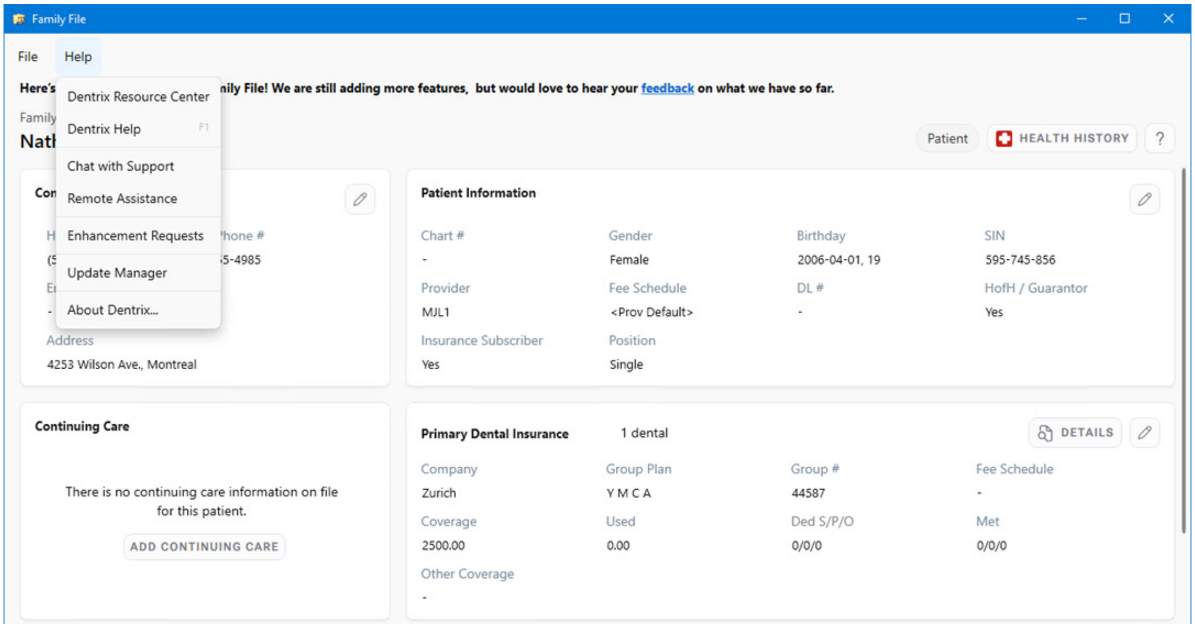
3. Click **File**.

   The **File** menu appears.



4. Click **Help**.

   The **Help** menu appears.



Note: To open the Help file that is specific to the redesigned Family File, click the question mark icon to the right of the Health History button.

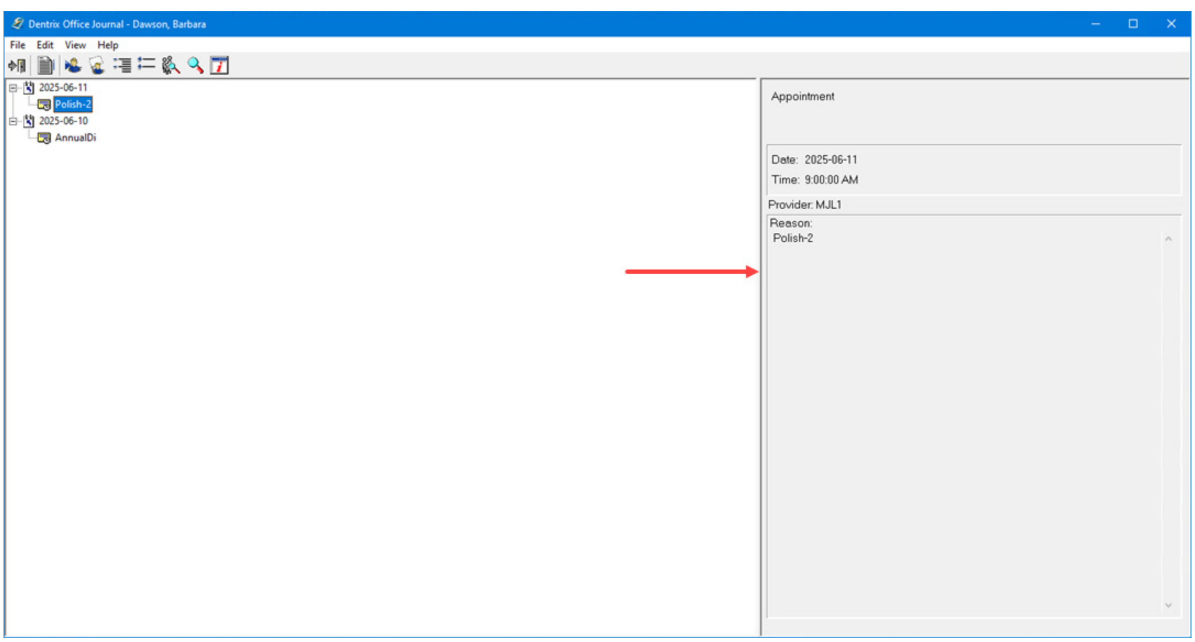
Resizing the Office Journal Info Panel

The **Info** panel in the Office Journal was modified to have a minimum size limitation.

To resize the Office Journal info panel

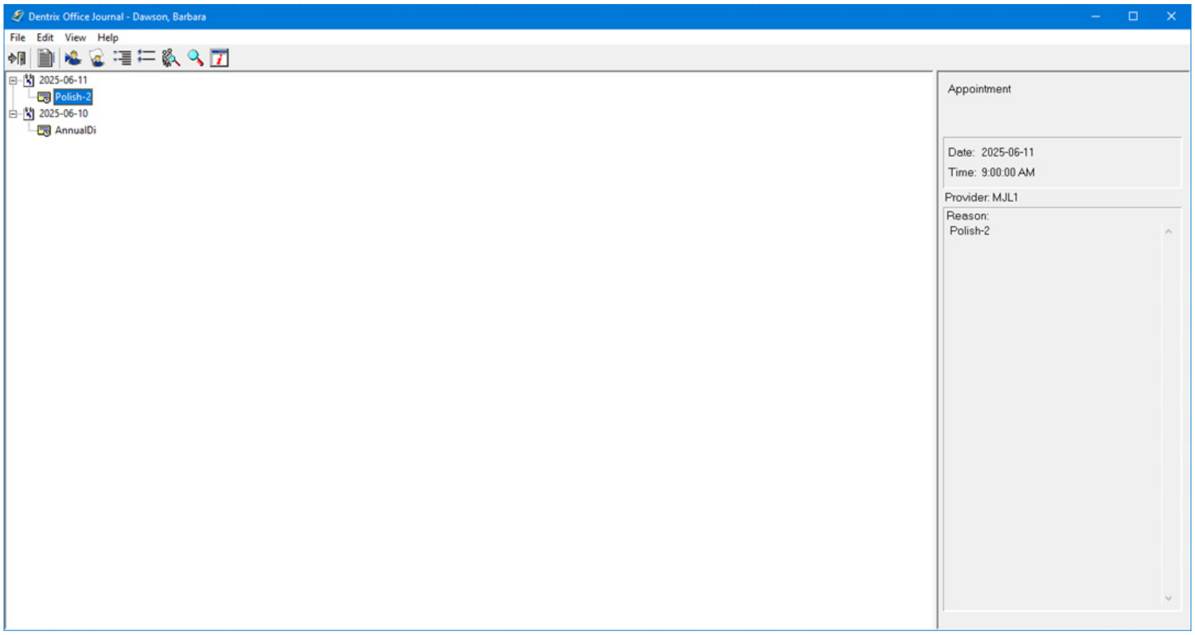
1. From any Dentrix module except the Office Manager, open the Office Journal.

   The Office Journal window appears.



   Note: If necessary, click the Show Info toolbar button to open the Info panel.

2. Click the separator line, and then drag the line to the left to increase or to the right to decrease the size of the Info panel.



Note: When you next open the Office Journal, the Info panel will remain sized the way you modified it.

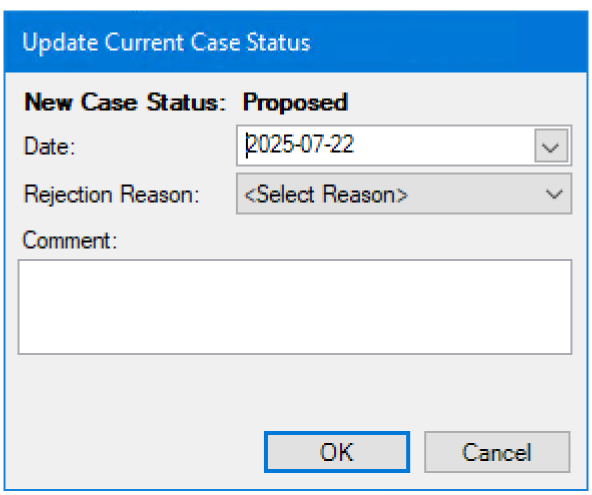
Updating Case Status in the Treatment Planner

The **Update Current Case Status** dialog box and **Update Current Case Status** in **Case Status History** were modified.

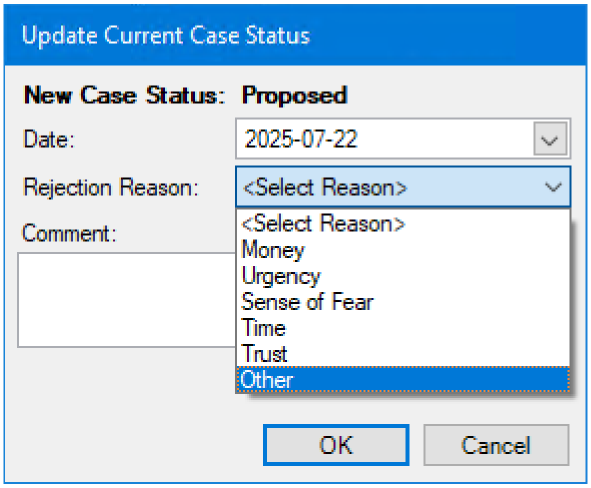
To update case status in the Treatment Planner

1. In the Treatment Planner, select the desired case, click the Update Case Status toolbar button, and then from the menu, click **Proposed**.

   The **Update Current Case Status** dialog box appears.



2. To select a rejection reason, click **<Select Reason>**, and then from the menu, click the reason the patient rejects the proposed treatment.



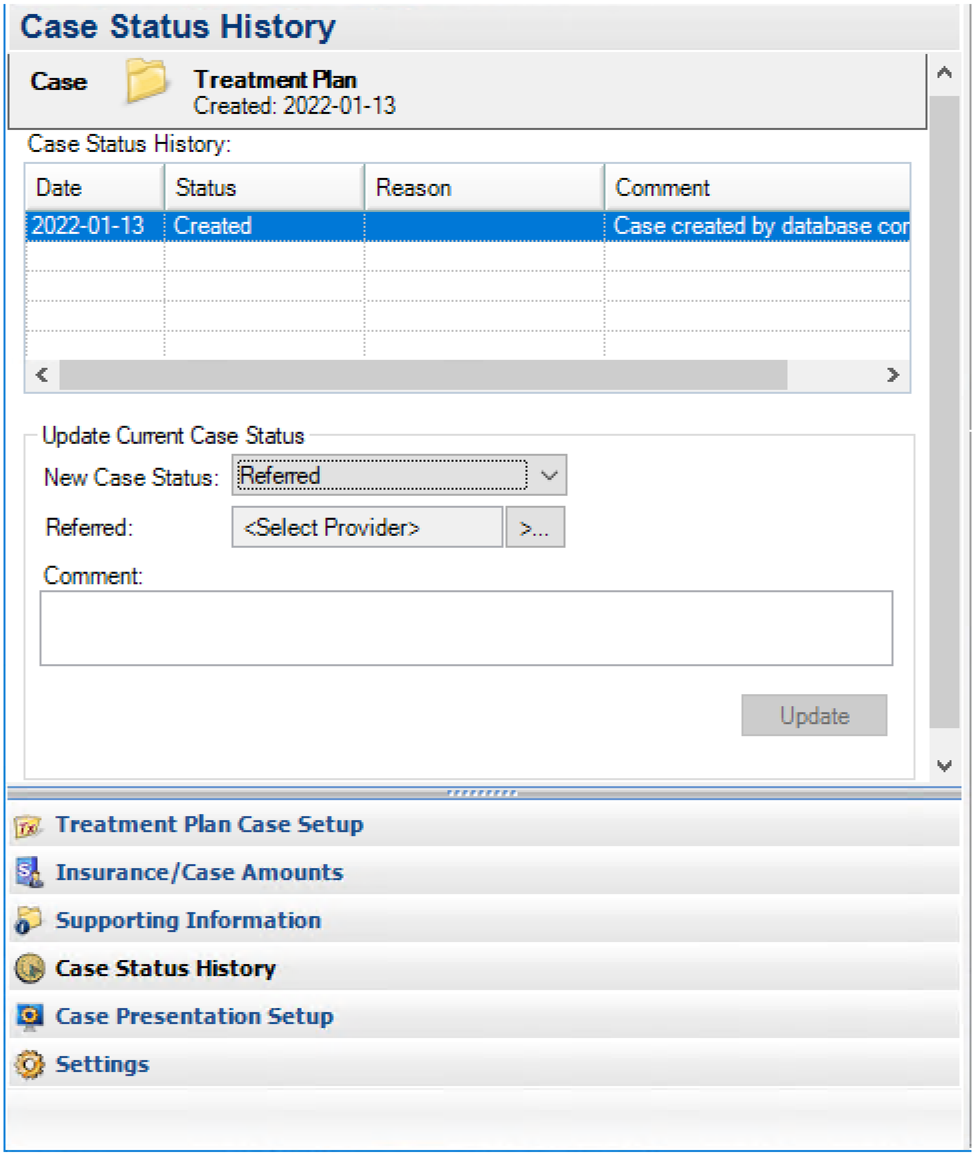
Note: If the patient's reason is **Other**, you must describe the reason in the **Comment** text box.

3. Click **OK**.

   Note: You can also update case status in **Case Status History**.

4. To update case status in **Case Status History**, click the **Case Study History** tab.

   The **Case Status History** panel appears.



5. Under **Update Current Case Status**, click a ststus from the **New Case Status** list.

   Note: Depending on the status you chose, you may need to provide a reason the case was rejected, or if you referred the patient to another provider, select a provider.

6. Click **Update**.

Dentrix 25.13 Canada

Overview and New Features

This Dentrix 25.13 Canada Release Guide provides information about the Dentrix 25.13 Canada software release. The overview section includes important notes regarding the release, followed by a brief description of the new features and enhancements available in Dentrix 25.13 Canada.

Note: For information about using the new features in Dentrix 25.13 Canada, refer to "Using the New Features and Enhancements" in this section of the Release Guide or "What's New in Dentrix 25.13 Canada?" in the Dentrix Help. For information on installing Dentrix Canada, refer to the Installation Guide.

New Features

Dentrix 25.13 Canada includes the following enhancements:

THE REDESIGNED FAMILY FILE WINDOW

The redesigned Family File window is now available for all Beta offices to view and try out. We invite your feedback. You can preview the latest features in this Release Guide:

- The File and Help menus were added.

MISCELLANEOUS

- The Practice Notifications window is now anchored to the Appointment Book.
- The Terms and Conditions disclaimer is now located at the bottom of the **What's New** dialog box.
- The Info panel in the Office Journal was modified allowing you to resize it.
- The **E-mail Address** text box in the **Print Treatment Case** dialog box has been modified to allow more characters.
- Dentrix now performs a verification check of completed procedure codes to prevent posting codes twice.

Using the New Features and Enhancements

The following information will help you understand how to use the features and enhancements in this release. For a more complete explanation of features and enhancements, refer to the Dentrix Help.

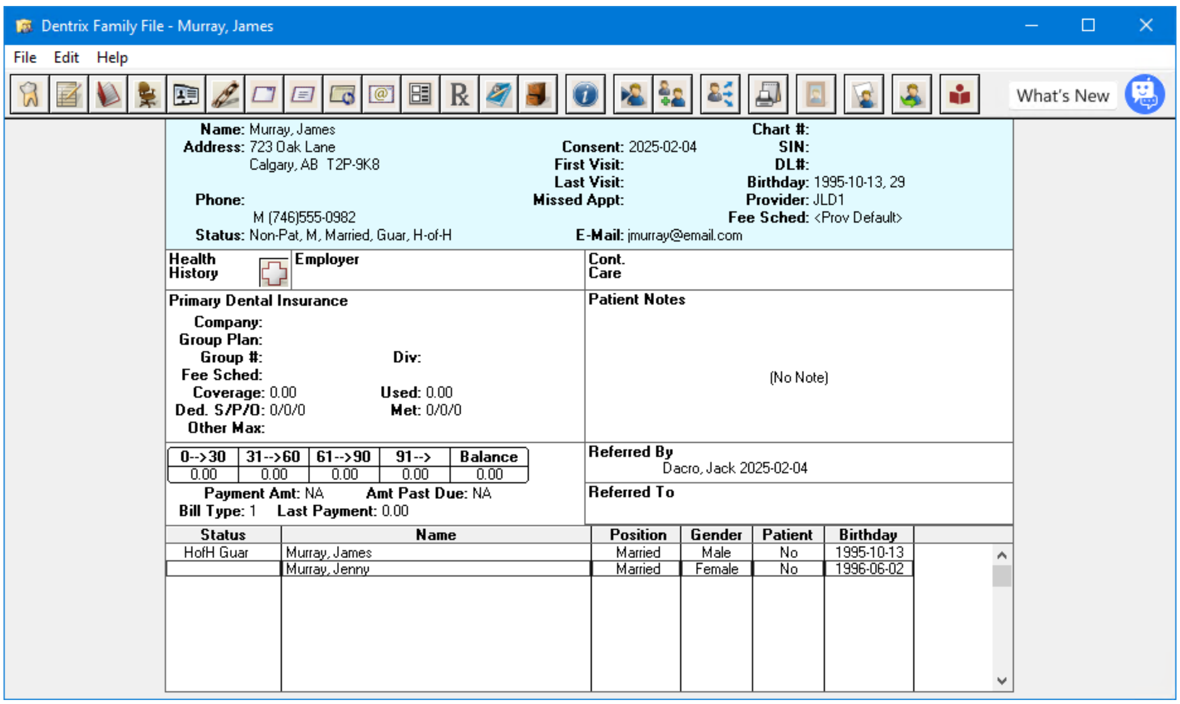
Previewing the Redesigned Family File

At Henry Schein One, we're redesigning the Family File to make it more intuitive and easier to use. You can preview the proposed changes.

Note: Currently, the new Family File window consists of several cards (**Contact Information**, **Patient Information**, **Continuing Care**, **Primary Dental Insurance**, **Notes**, **Billing Information**, and so on).

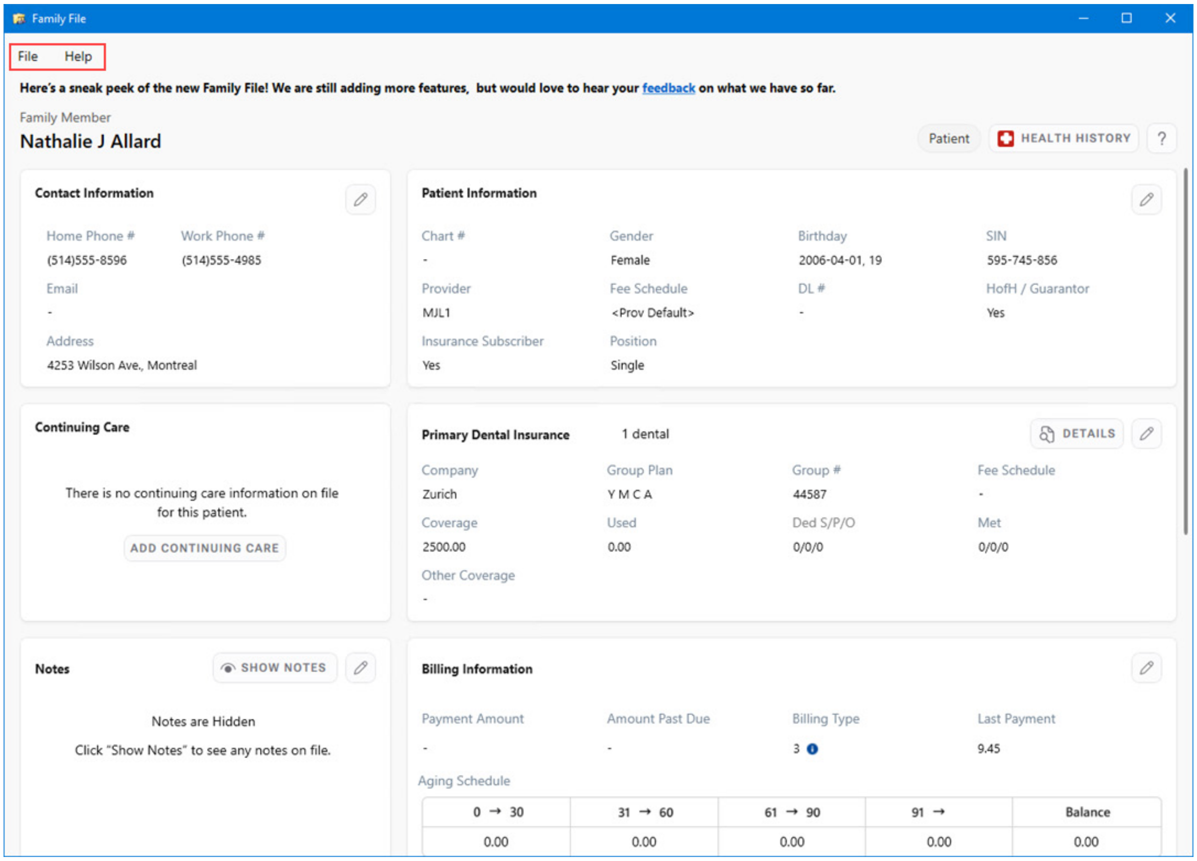
To preview the redesigned Family File

1. Open the Family File and select a patient.



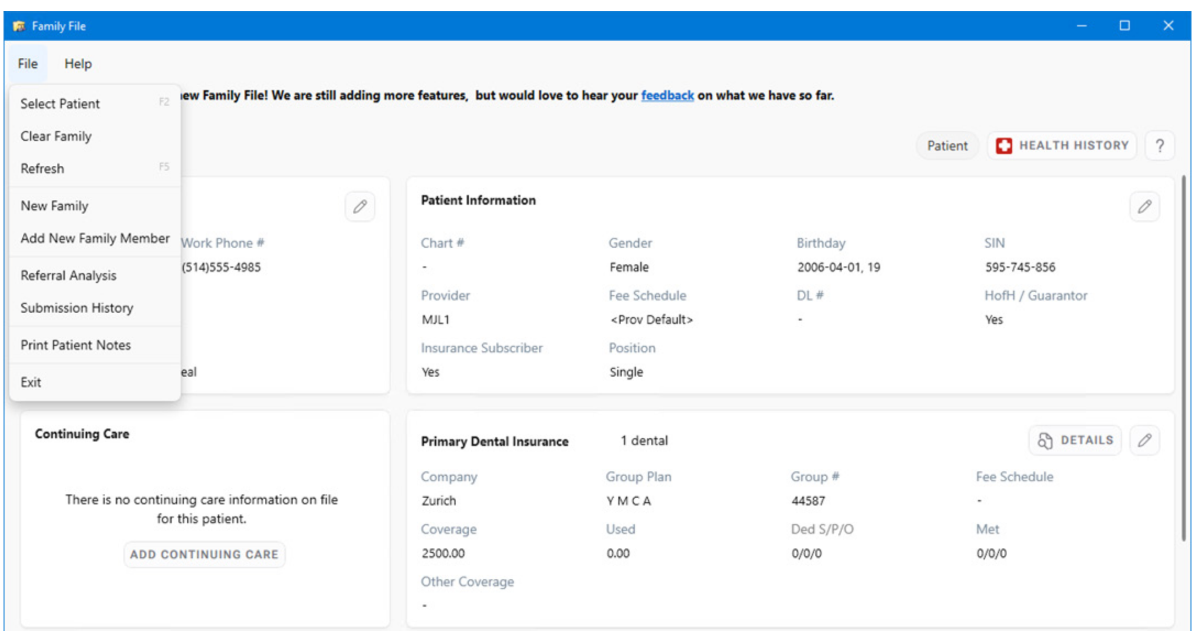
2. Click **File**, point to **Switch To**, and then click **Preview New Family File**.

   The new Family File window appears.



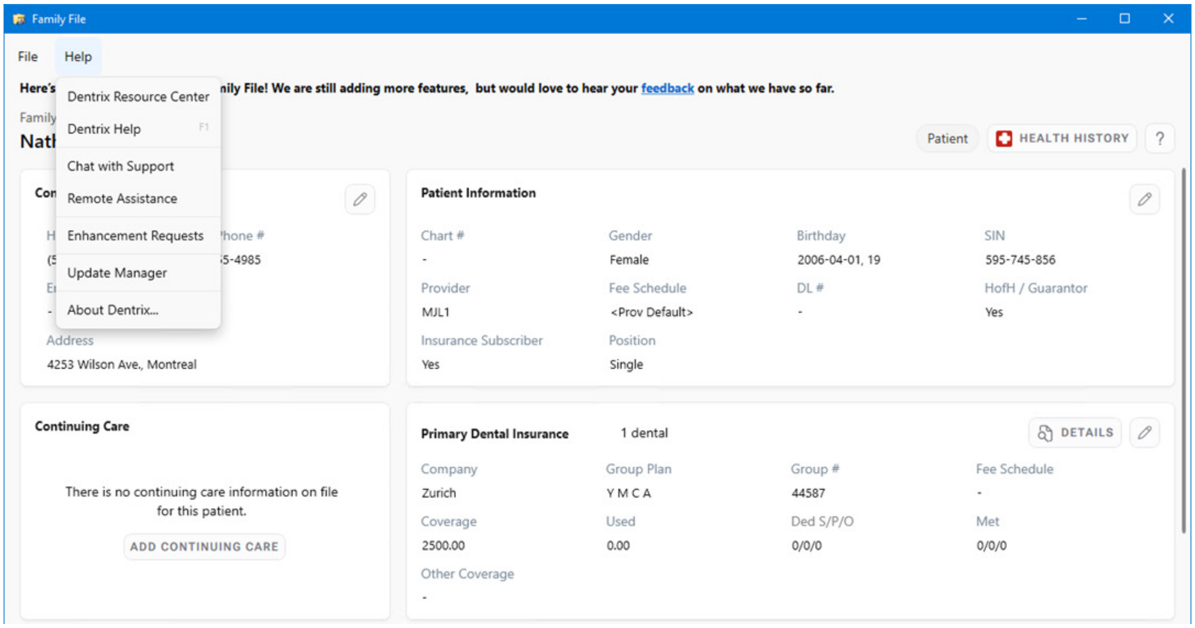
3. Click **File**.

   The **File** menu appears.



4. Click **Help**.

   The **Help** menu appears.



Note: To open the Help file that is specific to the redesigned Family File, click the question mark icon to the right of the Health History button.

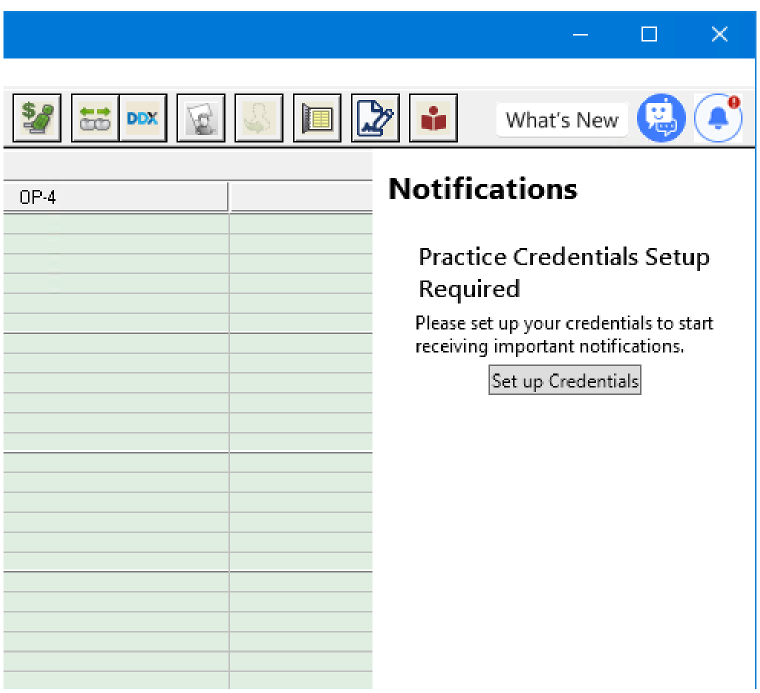
Opening and Closing Practice Notifications

The Practice Notifications window is now anchored to the Appointment Book.

To open Practice Notifications

1. Open the Appointment Book.
2. Click the Practice Notifications button.

   The Practice Notifications window appears.



3. To close the Practice Notifications window, click anywhere outside the window.

Reviewing the Terms and Conditions Disclaimer

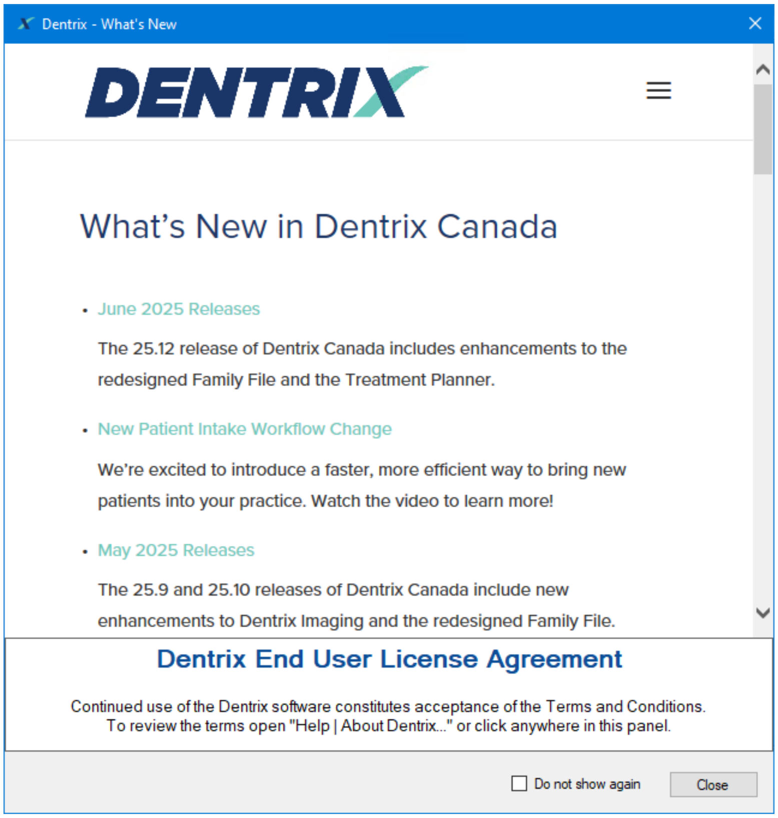
The Terms and Conditions disclaimer now appears at the bottom of the **What's New** dialog box.

To review the Terms and Conditions disclaimer

1. Open any Dentrix module.

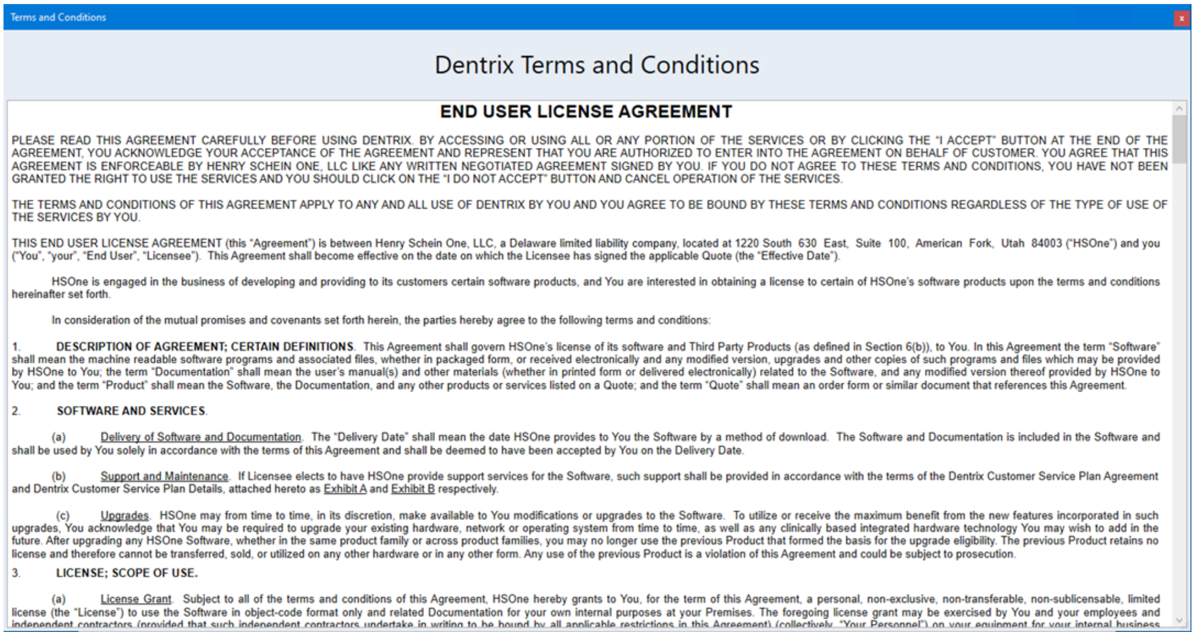
   Note: If you have already opened a Dentrix module, in the Help menu of any Denrix module, click **About Dentrix**, and then in the **About Dentrix** dialog box, click the **Terms and Conditions** button.

   The **Dentrix - What's New** dialog box appears.

2. Click **Dentrix End User License Agreement**.

   The **Terms and Conditions** disclaimer appears.



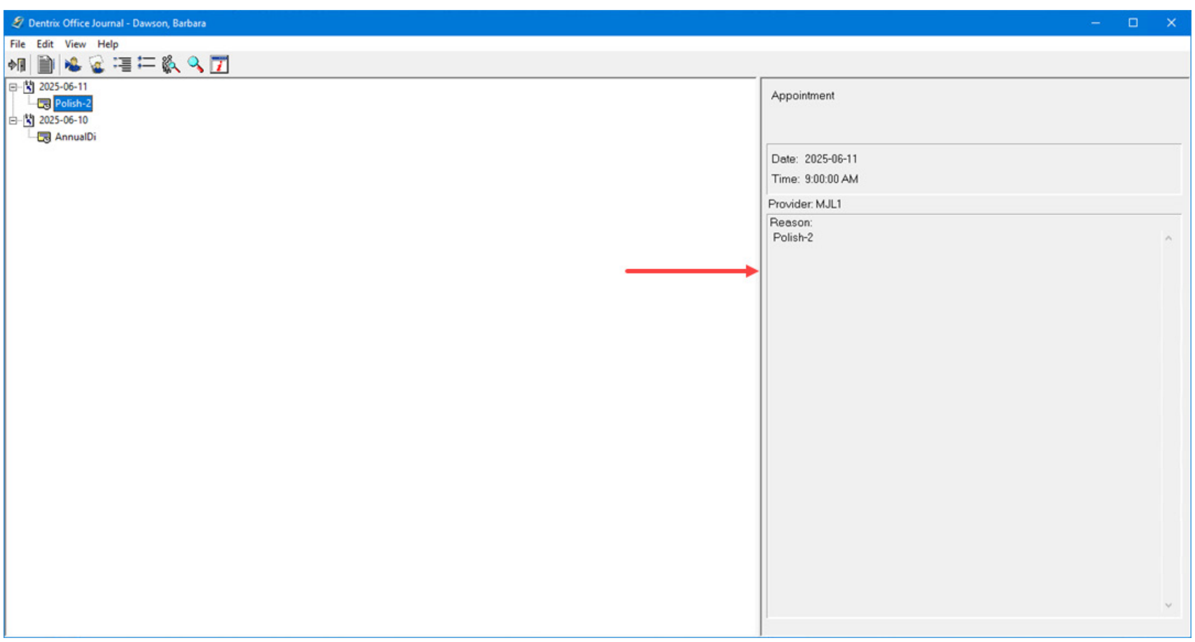
Resizing the Office Journal Info Panel

The Info panel in the Office Journal was modified allowing you to resize it.

To resize the Office Journal info panel

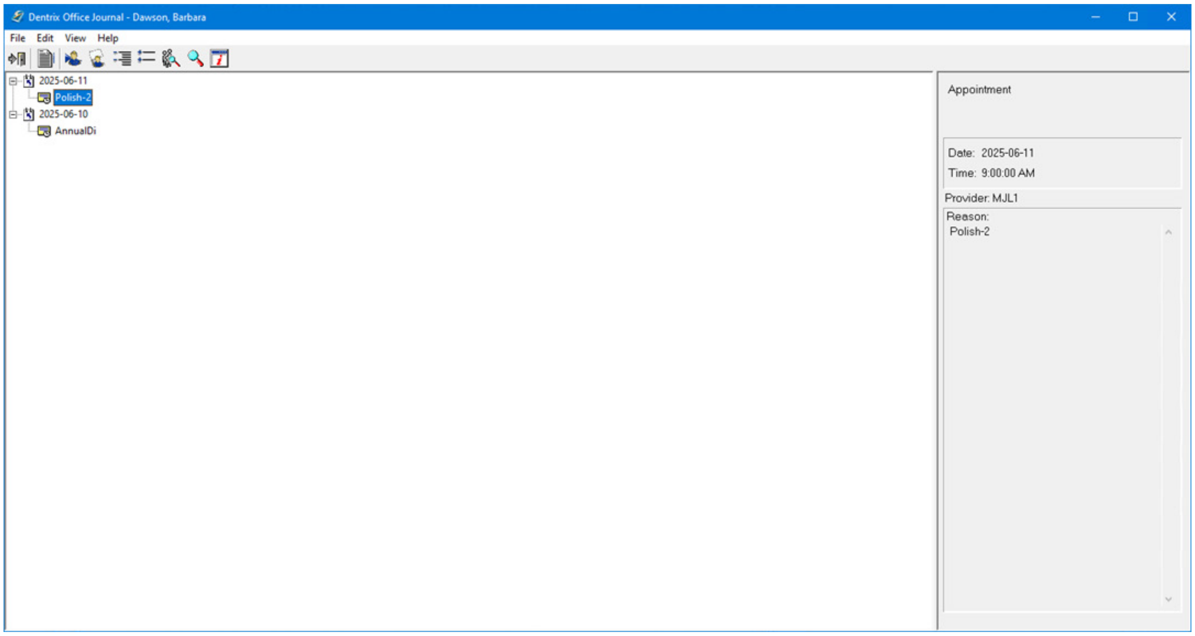
1. From any Dentrix module except the Office Manager, open the Office Journal.

   The Office Journal window appears.



Note: If necessary, click the Show Info toolbar button to open the Info panel.

2. Click the separator line, and then drag the line to the left to increase or to the right to decrease the size of the Info panel.



Note: When you next open the Office Journal, the Info panel will remain sized the way you modified it.

Dentrix 25.12 Canada

Overview and New Features

This Dentrix 25.12 Canada Release Guide provides information about the Dentrix 25.12 Canada software release. The overview section includes important notes regarding the release, followed by a brief description of the new features and enhancements available in Dentrix 25.12 Canada.

Note: For information about using the new features in Dentrix 25.12 Canada, refer to "Using the New Features and Enhancements" in this section of the Release Guide or "What's New in Dentrix 25.12 Canada?" in the Dentrix Help. For information on installing Dentrix Canada, refer to the Installation Guide.

New Features

Dentrix 25.12 Canada includes the following enhancements:

THE REDESIGNED FAMILY FILE WINDOW

The redesigned Family File window is now available for all Beta offices to view and try out. We invite your feedback. You can preview the latest features in this Release Guide:

- You can now add or edit a patient's emergency contact information from the **Emergency Contact** card.
- The new **Upcoming Appointments** card shows the patient's next two upcoming appointments.
- You can now view and revert any updates from Dentrix Forms to the fields in the **Patient Information** card.

MISCELLANEOUS

- In the Treatment Planner, you can now select the reason a procedure was rejected from a menu, and a **Reason** column now appears in the **Case Status History** table.
- The **Birthday** field in the **Add New Patient** dialog box now uses the Microsoft Windows short date format.

Using the New Features and Enhancements

The following information will help you understand how to use the features and enhancements in this release. For a more complete explanation of features and enhancements, refer to the Dentrix Help.

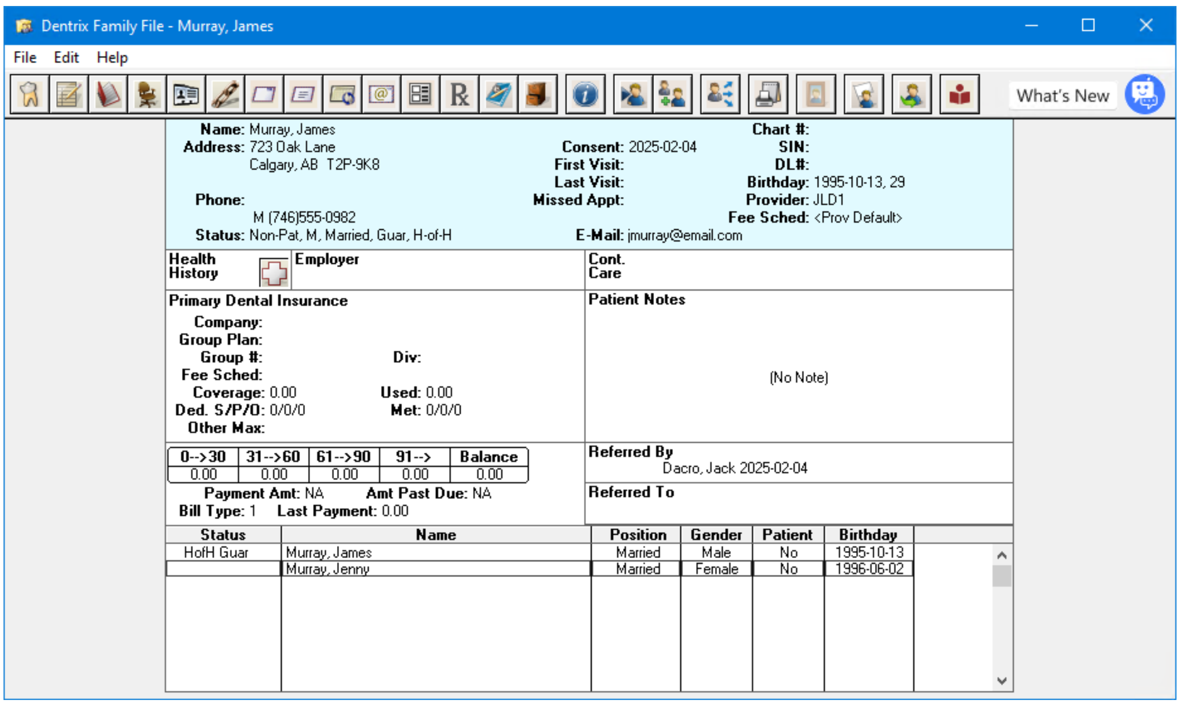
Previewing the Redesigned Family File

At Henry Schein One, we're redesigning the Family File to make it more intuitive and easier to use. You can preview the proposed changes.

Note: Currently, the new Family File window consists of several cards (**Contact Information**, **Patient Information**, **Continuing Care**, **Primary Dental Insurance**, **Notes**, **Billing Information**, and so on).

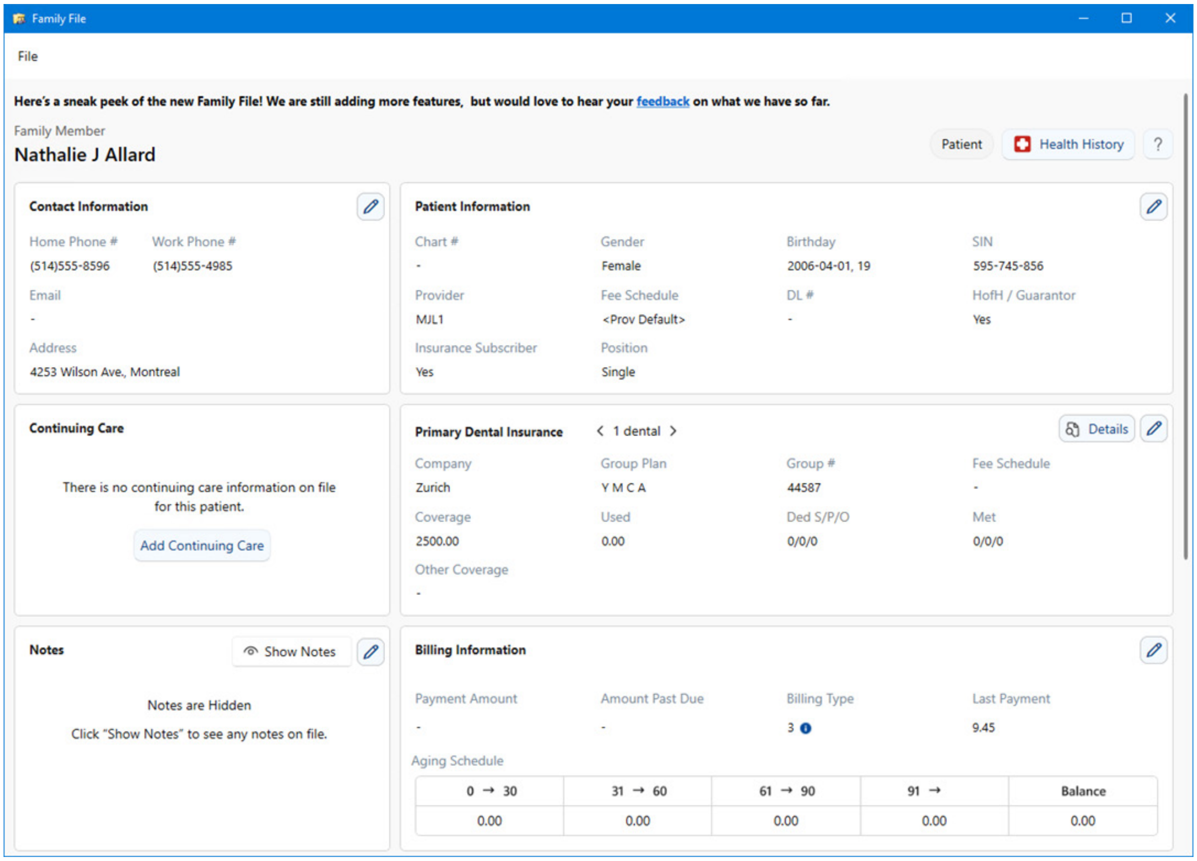
To preview the redesigned Family File

1. Open the Family File and select a patient.



2. Click **File**, point to **Switch To**, and then click **Preview New Family File**.

   The new Family File window appears.



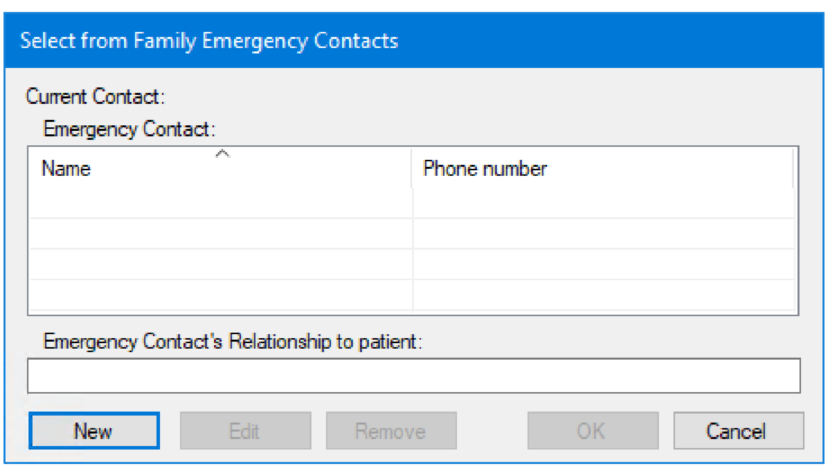
ADDING OR EDITING A PATIENT'S EMERGENCY CONTACT INFORMATION

You can now add and edit a patient's emergency contact information from the new Family File window.

To add or edit a patient's emergency contact information

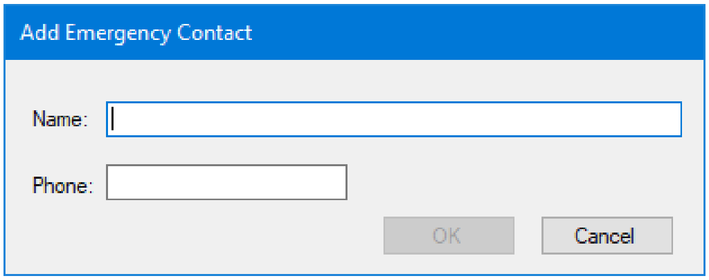
1. Open the new Family File.
2. Click the Edit icon in the upper-right corner of the **Emergency Contact** card.

   The **Select from Family Emergency Contacts** dialog box appears.



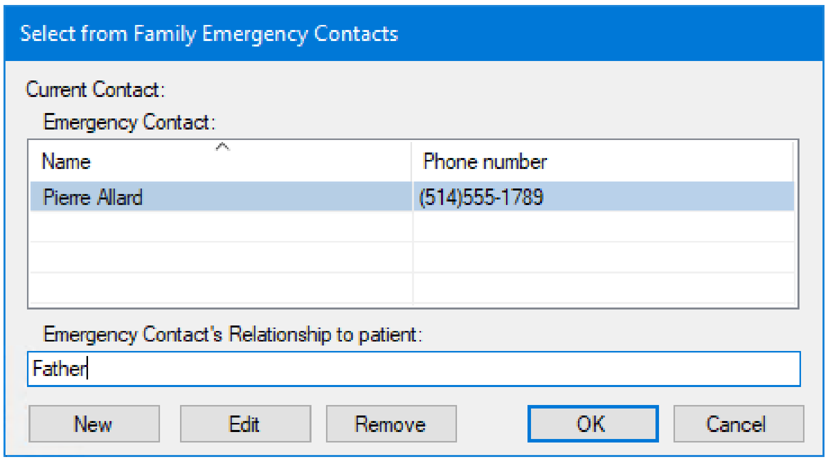
3. To create an emergency contact, click **New**.

   The **Add Emergency Contact** dialog box appears.



4. Type the contact's name and phone number, and then click **OK**.

   The **Select from Family Emergency Contacts** dialog box reappears.



5. Under **Emergency Contact's Relationship to patient**, type the kind of relationship, and then click **OK**.

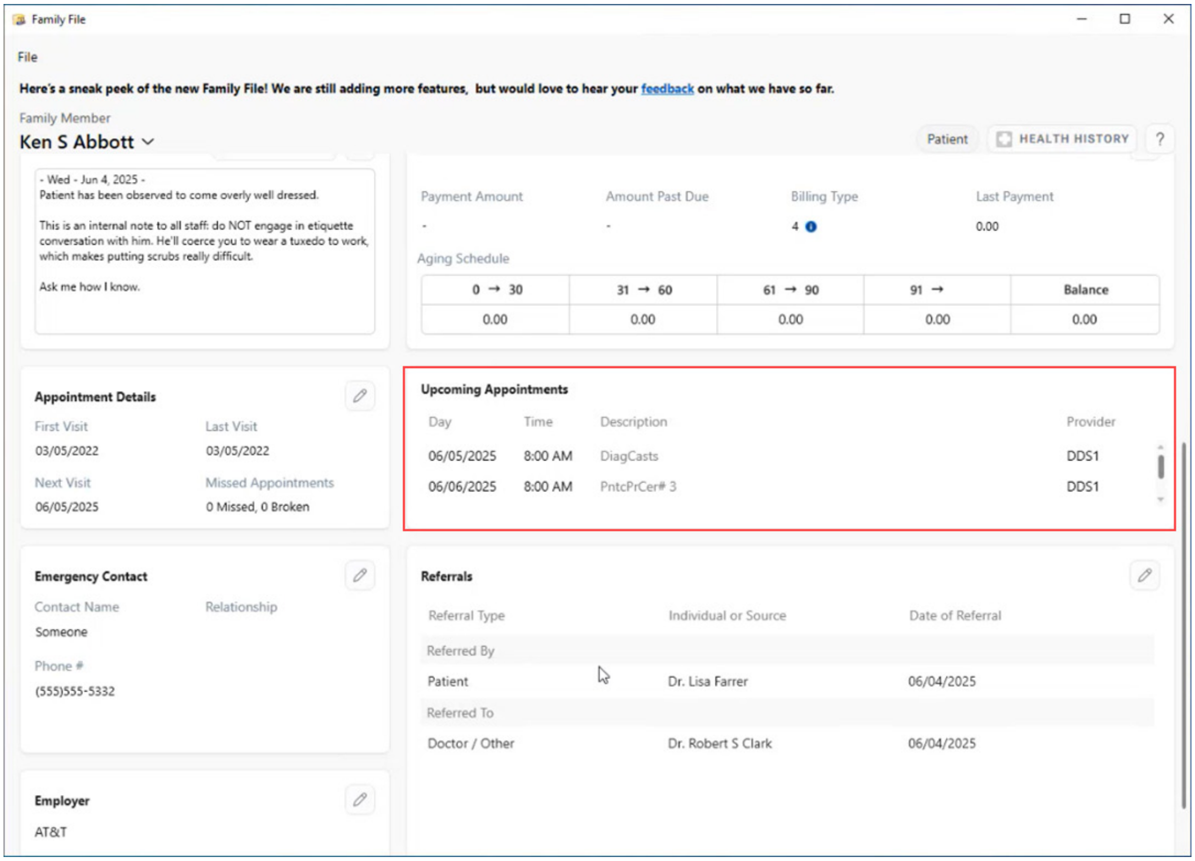
   The emergency contact's information appears in the Health History window.

VIEWING A PATIENT'S UPCOMING APPOINTMENTS

You can view a patient's next two upcoming appointments.

To view upcoming appointments

1. Open the new Family File.
2. Navigate to the **Upcoming Appointments** card.

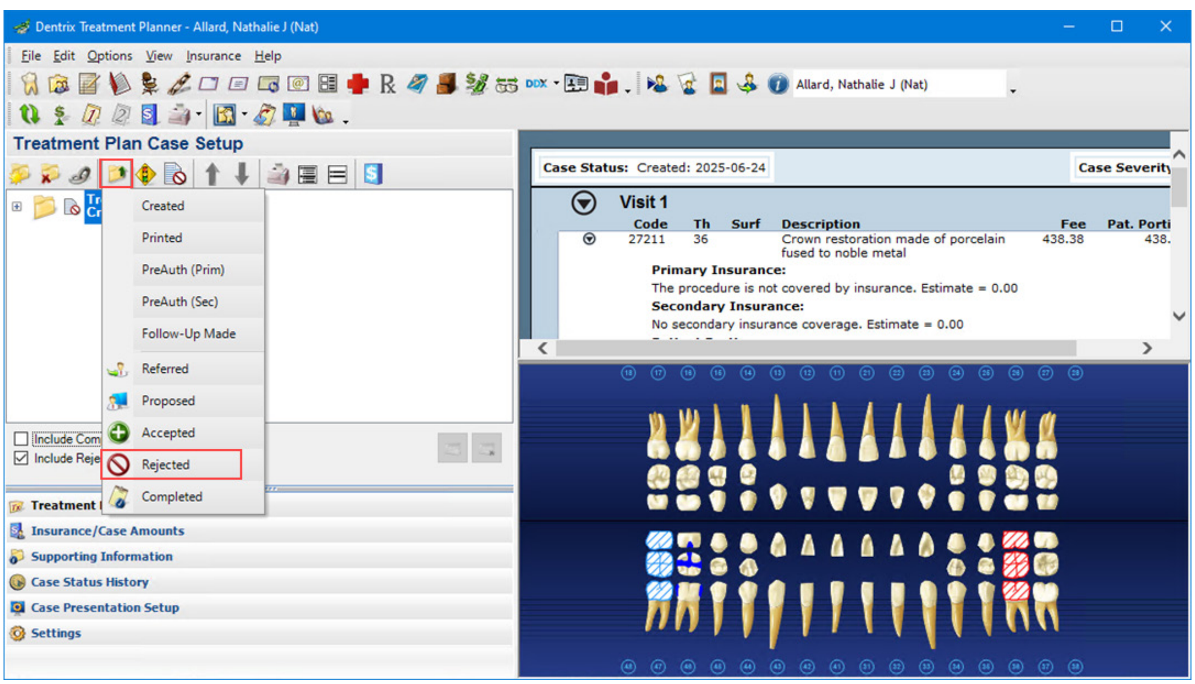


Setting Rejection Reasons in the Treatment Planner

You can now set the reason a patient rejected a treatment plan in the Treatment Planner.

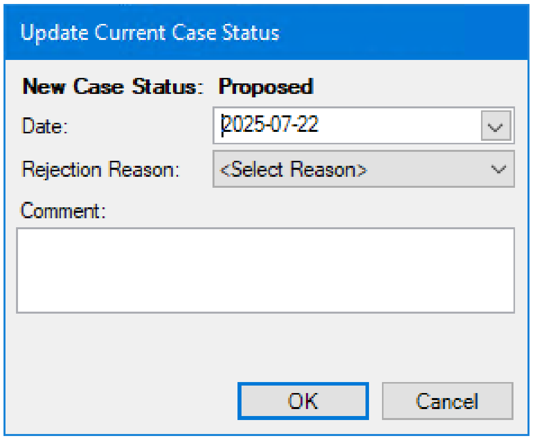
To set the reason for rejecting a treatment plan

1. In the Treatment Planner, select the desired treatment plan.



2. Click the Update Case Status toolbar button, and then from the menu, click **Rejected**.

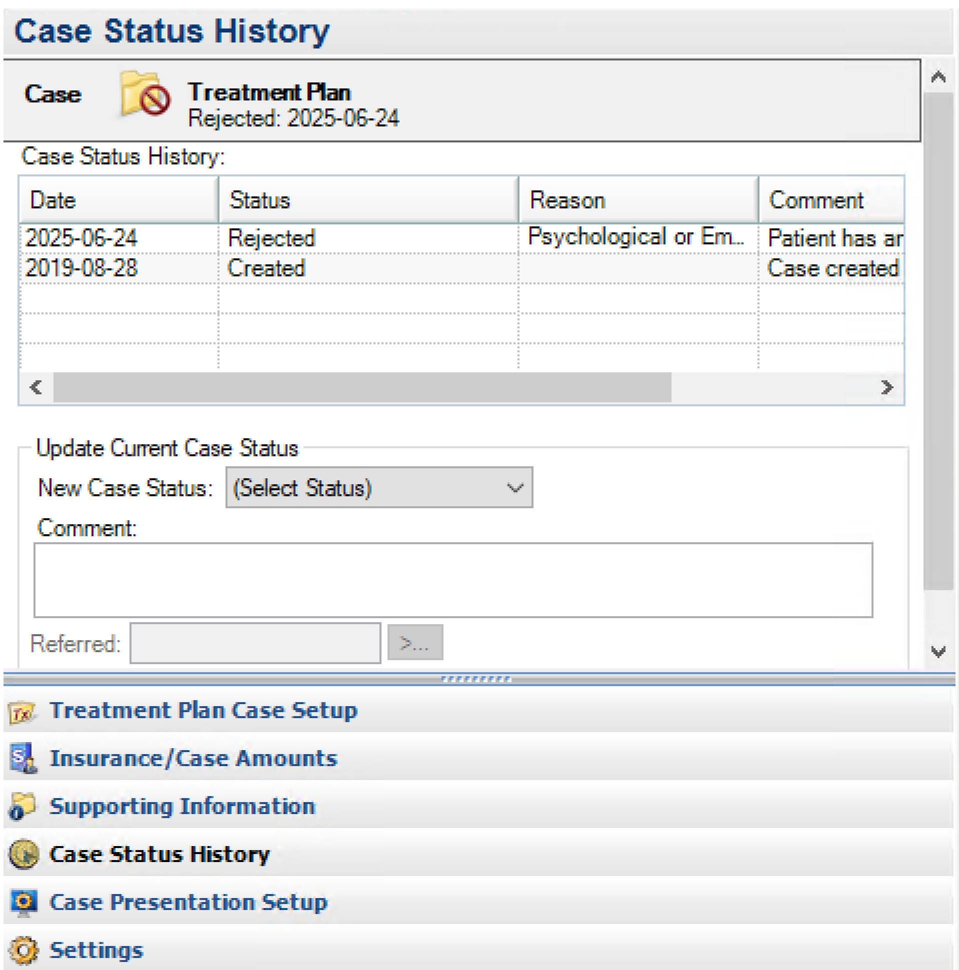
   The **Update Current Case Status** dialog box appears.



3. From the **Rejection Reason** menu, select the desired option, type a comment, and then click **OK**.
4. Select **Include Rejected Cases**.

   Any rejected treatment plans appear under **Treatment Plan Case Setup**.
5. Select the desired rejected plan, click the **Case Status History** tab, and then click the Refresh toolbar button.

   The reason for the rejection appears in the **Reason** column.



Dentrix 25.11 Canada

Overview and New Features

This Dentrix 25.11 Canada Release Guide provides information about the Dentrix 25.11 Canada software release. The overview section includes important notes regarding the release, followed by a brief description of the new features and enhancements available in Dentrix 25.11 Canada.

Note: For information about using the new features in Dentrix 25.11 Canada, refer to "Using the New Features and Enhancements" in this section of the Release Guide or "What's New in Dentrix 25.11 Canada?" in the Dentrix Help. For information on installing Dentrix Canada, refer to the Installation Guide.

New Features

Dentrix 25.11 Canada includes the following enhancements:

THE REDESIGNED FAMILY FILE WINDOW

The redesigned Family File window is now available for all Beta offices to view and try out. We invite your feedback. You can preview the latest features in this Release Guide:

- You can now add or edit a patient's emergency contact information from the **Emergency Contact** card.
- The new **Upcoming Appointments** card shows the patient's next two upcoming appointments.
- You can now navigate through the Family File controls with the Tab key.

CLAIMS MANAGER

- The Dentrix Claims Manager is now available to help you view the details of claims, add and/or edit claim statuses, and view information about a patient or an insurance plan.

Using the New Features and Enhancements

The following information will help you understand how to use the features and enhancements in this release. For a more complete explanation of features and enhancements, refer to the Dentrix Help.

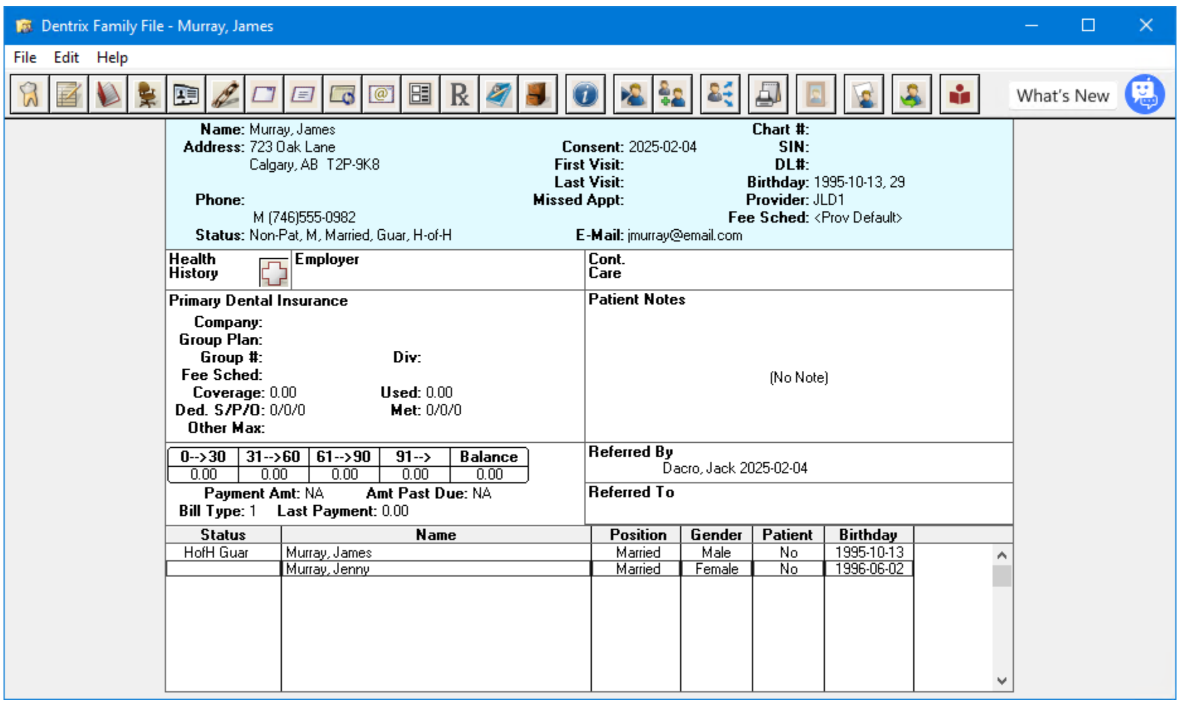
Previewing the Redesigned Family File

At Henry Schein One, we're redesigning the Family File to make it more intuitive and easier to use. You can preview the proposed changes.

Note: Currently, the new Family File window consists of several cards (**Contact Information**, **Patient Information**, **Continuing Care**, **Primary Dental Insurance**, **Notes**, **Billing Information**, and so on).

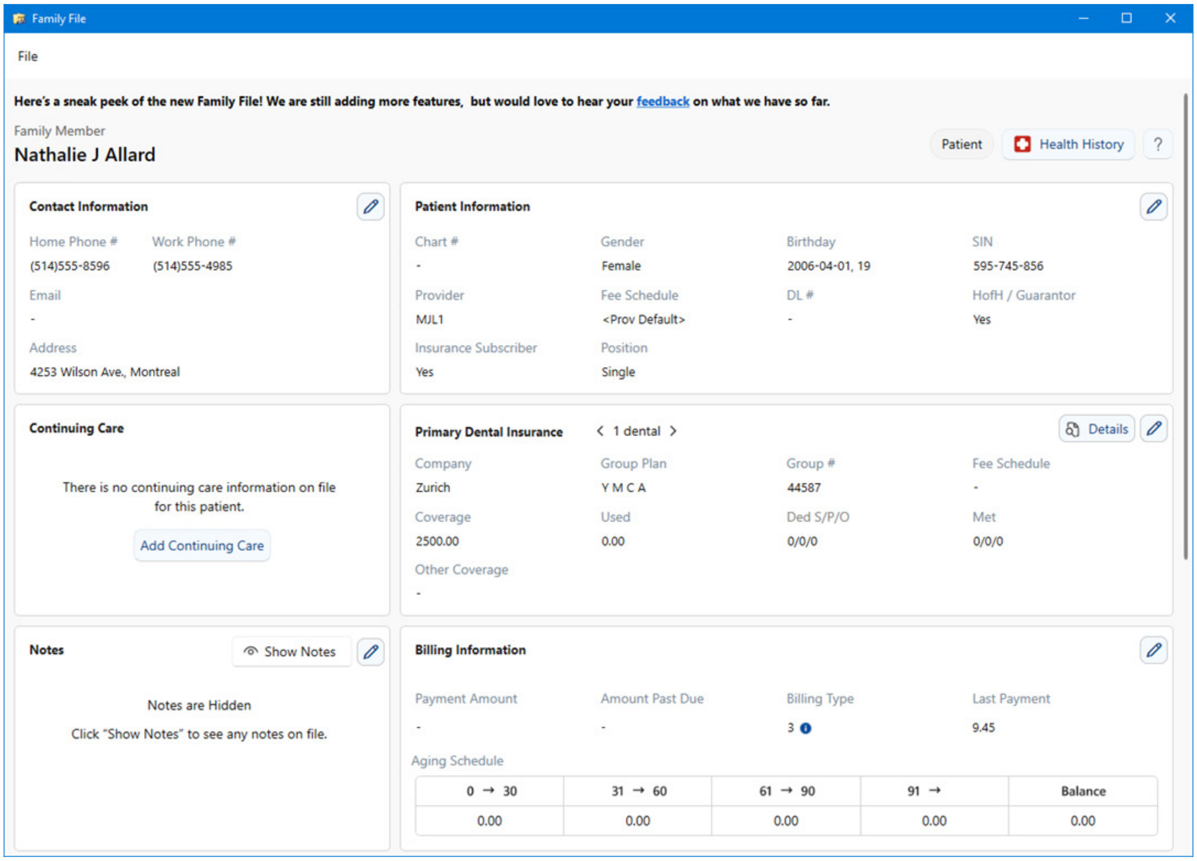
To preview the redesigned Family File

1. Open the Family File and select a patient.



2. Click **File**, point to **Switch To**, and then click **Preview New Family File**.

   The new Family File window appears.



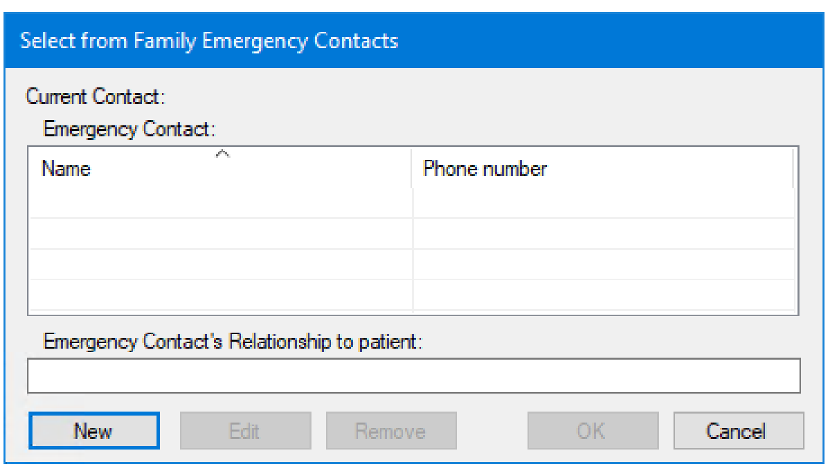
ADDING OR EDITING A PATIENT'S EMERGENCY CONTACT INFORMATION

You can now add and edit a patient's emergency contact information from the new Family File window.

To add or edit a patient's emergency contact information

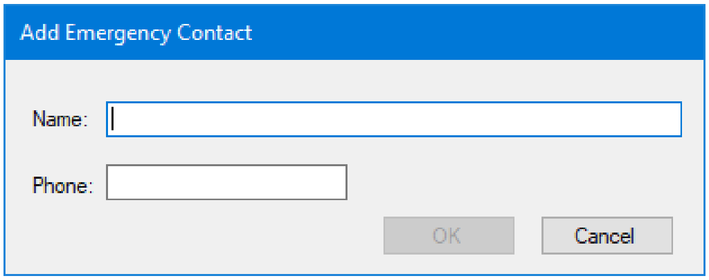
1. Open the new Family File.
2. Click the Edit icon in the upper-right corner of the **Emergency Contact** card.

   The **Select from Family Emergency Contacts** dialog box appears.



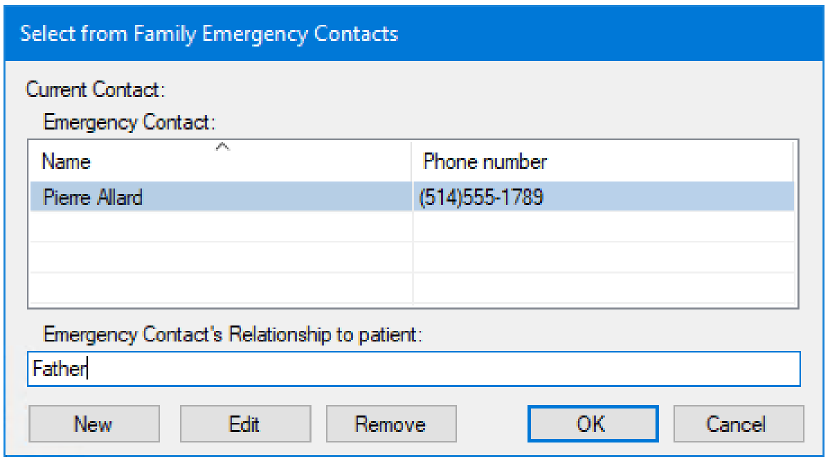
3. To create an emergency contact, click **New**.

   The **Add Emergency Contact** dialog box appears.



4. Type the contact's name and phone number, and then click **OK**.

   The **Select from Family Emergency Contacts** dialog box reappears.



5. Under **Emergency Contact's Relationship to patient**, type the kind of relationship, and then click **OK**.

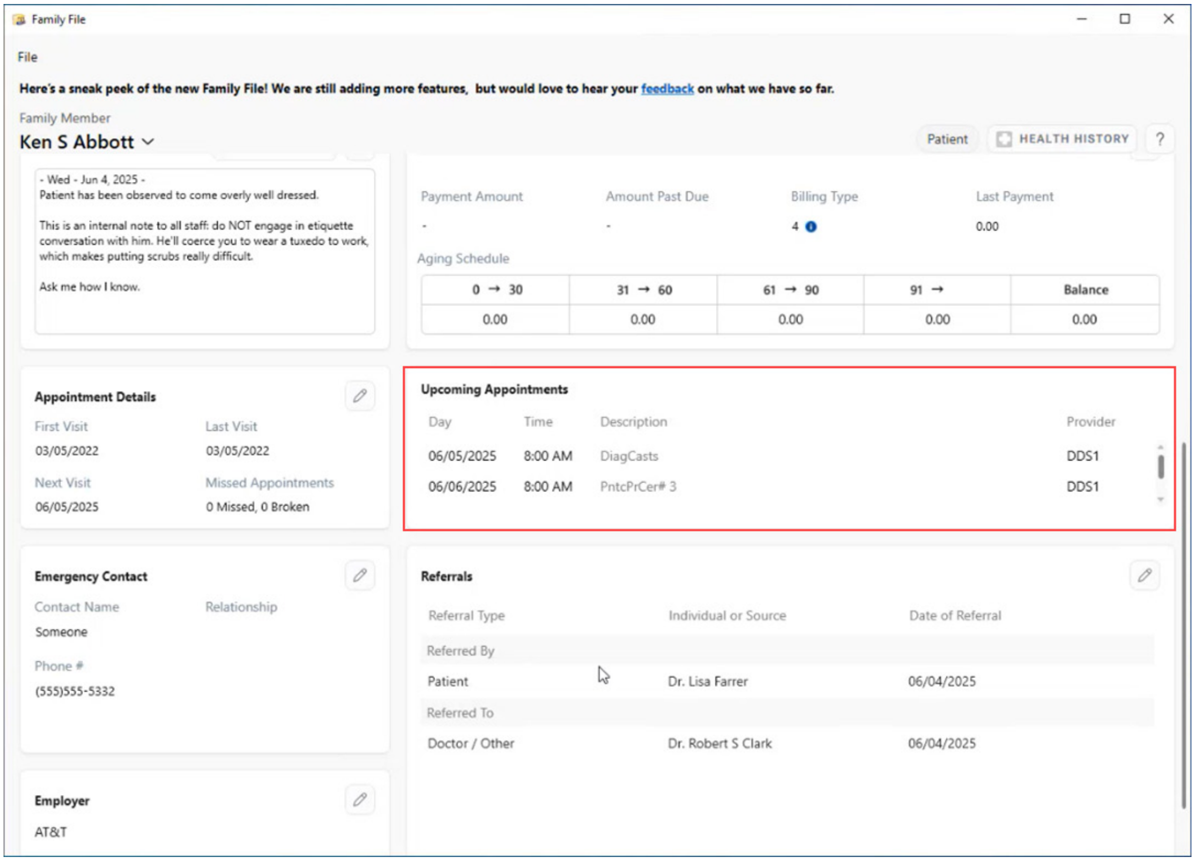
   The emergency contact's information appears in the Health History window.

VIEWING A PATIENT'S UPCOMING APPOINTMENTS

You can view a patient's next two upcoming appointments.

To view upcoming appointments

1. Open the new Family File.
2. Navigate to the **Upcoming Appointments** card.



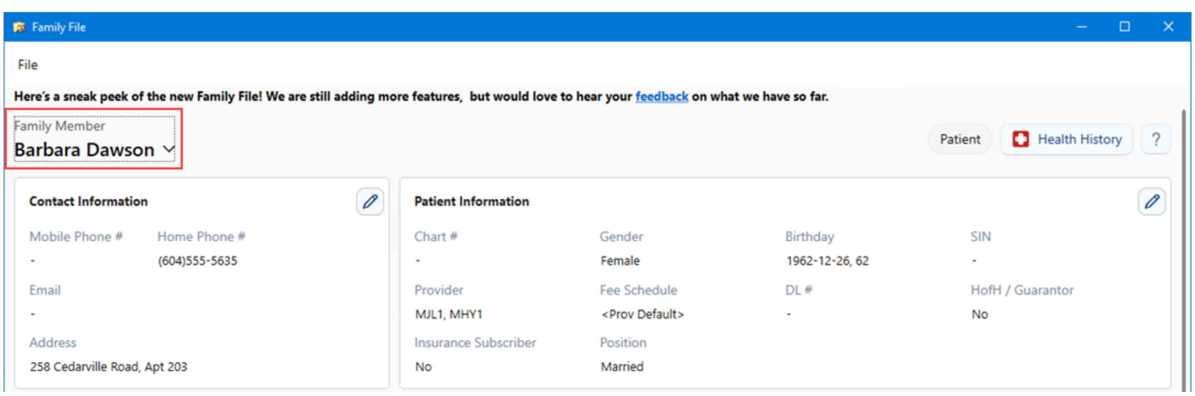
NAVIGATING FAMILY FILE CONTROLS WITH THE TAB KEY

You can navigate the Family File controls with the Tab key.

To navigate the Family File controls

1. Open the new Family File.
2. Press the Tab key.

   A box appears around the control.



3. Press the Tab key again to move to the next control.

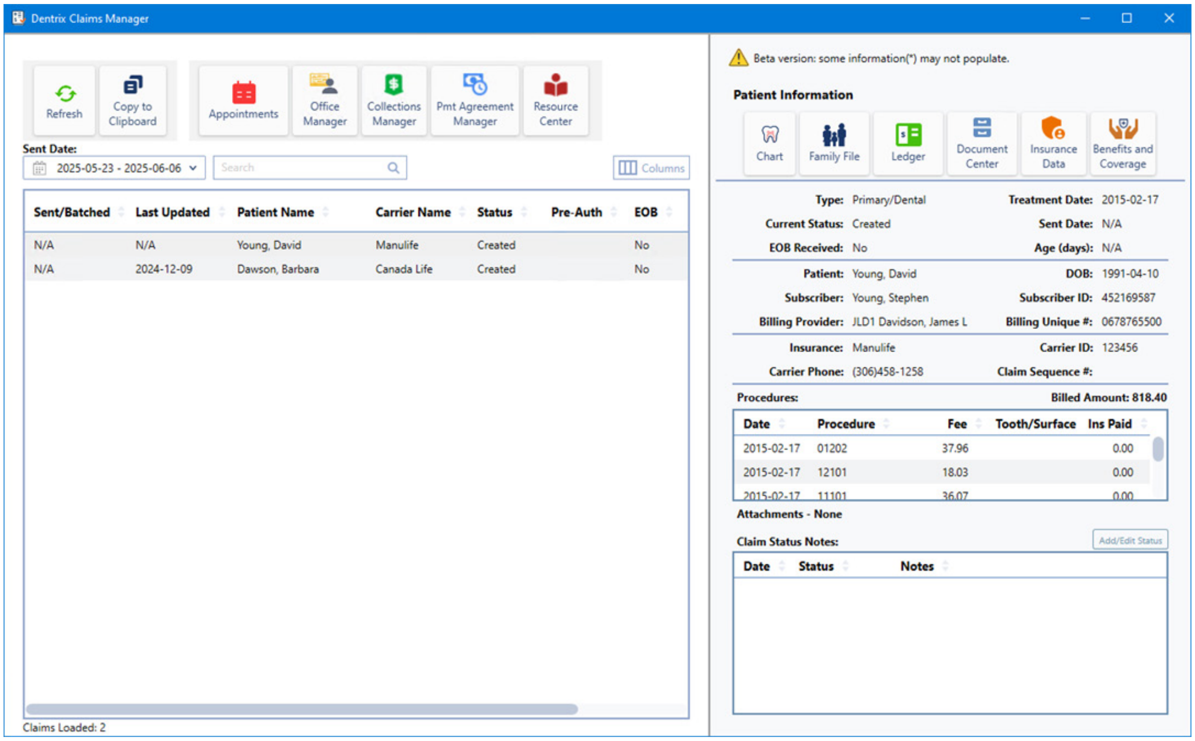
Claims Manager

Using the Claims Manager, you can view all claims and sort or search them by status. The Claims Manager also features an interactive aging report.

To open the Claims Manager

1. In the Ledger or the Office Manager, click the Claims Manager toolbar button.

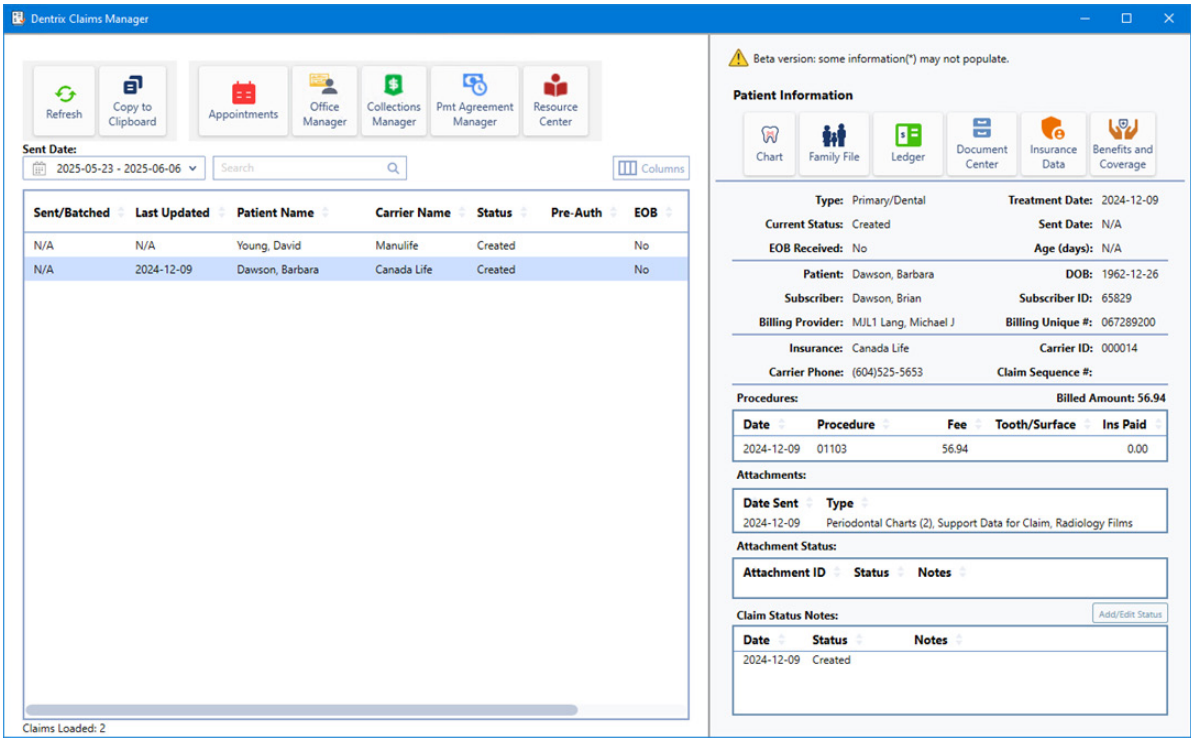
   The Claims Manager window appears.



2. To view more claims, adjust the date range under **Sent Date** by typing the desired range in the **From** and **To** text boxes, or by clicking the respective calendar icons and selecting a date range.

   Note: You can also search for claims by the following data points: **Sent**, **Last Updated**, **Patient Name**, **Carrier Name**, **Status**, or **Age**.

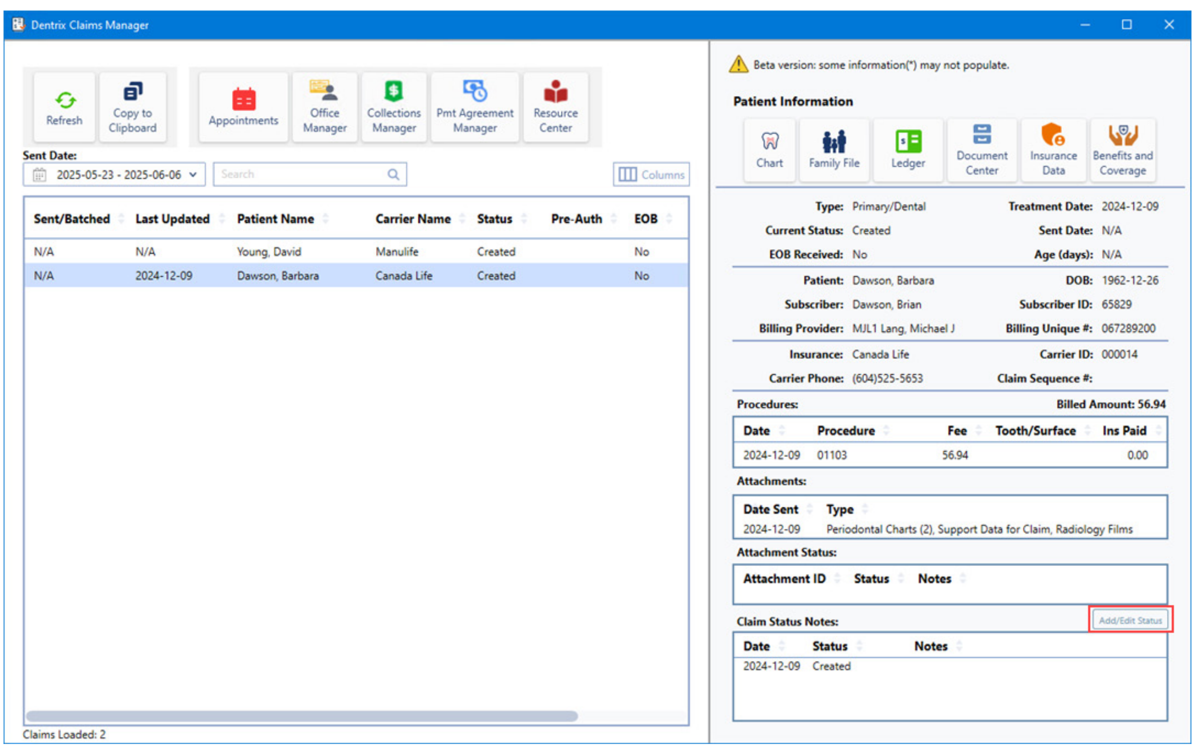
   All claims in the date range appear.



3. To view a specific claim, select it from the list.

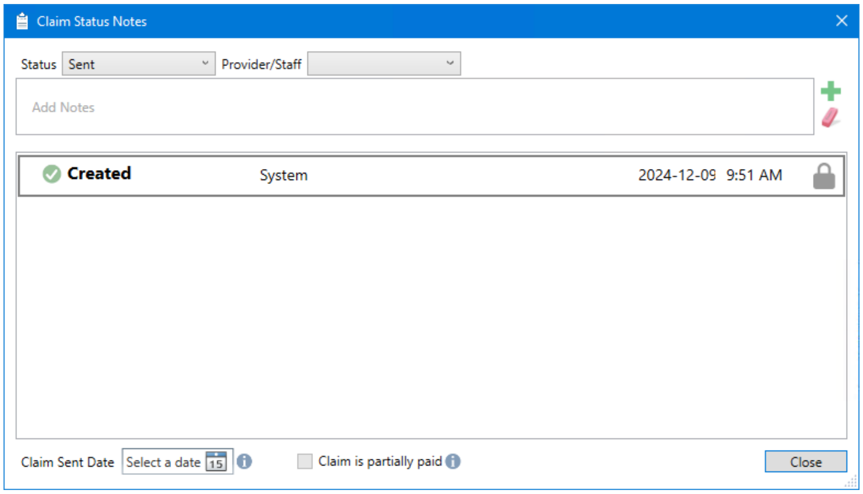
   The details of the selected claim appear, including **Procedures**, **Attachments**, and **Claim Status Notes**.

4. To add or edit a Claim Status Note, select a patient from the claims list.



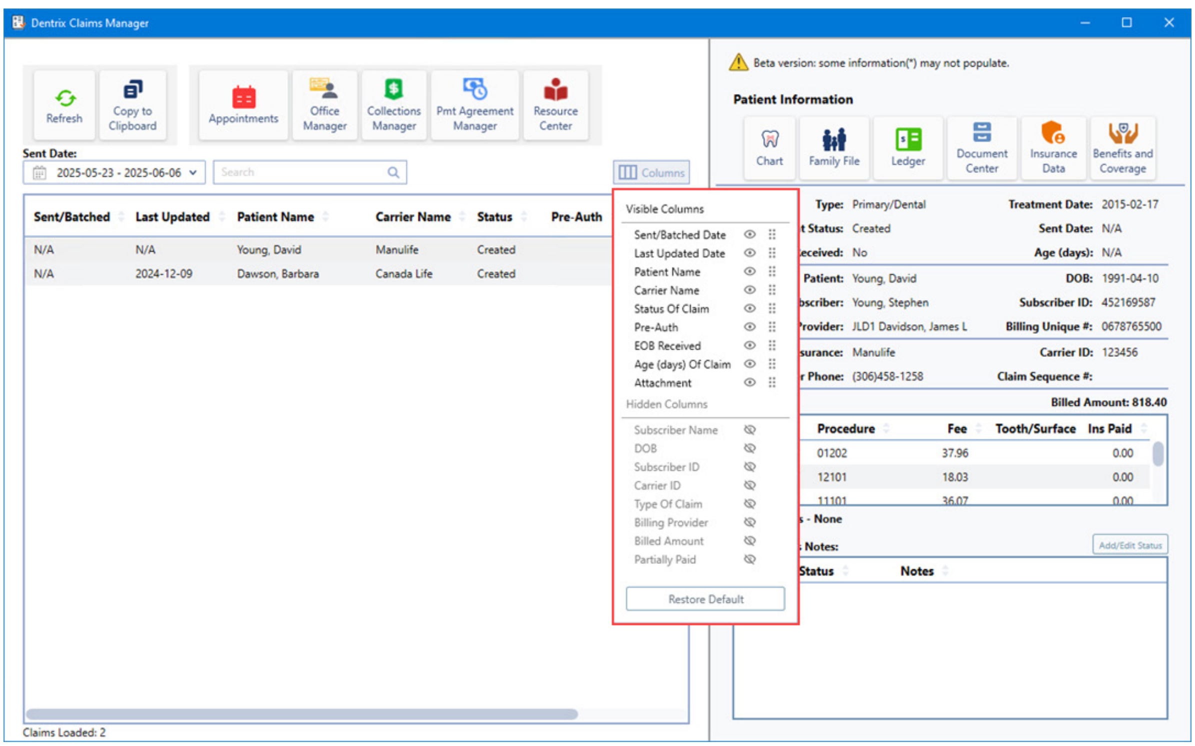
5. Under **Patient Information**, click **Add/Edit Status**.

   The **Claim Status Notes** dialog box appears.



6. Do one of the following:
   - To add a note, type the note in the **Add Notes** text box.
   - To edit a note, select it, and then click the Edit Note button.
7. To change the listed columns, click **Columns**.

   A list of the visible and hidden columns appears.



8. To make a column visible, under **Hidden Columns**, click the icon to the right of the desired column name.

   The column appears in **Visible Columns** and the claims list.
9. To hide a column, under **Visible Columns**, click the icon to the immediate right of the desired column name.
10. To rearrange the columns in the claims list, click the column name or the six dot icon corresponding to the name and drag the column to the desired location.

    The order of the columns in the claims list changes.

Dentrix 25.10 Canada

Overview and New Features

This Dentrix 25.10 Canada Release Guide provides information about the Dentrix 25.10 Canada software release. The overview section includes important notes regarding the release, followed by a brief description of the new features and enhancements available in Dentrix 25.10 Canada.

Note: For information about using the new features in Dentrix 25.10 Canada, refer to "Using the New Features and Enhancements" in this section of the Release Guide or "What's New in Dentrix 25.10 Canada?" in the Dentrix Help. For information on installing Dentrix Canada, refer to the Installation Guide.

New Features

Dentrix 25.10 Canada includes the following enhancements:

THE REDESIGNED FAMILY FILE WINDOW

The redesigned Family File window is now available for all Beta offices to view and try out. We invite your feedback. You can preview the latest features in this Release Guide:

- You can now view and edit a patient's emergency contact information.

DENTRIX IMAGING

- A Show/Hide AI Findings button and patient view was added to Big Template Mode and SuperFMX allowing you to toggle between AI findings and patient view across all images.
- A Welcome to Dentrix Imaging video appears when you open Dentrix Imaging providing you with an overview of Dentrix Imaging. A Don't show this again option was added for those who are not first-time users.
- Dentrix Imaging now supports direct integration with Titanium/KaVo sensors enabling you to acquire images directly without having to rely on third-party setup.
- A pre-populated a set of favorite procedures now ensures that you have quick access to essential imaging options.
- The compare mode was modified to display the images that only match the modality that you specified (IOX, IOC, EOX, EOC) and tooth selection.
- In the **Preferences** dialog box, you can now select an option to filter acquisition devices based on DEXIS-equivalent settings to pre-select the appropriate device for intraoral and extraoral X-ray procedures.
- The layout of the Modality View was modified to position elements relative to the x-axis instead of using a fixed-center template.
- The Endo Mode was updated to support a "one tooth series" selection to enhance flexibility for endodontic imaging.
- Code posting options were added for billing selection to ensure integration with Smart Image and posting to the Patient Chart.
- A **Create associated DDX lab case** check box was added for CAD/CAM acquisitions to prevent duplicate codes from being posted to the Patient Chart.
- The **Post codes** and **Apply charges** check boxes were added to prevent duplicate codes and charges from being posted to the Patient Chart.
- Options for posting codes in Dentrix Imaging were removed for when you acquire images through Smart Image to prevent duplicate billing/charges/DDX codes from being posted to the Patient Chart.

Using the New Features and Enhancements

The following information will help you understand how to use the features and enhancements in this release. For a more complete explanation of features and enhancements, refer to the Dentrix Help.

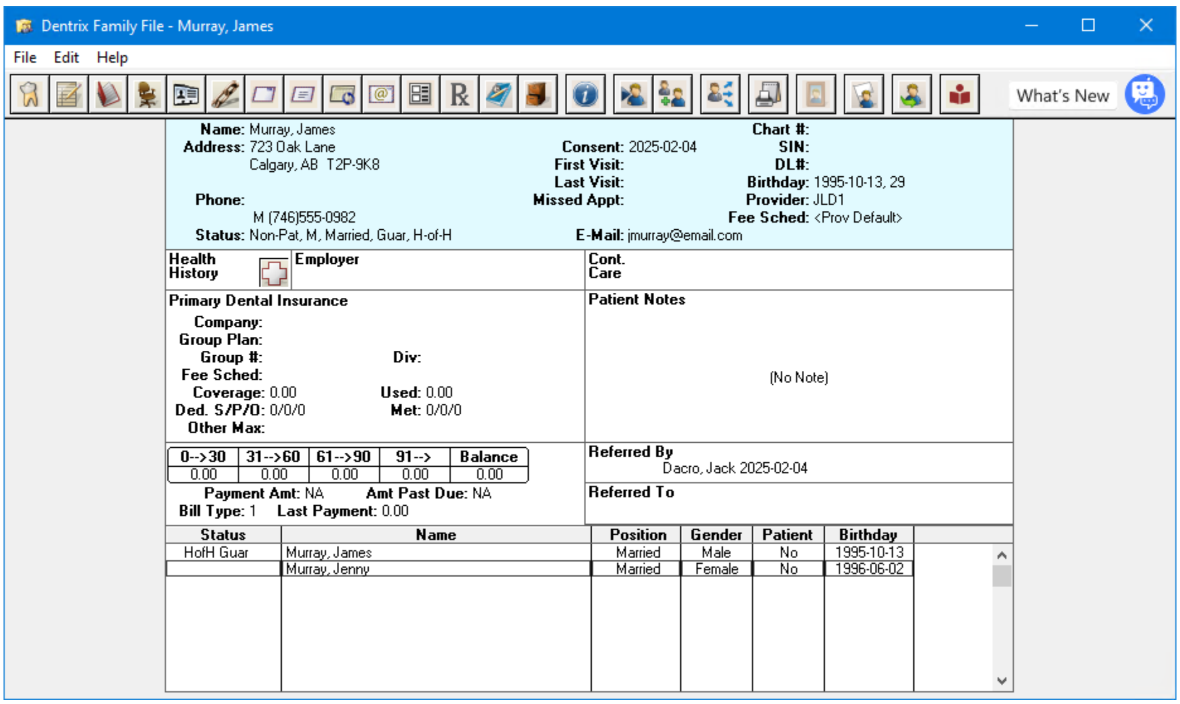
Previewing the Redesigned Family File

At Henry Schein One, we're redesigning the Family File to make it more intuitive and easier to use. You can preview the proposed changes.

Note: Currently, the new Family File window consists of several cards (**Contact Information**, **Patient Information**, **Continuing Care**, **Primary Dental Insurance**, **Notes**, **Billing Information**, and so on).

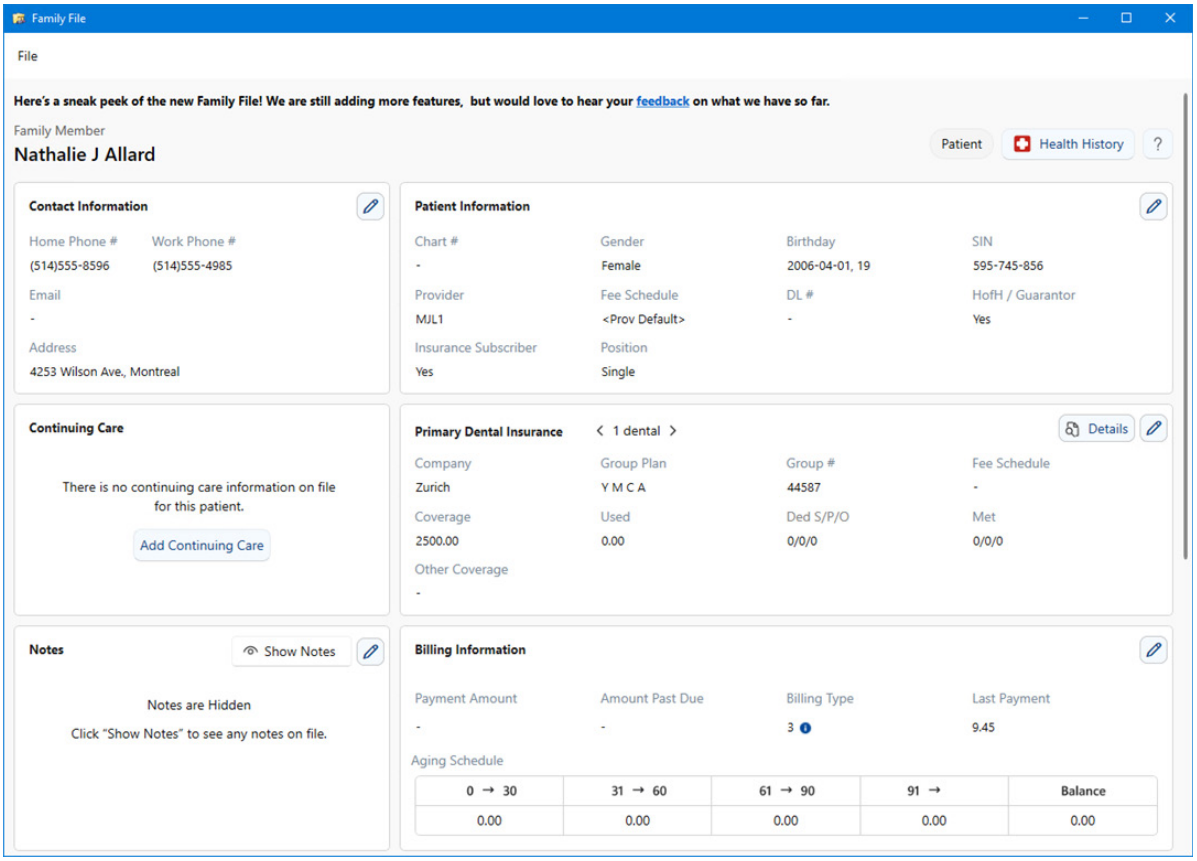
To preview the redesigned Family File

1. Open the Family File and select a patient.



2. Click **File**, point to **Switch To**, and then click **Preview New Family File**.

   The new Family File window appears.



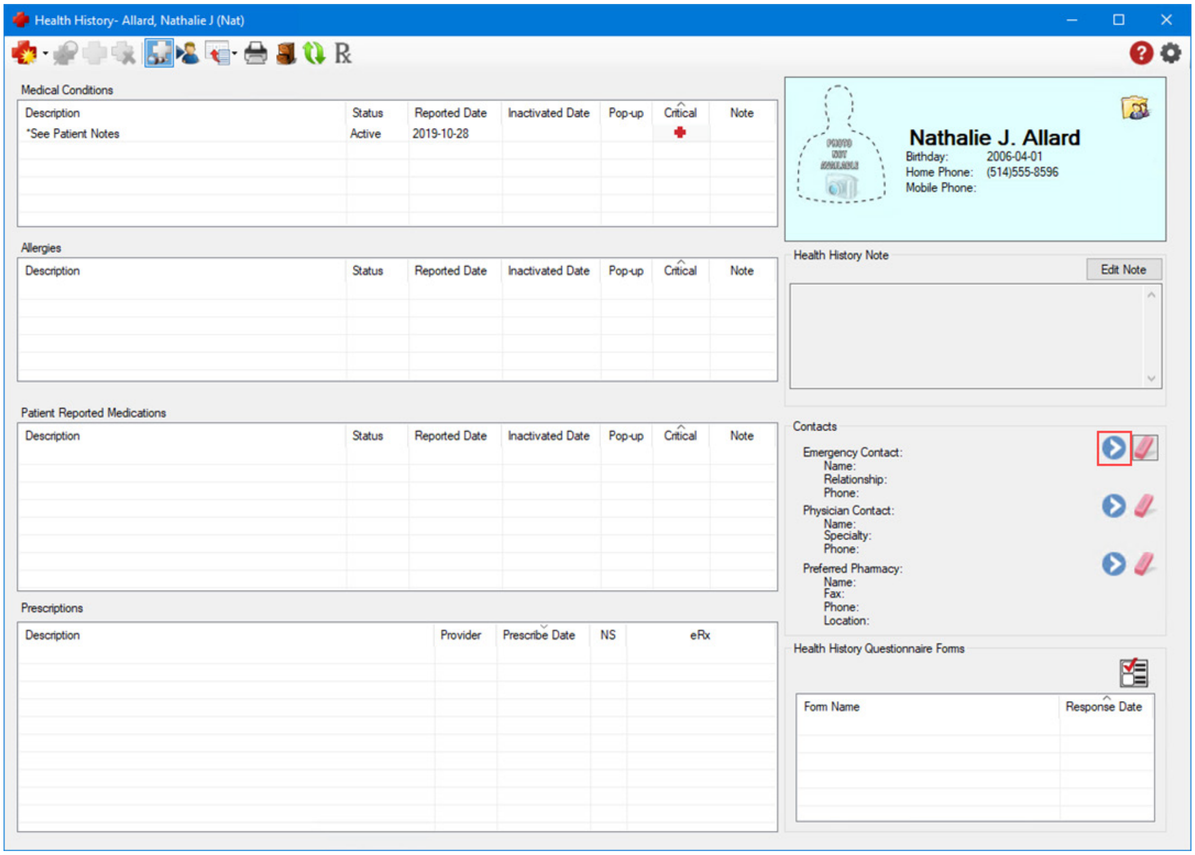
CREATING OR EDITING A PATIENT'S EMERGENCY CONTACT INFORMATION

You can now create and edit a patient's emergency contact information from the new Family File window.

To create or edit a patient's emergency contact information

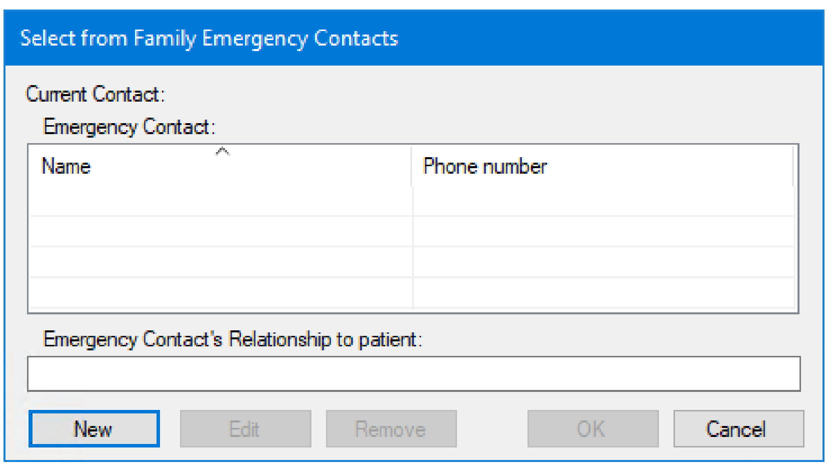
1. Click the Health History button.

   The Health History window appears.



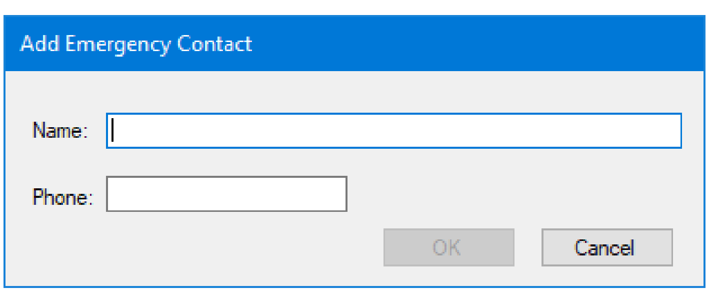
2. Under **Contacts**, click the **Emergency Contact** blue chevron.

   The **Select from Family Emergency Contacts** dialog box appears.



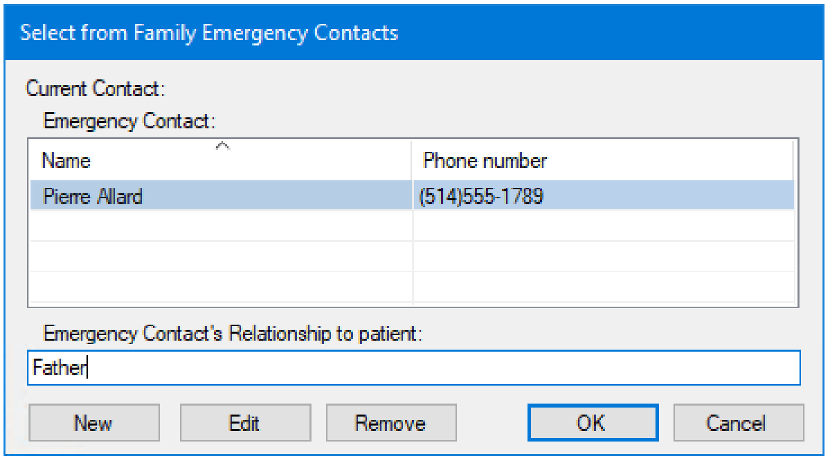
3. To create an emergency contact, click **New**.

   The **Add Emergency Contact** dialog box appears.



4. Type the contact's name and phone number, and then click **OK**.

   The **Select from Family Emergency Contacts** dialog box reappears.

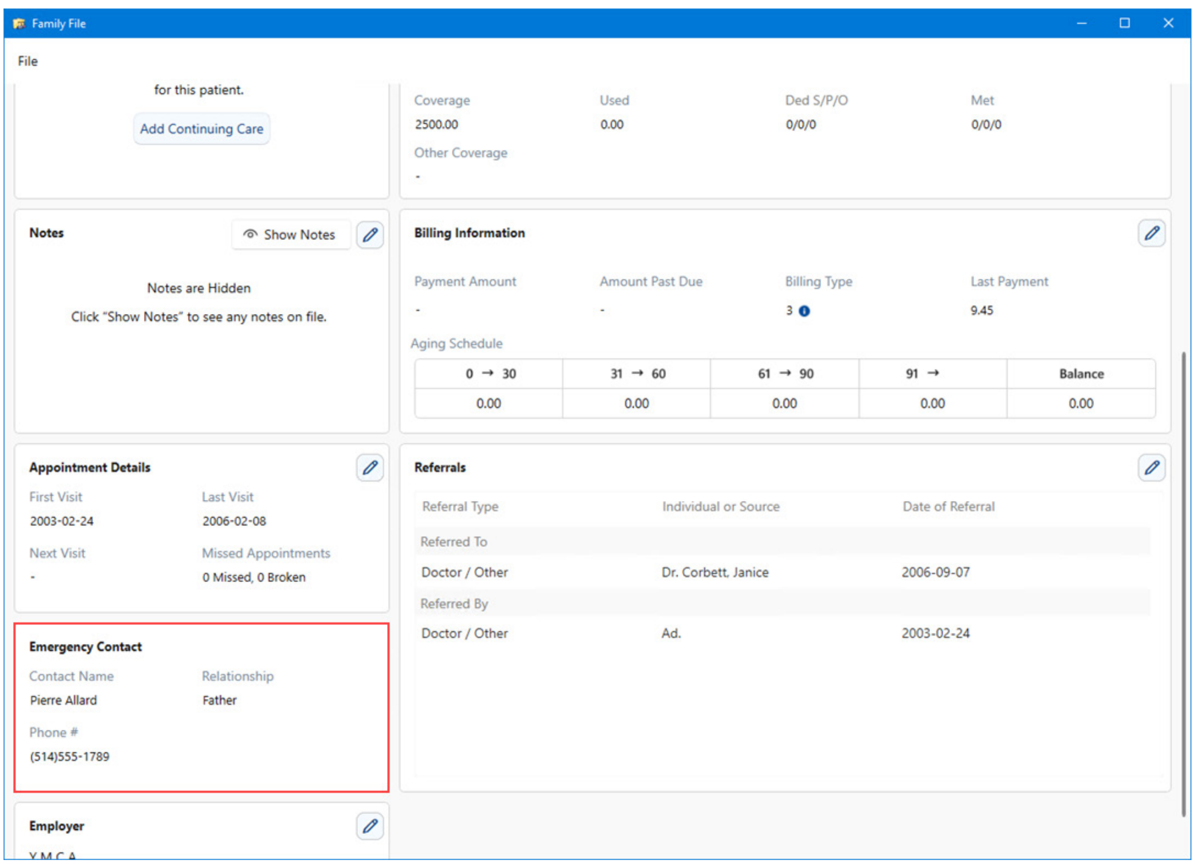


5. Under **Emergency Contact's Relationship to patient**, type the kind of relationship, and then click **OK**.

   The emergency contact's information appears in the Health History window.

6. Close the Health History window, and navigate to the patient's **Emergency Contact** card in the Family File.

   The patient's emergency contact information you entered appears in the card.



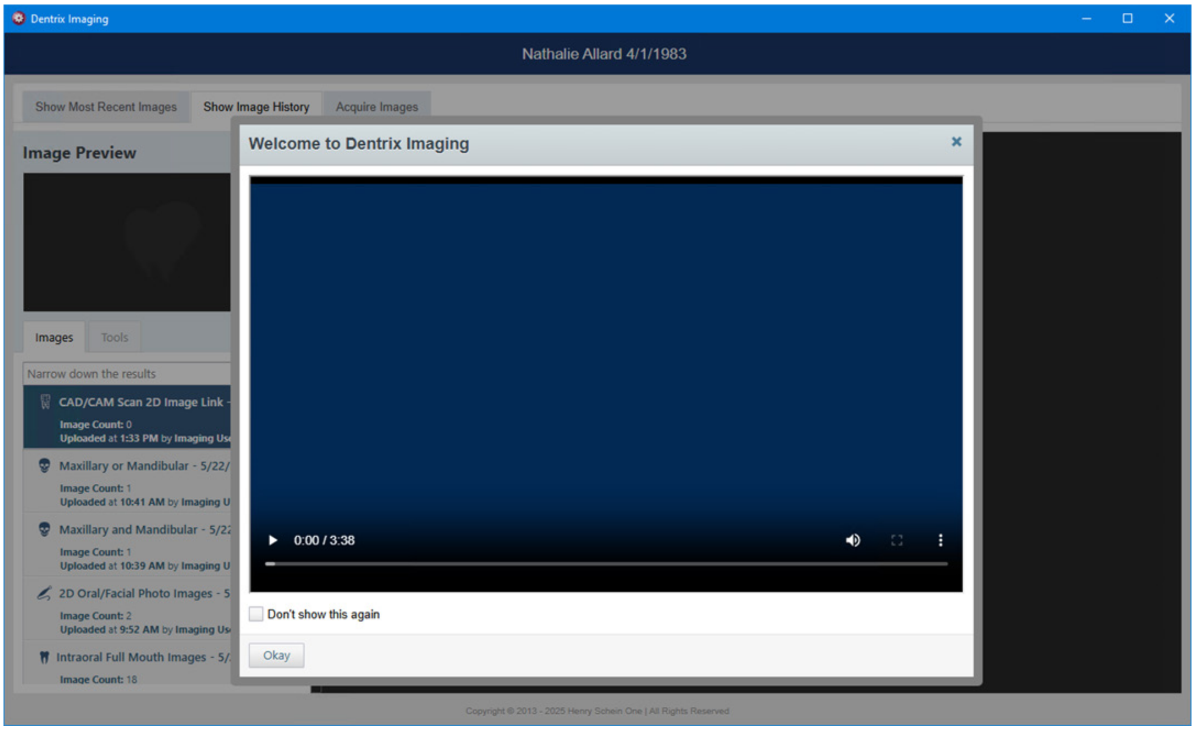
Dentrix Imaging Enhancements

Dentrix Imaging includes several new features and enhancements.

To view the new features and enhancements

1. Open the Patient Chart and select a patient.
2. Click the Launch Dentrix Imaging button in the Smart Image toolbar.

   The **Dentrix Imaging** screen appears.

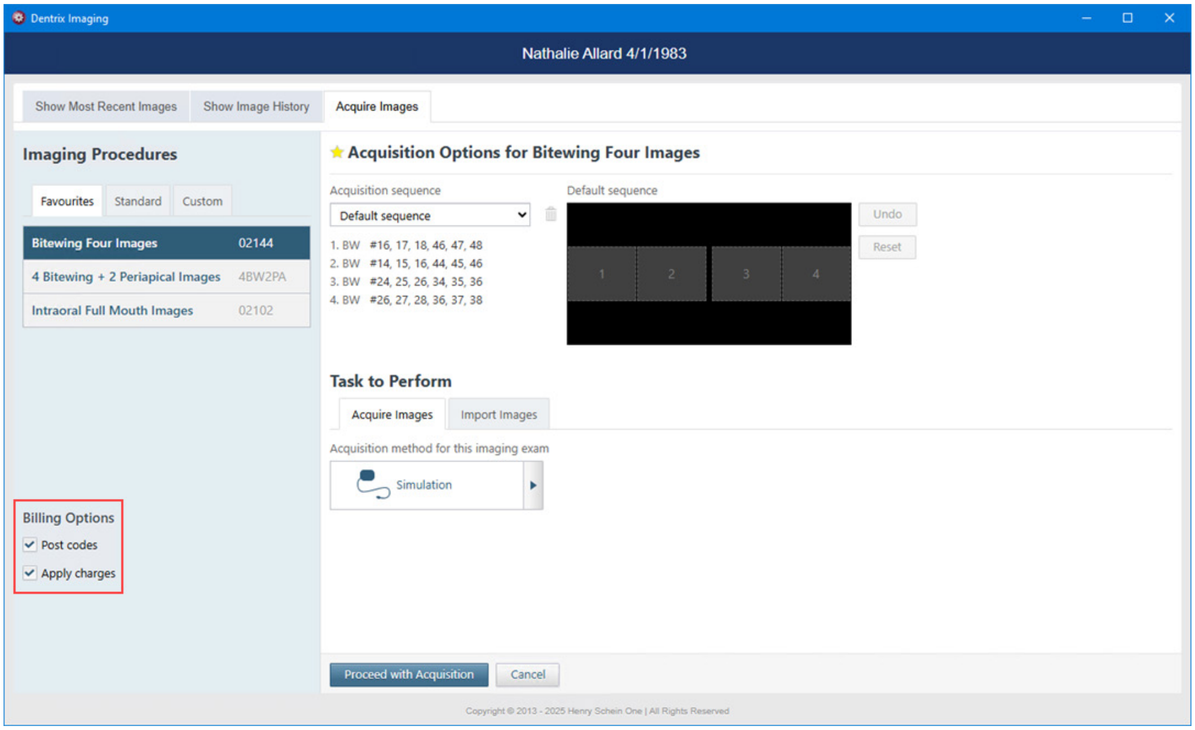


3. Click the Play button to view a brief introduction to Dentrix Imaging.

   Note: To prevent the video from appearing the next time you open Dentrix Imaging, select **Don't show this again**, and then close the dialog box.

4. Click the **Acquire Images** tab.

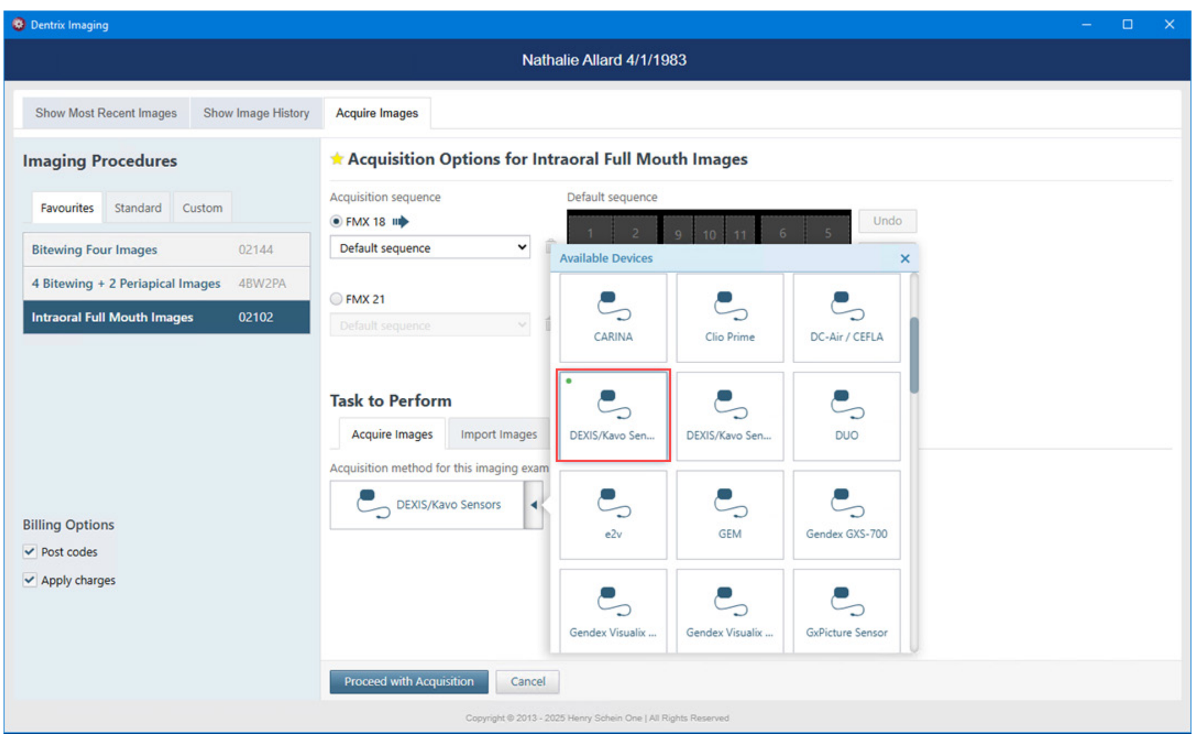
   By default, the **Favourites** tab is selected and pre-populated with a set of the most commonly used procedures. Under **Billing Options**, the **Post codes** and **Apply charges** options are selected by default to prevent duplicate codes and charges from being posted to the Patient Chart.



TITANIUM/KAVO DIRECT INTEGRATION

Dentrix Imaging now supports direct integration with Titanium/KaVo sensors enabling you to acquire images directly without having to rely on third-party setup.

1. Open Dentrix Imaging, and then click the **Acquire Images** tab.



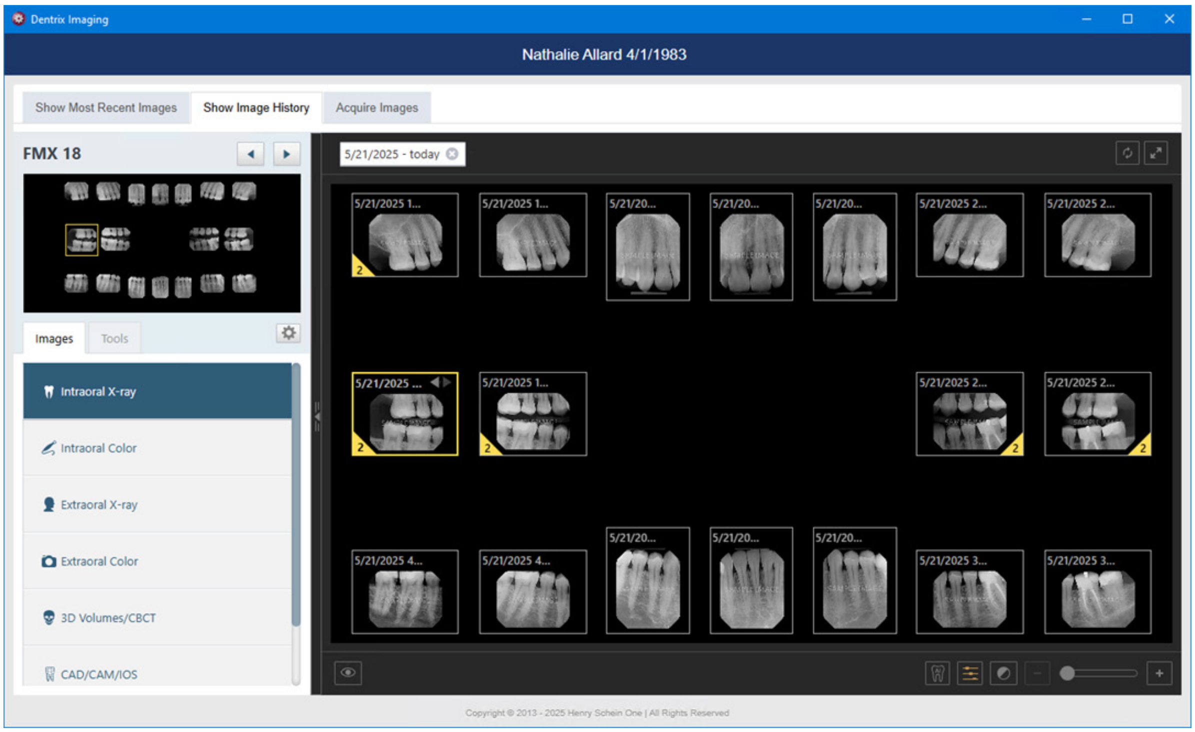
2. From the **Favourites** list, click **Intraoral Full Mouth Images**.
3. From the **Available Devices** menu, click **DEXIS/KaVo Sensors**, and then click **Proceed with Acquisition**.

BIG TEMPLATE/SUPER FMX

The Show/hide AI Findings and Show/hide Patient View buttons were added to the Big Template and Super FMX modes, which allows you to toggle AI findings and Patient view across all images.

1. Open Dentrix Imaging, and then click the **Show Image History** tab.
2. From the **Images** list, select a set of images, click the Settings button, select **Use Modality View** and **Load full size images in templates**, and then click **Confirm**.

   Note: The layout of the Modality View now positions elements relative to the x-axis instead of using a fixed-center template.



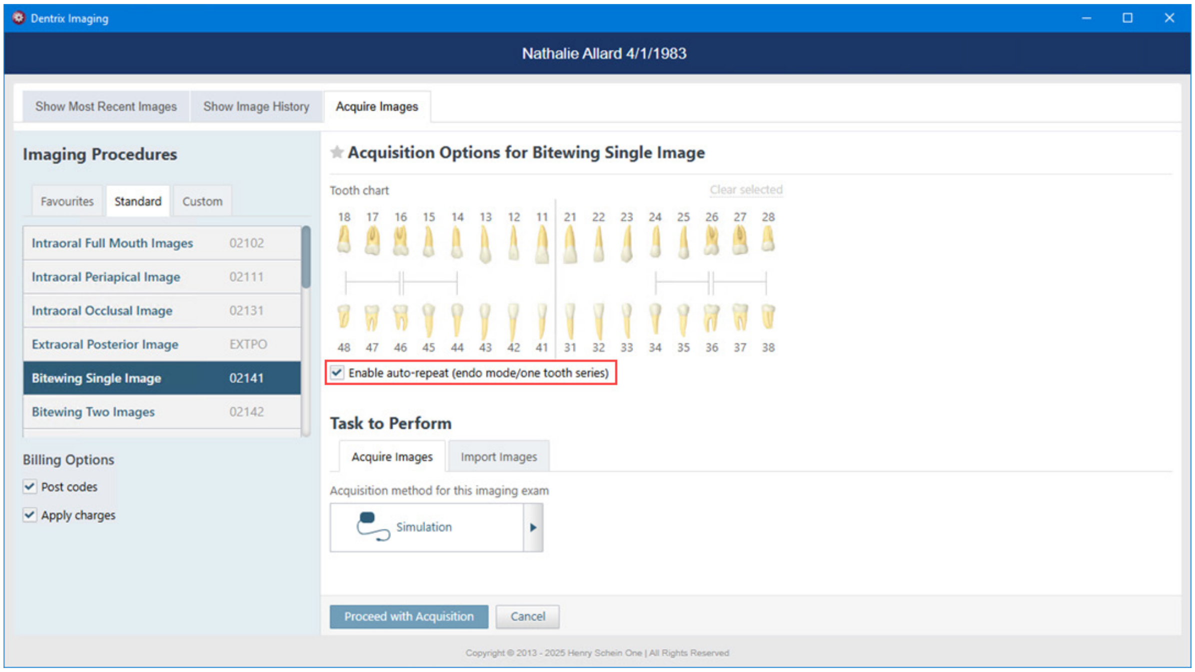
3. Select an image.

   The Show/hide AI Findings and Show/hide Patient View buttons appear.

ENDO MODE

The Endo mode now supports "one tooth series," enhancing flexibility for endodontic imaging.

1. Open Dentrix Imaging, and then click the **Acquire Images** tab.
2. From the **Standard** list, click **Bitewing Single Image**.

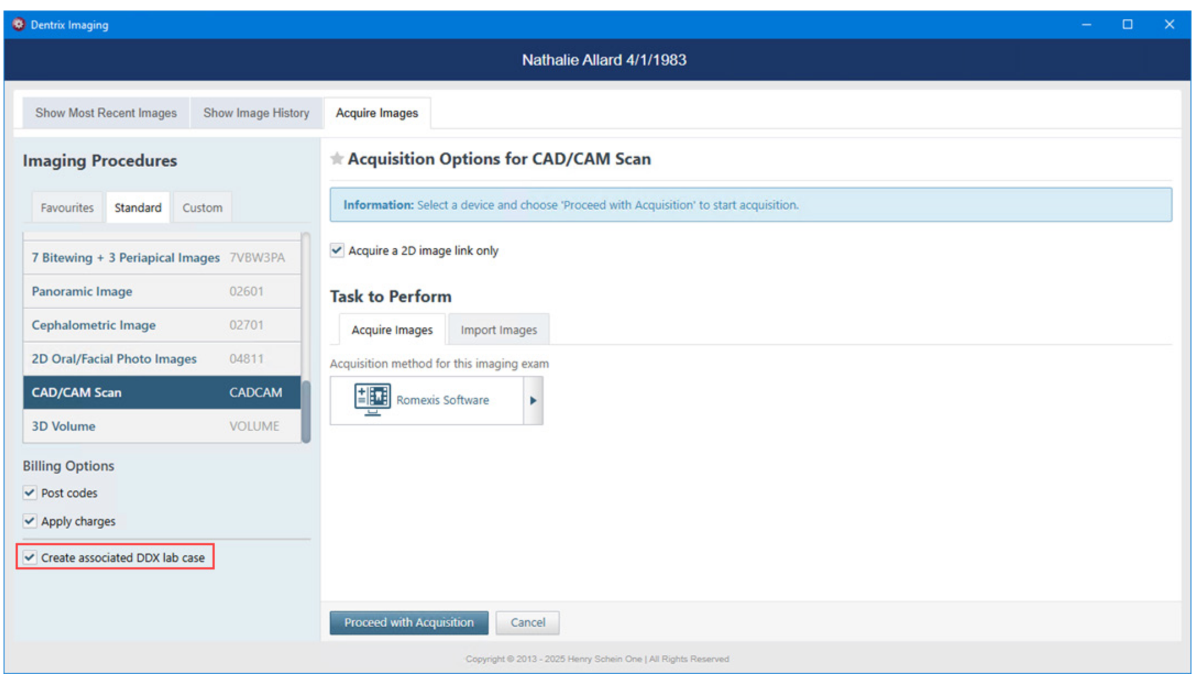


3. From the **Tooth** chart, select the teeth you want to image.
4. Select **Enable auto-repeat (endo mode/one tooth series)**, and the click **Proceed with Acquisition**.

DDX LAB CASE

A **Create associated DDX lab case** check box was added for CAD/CAM acquisitions to ensure that no duplicate codes are posted to the Patient Chart.

1. Open Dentrix Imaging, and then click the **Acquire Images** tab.
2. From the **Standard** list, click **CAD/CAM Scan**.



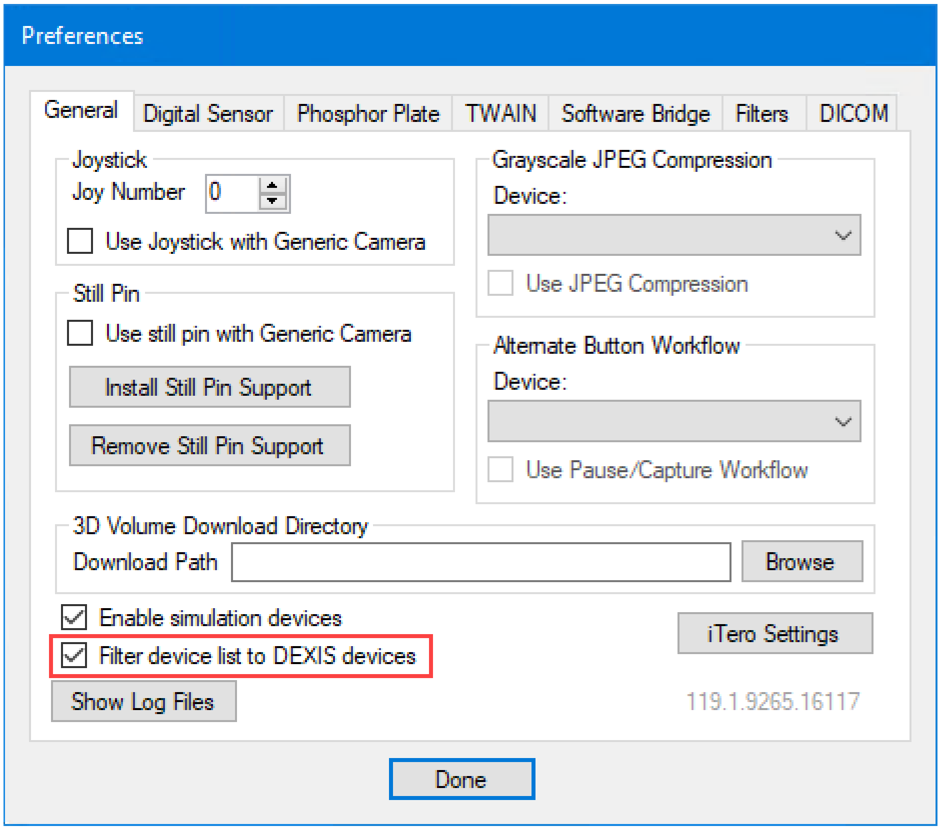
3. Select **Create associated DDX lab case**.

PREFERENCES

You can now set a preference to filter acquisition devices based on DEXIS-equivalent settings to preselect the appropriate device for intraoral and extraoral X-rays.

1. In the Windows task bar, click the Acquistion Agent icon, and then click **Preferences**.

   The **Preferences** dialog box appears.



2. Select **Filter device list to DEXIS devices**, and then click **Done**.

Dentrix 25.9 Canada

Overview and New Features

This Dentrix 25.9 Canada Release Guide provides information about the Dentrix 25.9 Canada software release. The overview section includes important notes regarding the release, followed by a brief description of the new features and enhancements available in Dentrix 25.9 Canada.

Note: For information about using the new features in Dentrix 25.9 Canada, refer to "Using the New Features and Enhancements" in this section of the Release Guide or "What's New in Dentrix 25.9 Canada?" in the Dentrix Help. For information on installing Dentrix Canada, refer to the Installation Guide.

New Features

Dentrix 25.9 Canada includes the following enhancements:

THE REDESIGNED FAMILY FILE WINDOW

The redesigned Family File window is now available for all Beta offices to view and try out. We invite your feedback. You can preview the latest features in this Release Guide:

- You can now view and reactivate archived patients from the new Family File window.
- You now add an employer to a patient from the new Family File window.
- Whenever a patient's information is updated in Dentrix Forms, a notification banner now appears under the selected patient's name.
- You can reverse updates from Dentrix Forms to a patient's **Contact Information**.

Using the New Features and Enhancements

The following information will help you understand how to use the features and enhancements in this release. For a more complete explanation of features and enhancements, refer to the Dentrix Help.

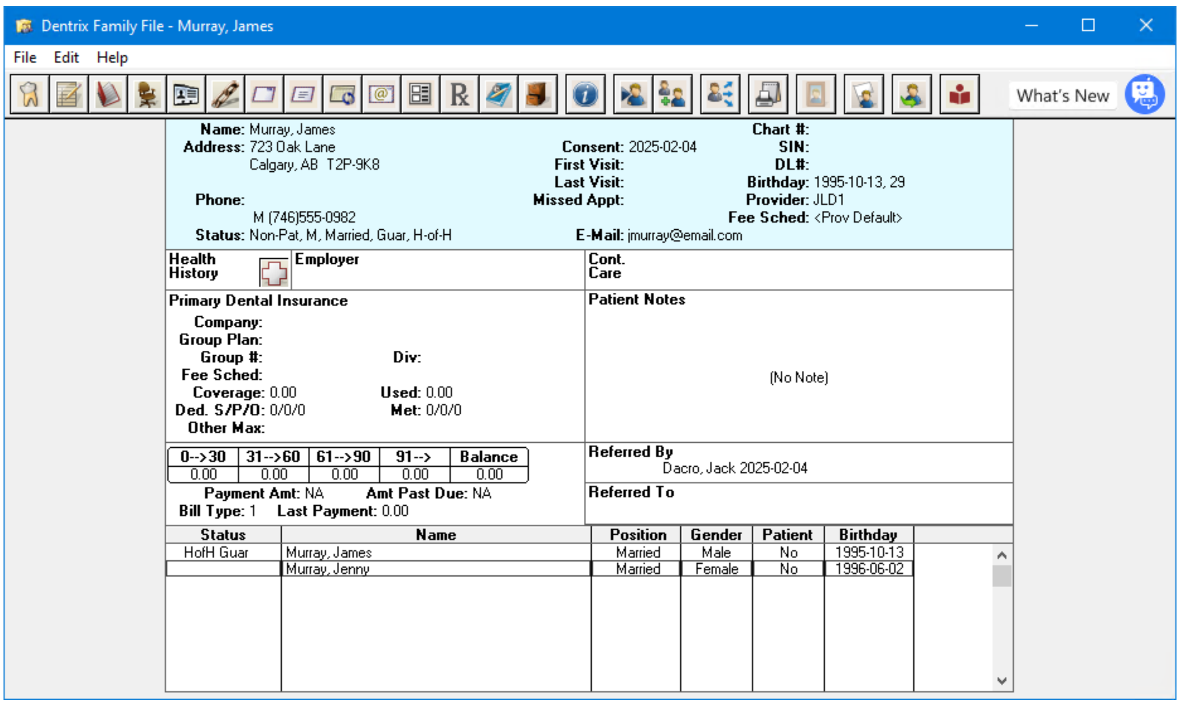
Previewing the Redesigned Family File

At Henry Schein One, we're redesigning the Family File to make it more intuitive and easier to use. You can preview the proposed changes.

Note: Currently, the new Family File window consists of several cards (**Contact Information**, **Patient Information**, **Continuing Care**, **Primary Dental Insurance**, **Notes**, **Billing Information**, and so on).

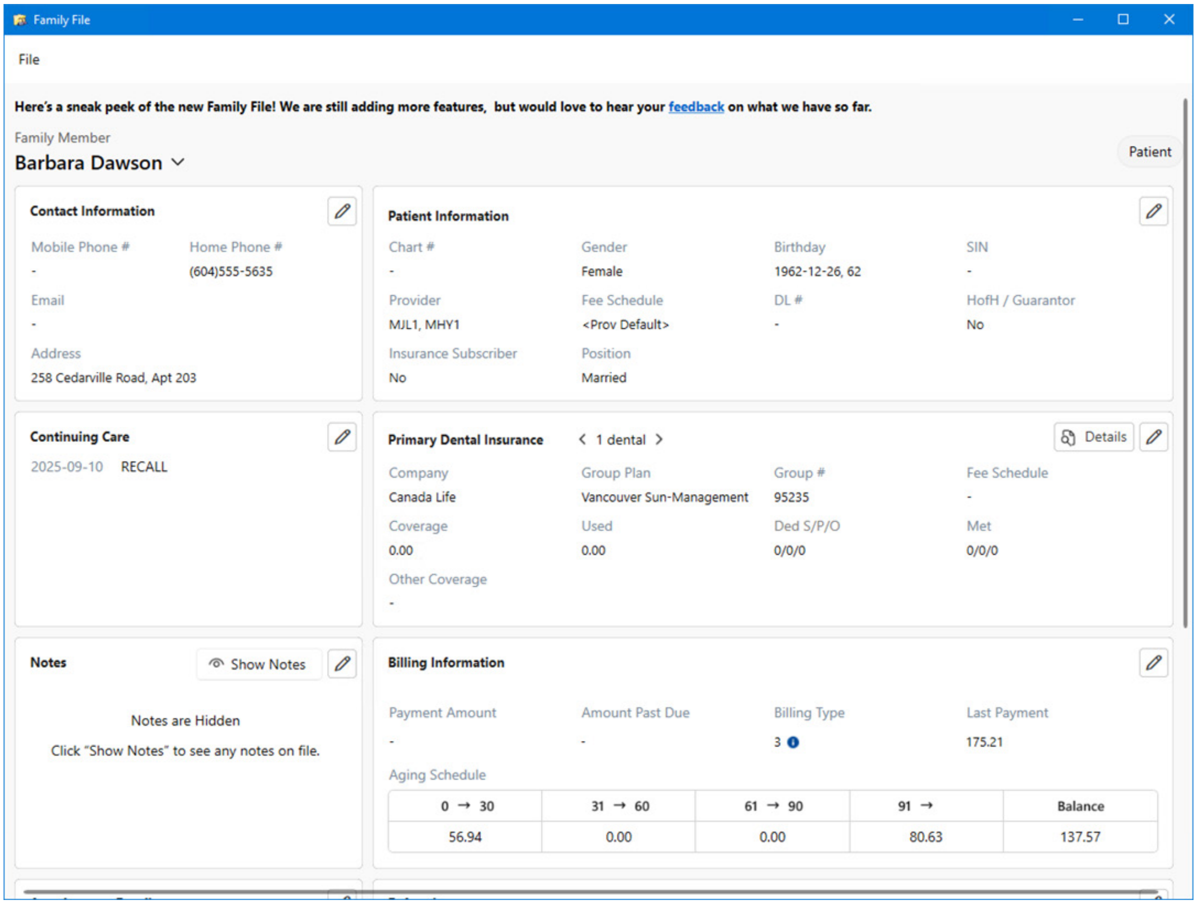
To preview the redesigned Family File

1. Open the Family File and select a patient.



2. Click **File**, point to **Switch To**, and then click **Preview New Family File**.

   The new Family File window appears.



REACTIVATING ARCHIVED PATIENTS

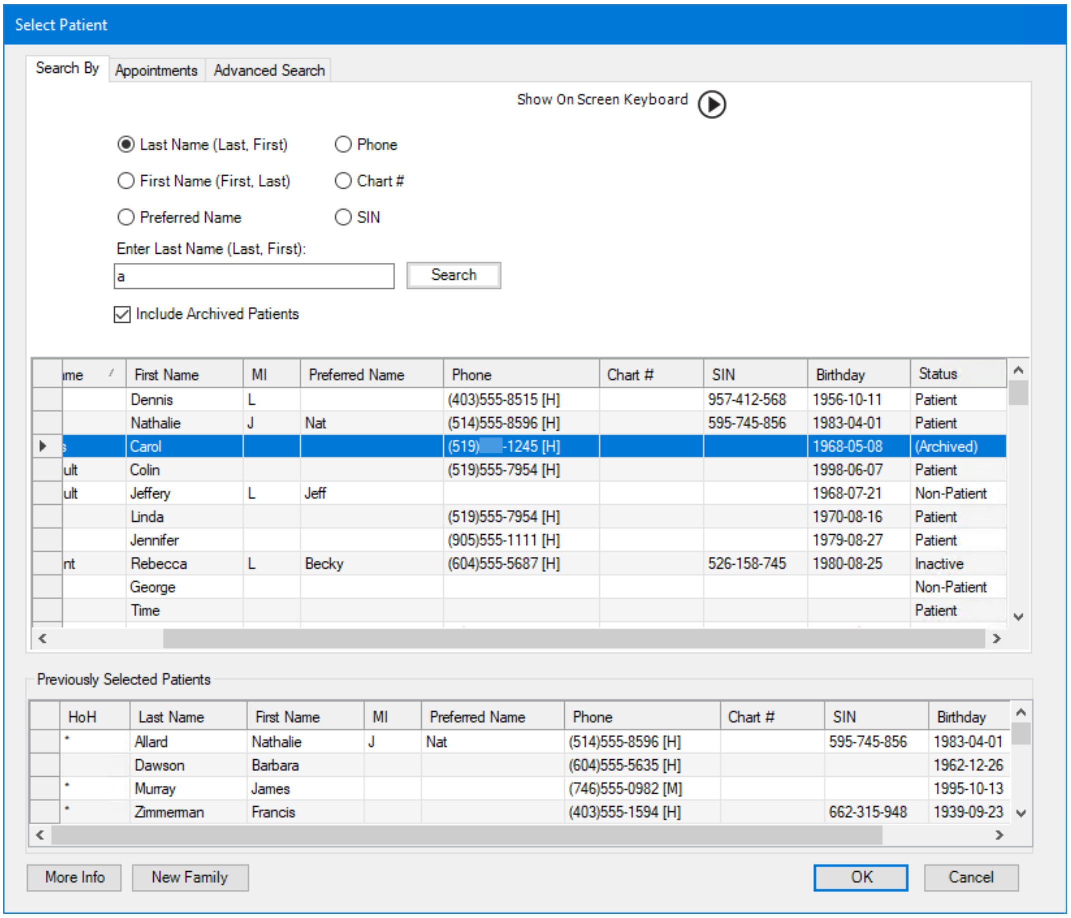
You can now view and reactivate archived patients from the new Family File window.

To reactivate an archived patient

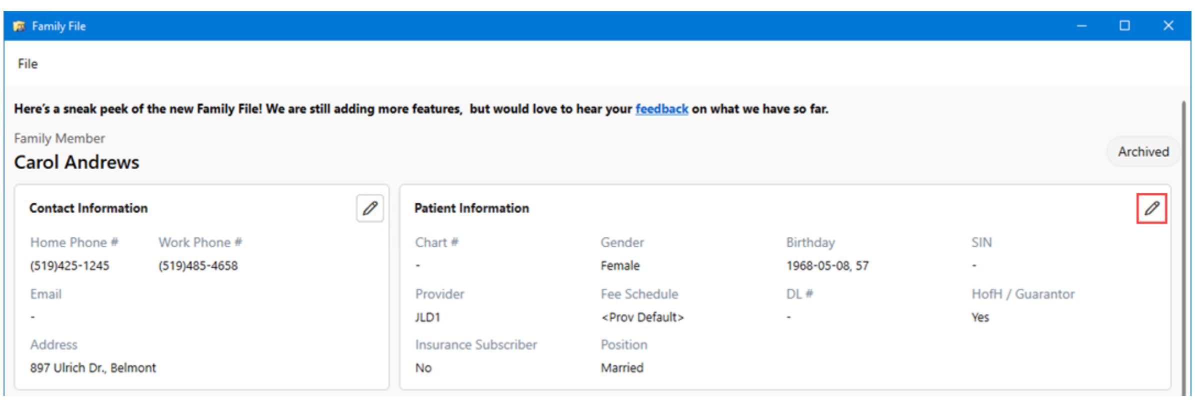
1. To reactivate an archived patient, click **File**, and then click **Select Patient**.

   The **Select Patient** dialog box appears.

2. Select **Include Archived Patients**, select the archived patient you want to reactivate, and then click **OK**.

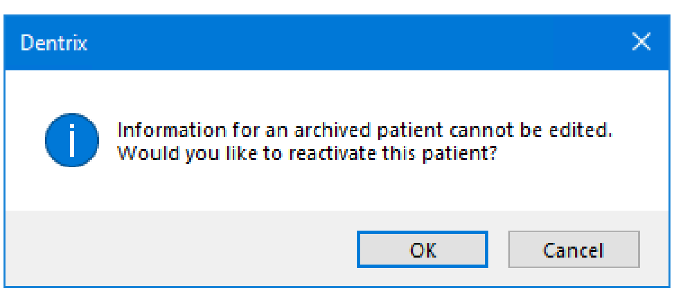


The selected patient's name appears in the Family File window.



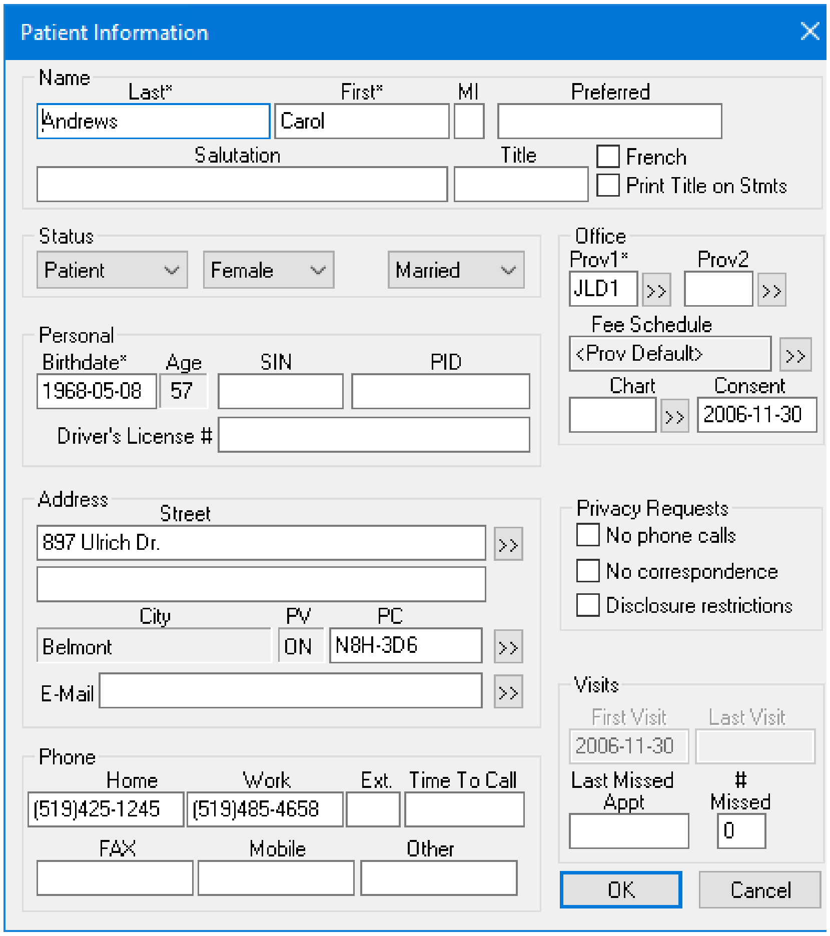
3. To change the patient's status, in the **Patient Information** card, click the Edit icon.

   A message appears.



4. To reactivate the patient, click **OK**.

The **Patient Information** dialog box appears.



5. To reactivate the patient, click **OK**.

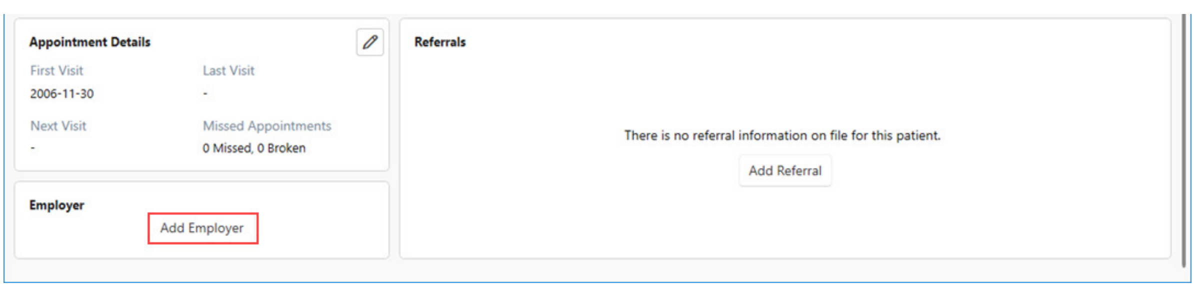
   The patient's status changes to **Patient**.

ADDING EMPLOYERS TO PATIENTS

You now add an employer to a patient from the new Family File window.

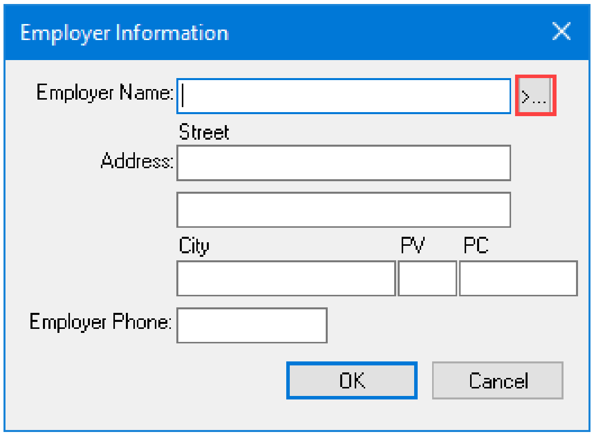
To add an employer to a patient

1. To add an employer to a patient, navigate to the **Employer** card.



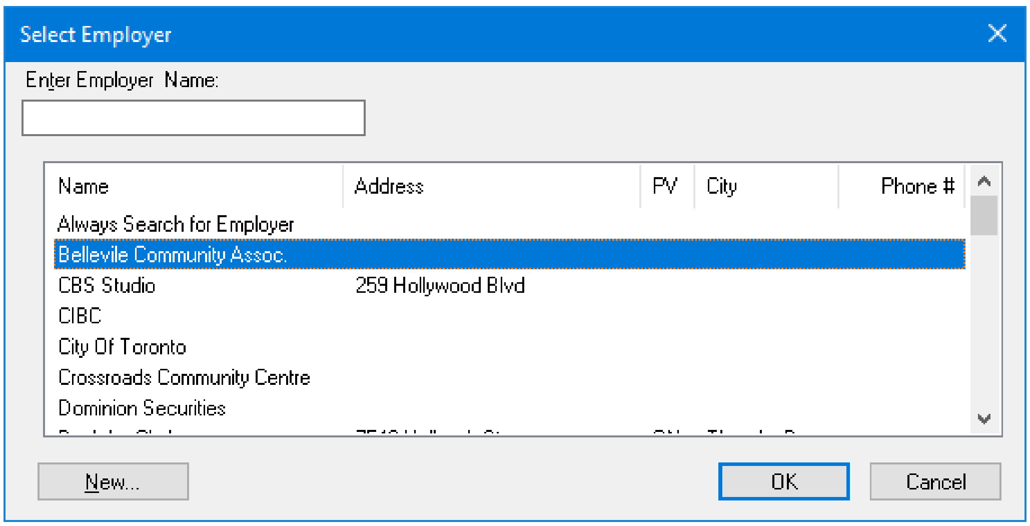
2. Click **Add Employer**.

   The **Employer Information** dialog box appears.



3. Click the **Employer Name** chevron.

   The **Select Employer** dialog box appears.



4. Click **OK** twice.

   The **Select Employer** and **Employer Information** dialog boxes close respectively, and the selected employer appears in the **Employer** card.

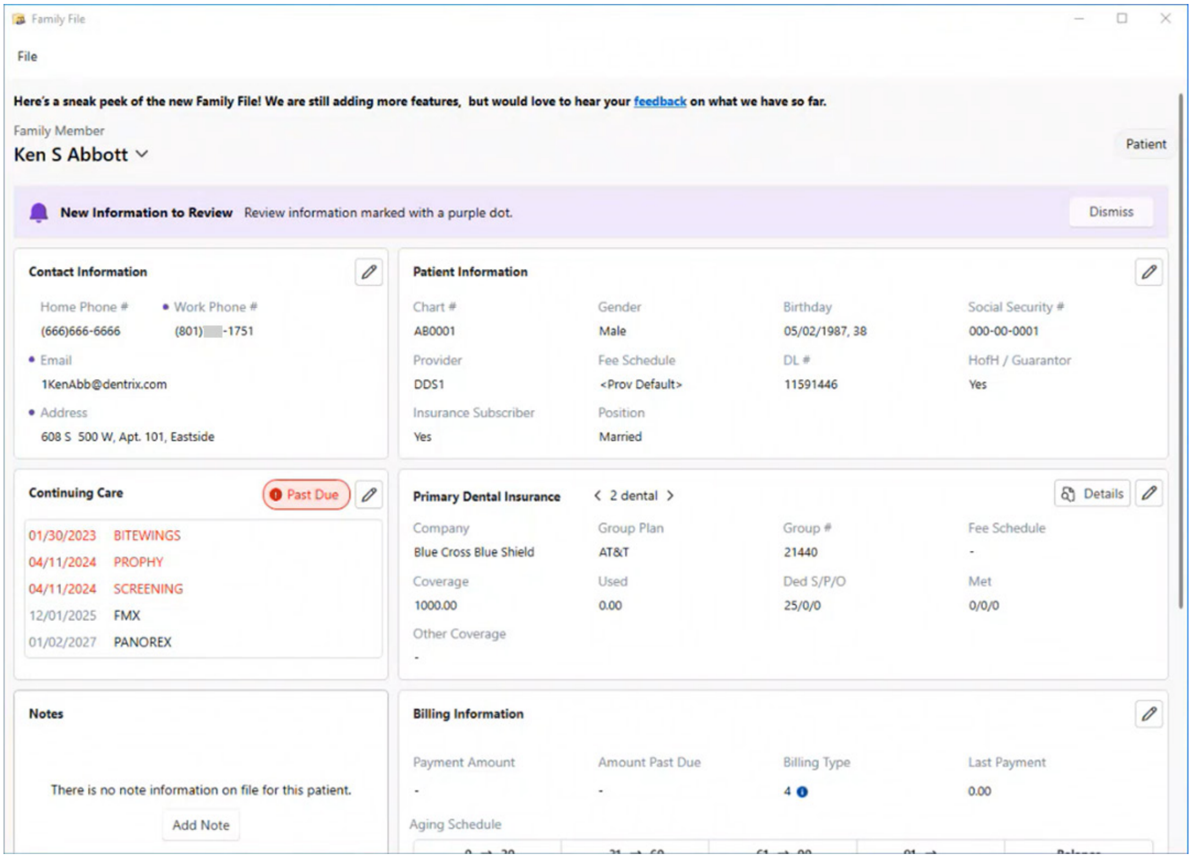
DISMISSING OR REVERSING UPDATES FROM DENTRIX FORMS

Whenever a patient's information is updated in Dentrix Forms, a notification banner now appears under the selected patient's name. If desired, you can reverse these updates.

To dismiss or reverse an update

1. Open the New Family File.

   If a patient's contact information has been updated a notification banner appears.

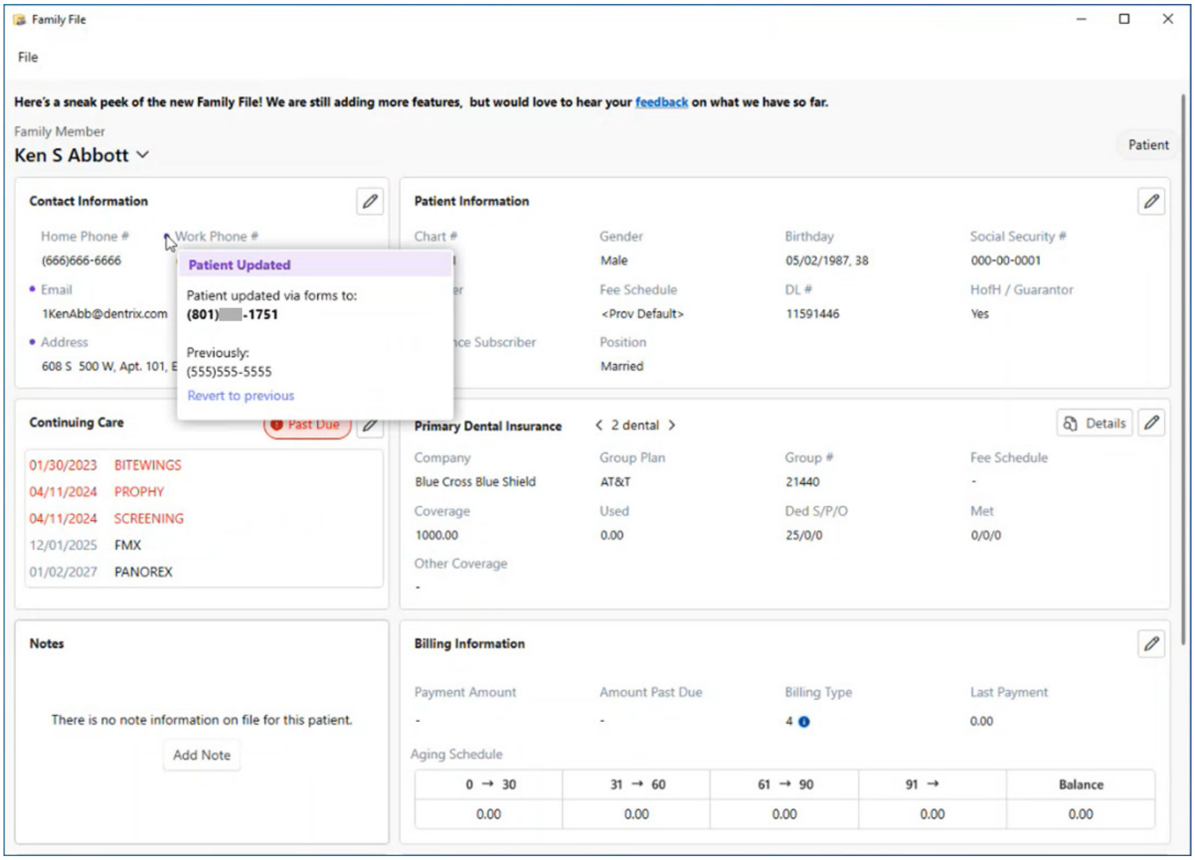


2. To close the banner, click **Dismiss**.

   The banner closes and will not reappear unless you close and reopen the Family File.

3. To reverse an update, click the desired purple dot.

   The **Patient Updated** screen appears.



4. Click **Revert to previous**.

Dentrix 25.8 Canada

Overview and New Features

This Dentrix 25.8 Canada Release Guide provides information about the Dentrix 25.8 Canada software release. The overview section includes important notes regarding the release, followed by a brief description of the new features and enhancements available in Dentrix 25.8 Canada.

Note: For information about using the new features in Dentrix 25.8 Canada, refer to "Using the New Features and Enhancements" in this section of the Release Guide or "What's New in Dentrix 25.8 Canada?" in the Dentrix Help. For information on installing Dentrix Canada, refer to the Installation Guide.

New Features

Dentrix 25.8 Canada includes the following enhancements:

THE REDESIGNED FAMILY FILE WINDOW

The redesigned Family File window is now available for all Beta offices to view and try out. We invite your feedback. You can preview the latest features in this Release Guide:

- You can now open the **Add a New Patient** dialog box from the new Family File window.
- A status indicator now appears above the Patient Information card indicating whether a patient is a **New Patient**, **Patient**, **Non-Patient**, **Inactive**, or **Archived**.
- A tooltip appears to notify you when Exceptions and/or Notes were added to the **Dental Insurance Benefits and Coverage** dialog box. The same tooltip also appears in the **Dental Insurance Benefits and Coverage** dialog box.

Using the New Features and Enhancements

The following information will help you understand how to use the features and enhancements in this release. For a more complete explanation of features and enhancements, refer to the Dentrix Help.

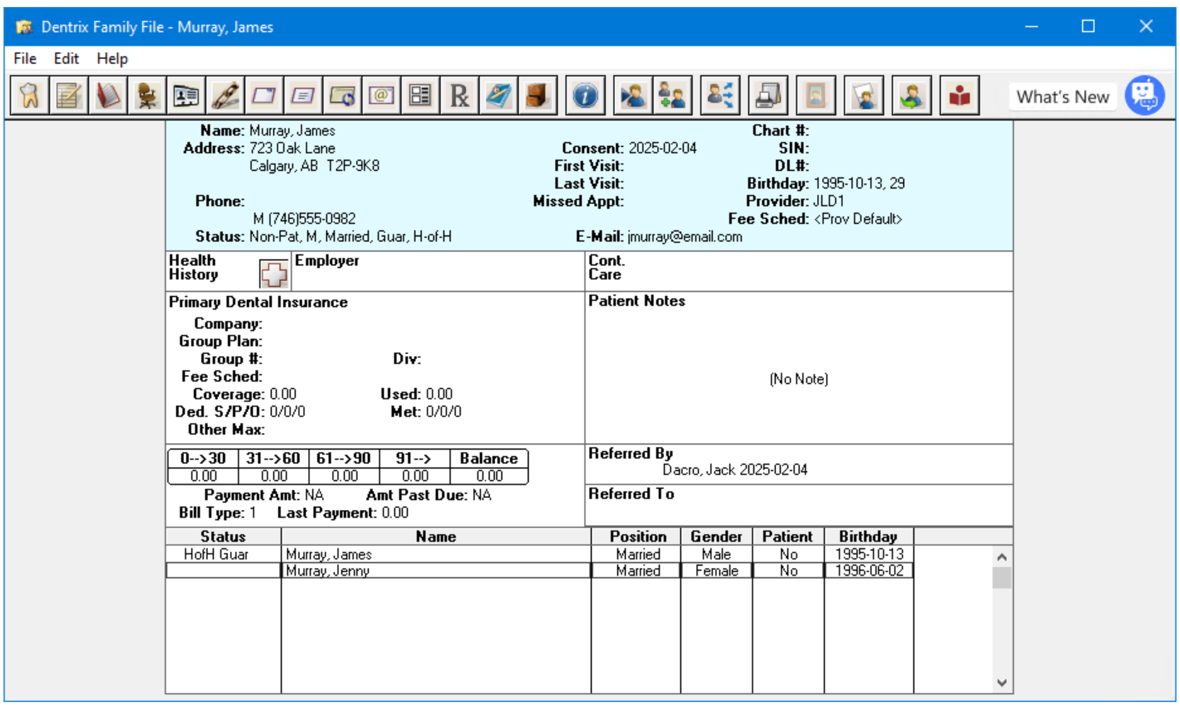
Previewing the Redesigned Family File

At Henry Schein One, we're redesigning the Family File to make it more intuitive and easier to use. You can preview the proposed changes.

Note: Currently, the new Family File window consists of several cards (**Contact Information**, **Patient Information**, **Continuing Care**, **Primary Dental Insurance**, **Notes**, **Billing Information**, and so on).

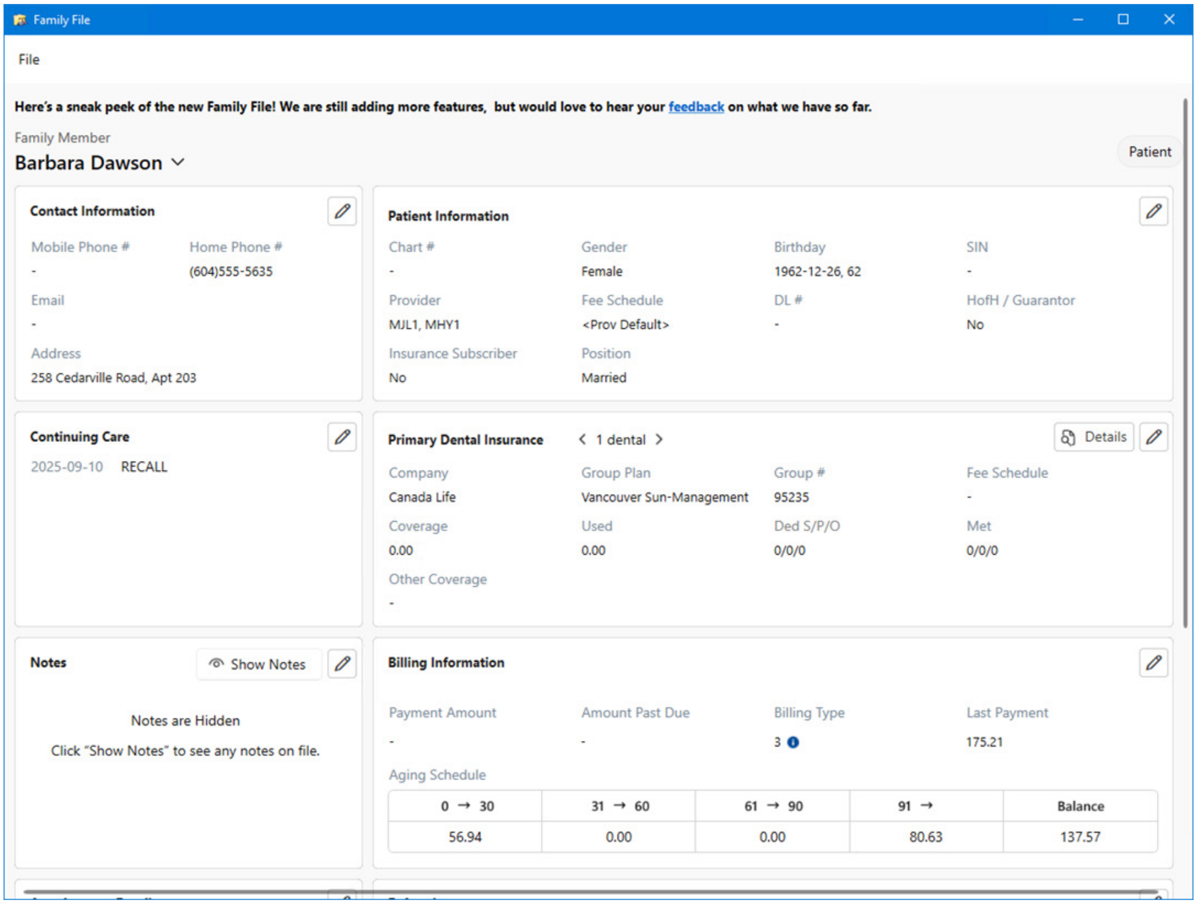
To preview the redesigned Family File

1. Open the Family File and select a patient.



2. Click **File**, point to **Switch To**, and then click **Preview New Family File**.

   The new Family File window appears.

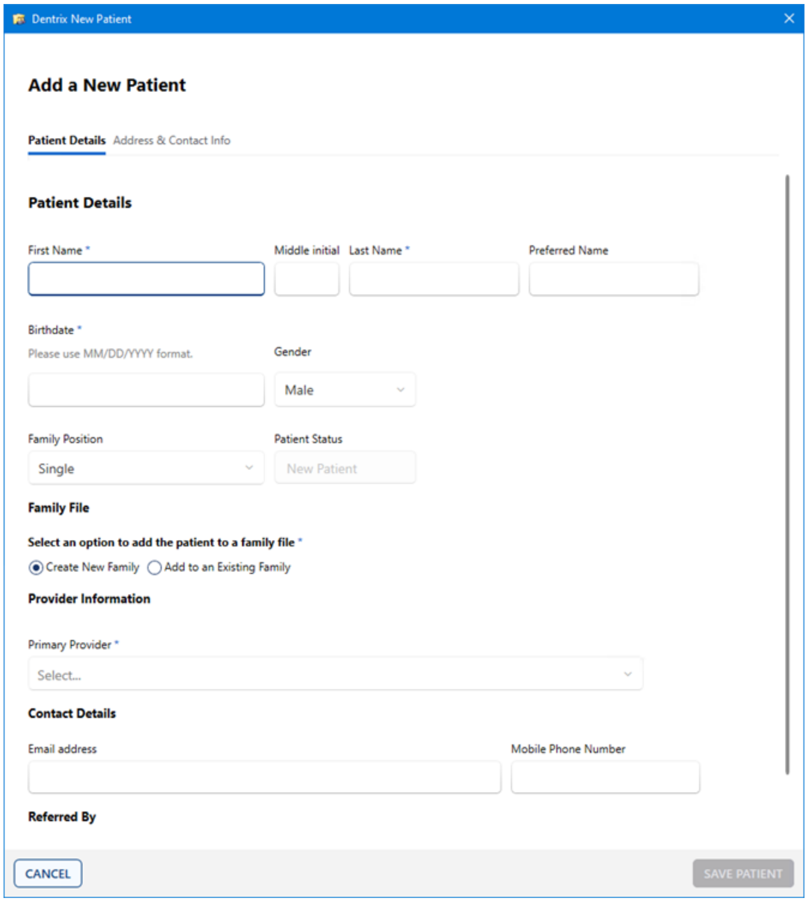


3. To add a new patient, click **File**, and then click **Select Patient**.

   The **Select Patient** dialog box appears.

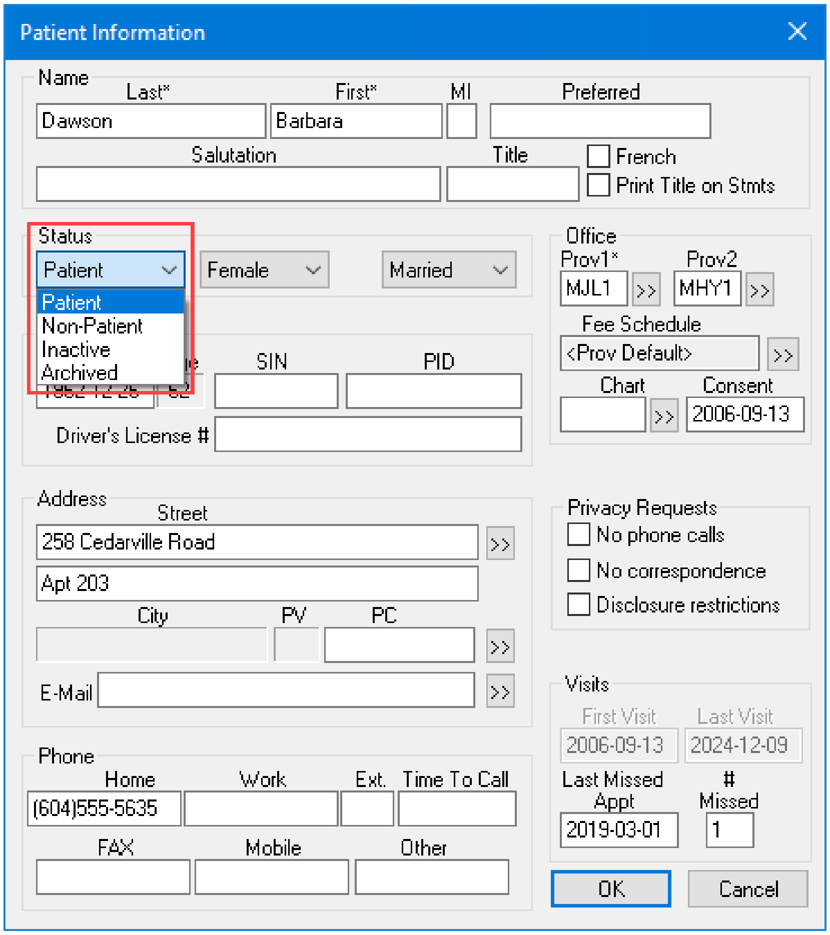
4. Click **New Family**.

   The **Add a New Patient** dialog box appears.



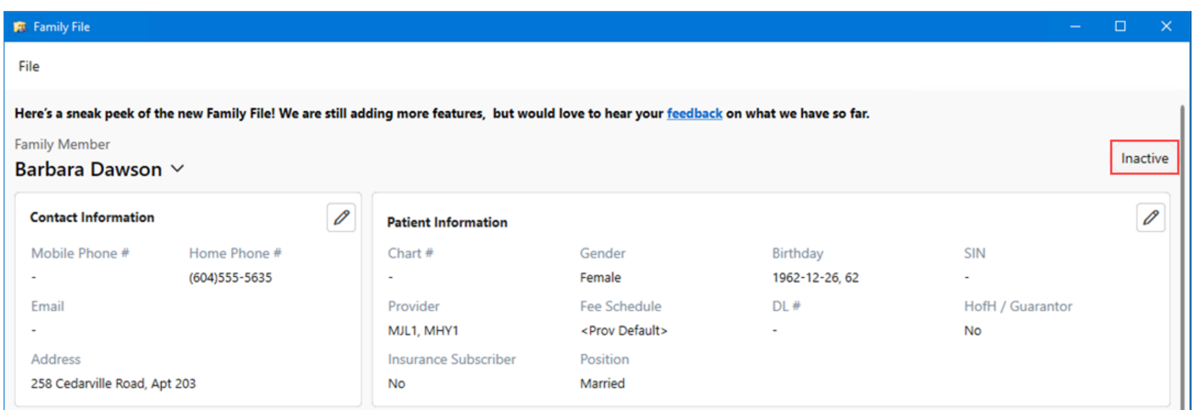
5. Complete the required information (an asterisk denotes required information), and then click **Save Patient**.
6. To change a patient's status, in the **Patient Information** card, click the Edit icon.

   The **Patient Information** dialog box appears.

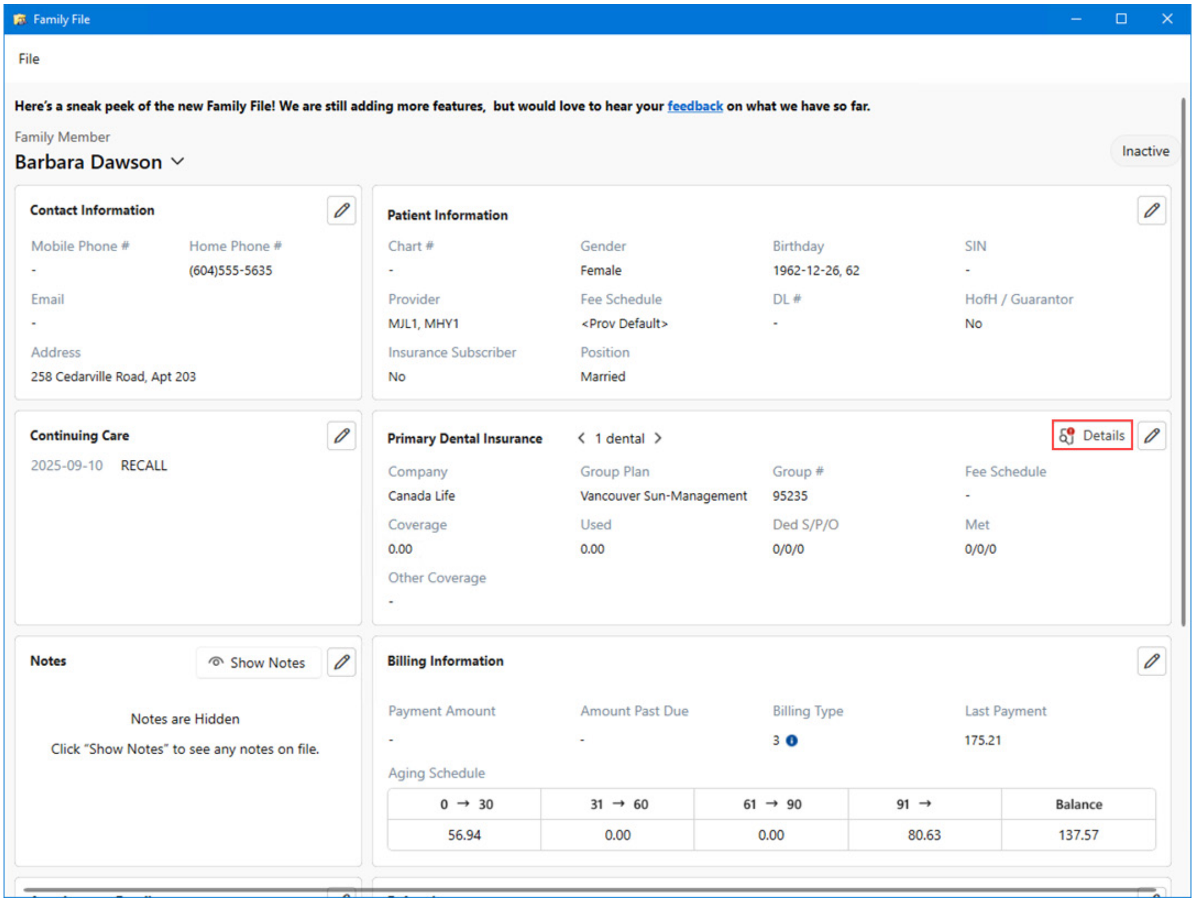


7. Under **Status**, select the desired status, and then click **OK**.

   In the Family File window, the patient's status changes.

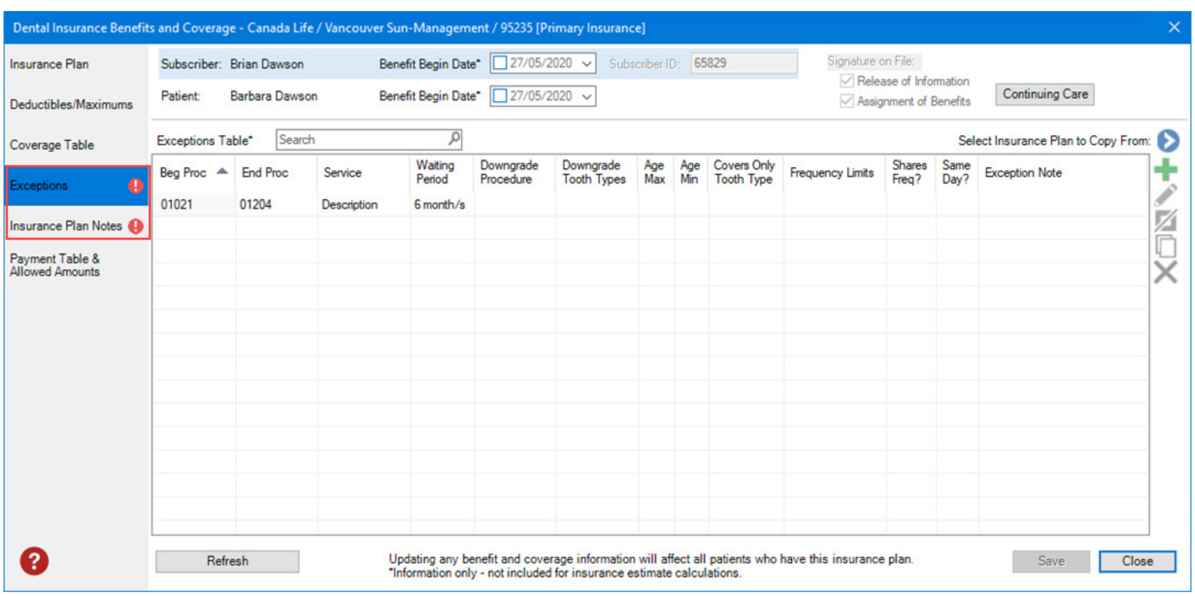


Note: A tooltip appears in the insurance card if a patient's insurance plan contains exceptions or plan notes. The same tooltip appears in the **Dental Insurance Benefits and Coverage** dialog box.



8. To view the exceptions and/or notes, click the **Details** button.

   The **Dental Insurance Benefits and Coverage** dialog box appears.



9. To view the exceptions or notes, click **Exceptions** or **Insurance Plan Notes**, respectively.

Dentrix 25.7 Canada

Overview and New Features

This Dentrix 25.7 Canada Release Guide provides information about the Dentrix 25.7 Canada software release. The overview section includes important notes regarding the release, followed by a brief description of the new features and enhancements available in Dentrix 25.7 Canada.

Note: For information about using the new features in Dentrix 25.7 Canada, refer to "Using the New Features and Enhancements" in this section of the Release Guide or "What's New in Dentrix 25.7 Canada?" in the Dentrix Help. For information on installing Dentrix Canada, refer to the Installation Guide.

New Features

Dentrix 25.7 Canada includes the following enhancements:

MISCELLANEOUS

- (Limited Beta Only) The Edit icons in the new Family File window now appear whenever a card contains information about the selected patient.
- (Limited Beta Only) Any card in the new Family File window that does not contain patient information about the selected patient now has an Add button.
- (Limited Beta) The new Family File window resizes automatically based on the resolution/scaling of the monitor so that the window always fits in the viewable screen area.
- Dentrix Imaging now installs automatically when you install Dentrix.

Using the New Features and Enhancements

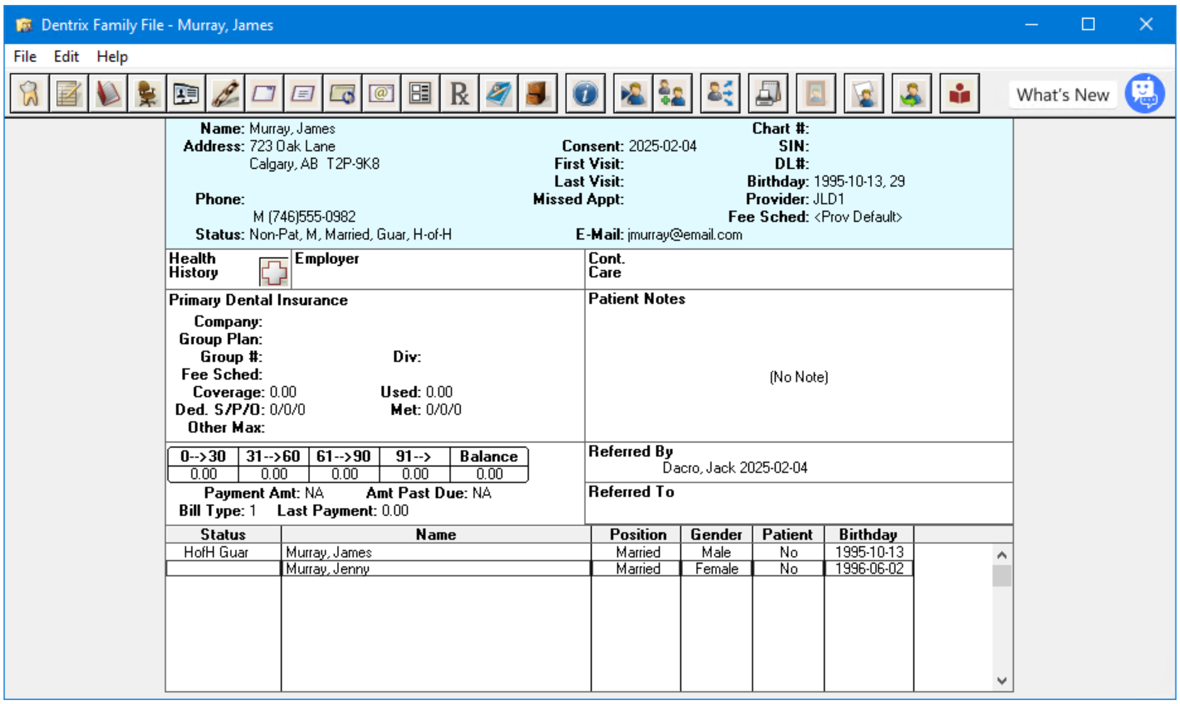
The following information will help you understand how to use the features and enhancements in this release. For a more complete explanation of features and enhancements, refer to the Dentrix Help.

Previewing the New Family File

At Henry Schein One, we're redesigning the Family File to make it more intuitive and easier to use. You can preview the proposed changes.

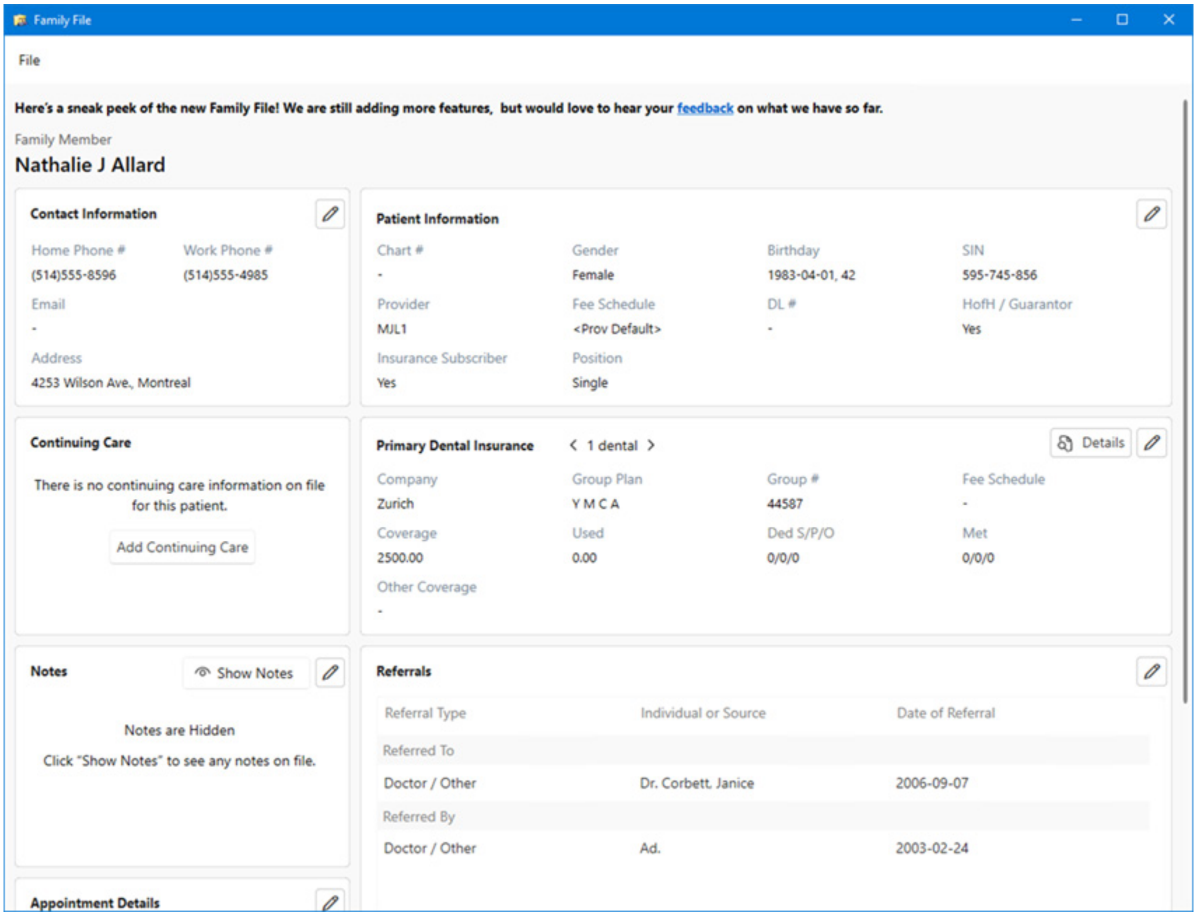
To preview the new Family File

1. Open the Family File and select a patient.



2. Click **File**, point to **Switch To**, and then click **Preview New Family File**.

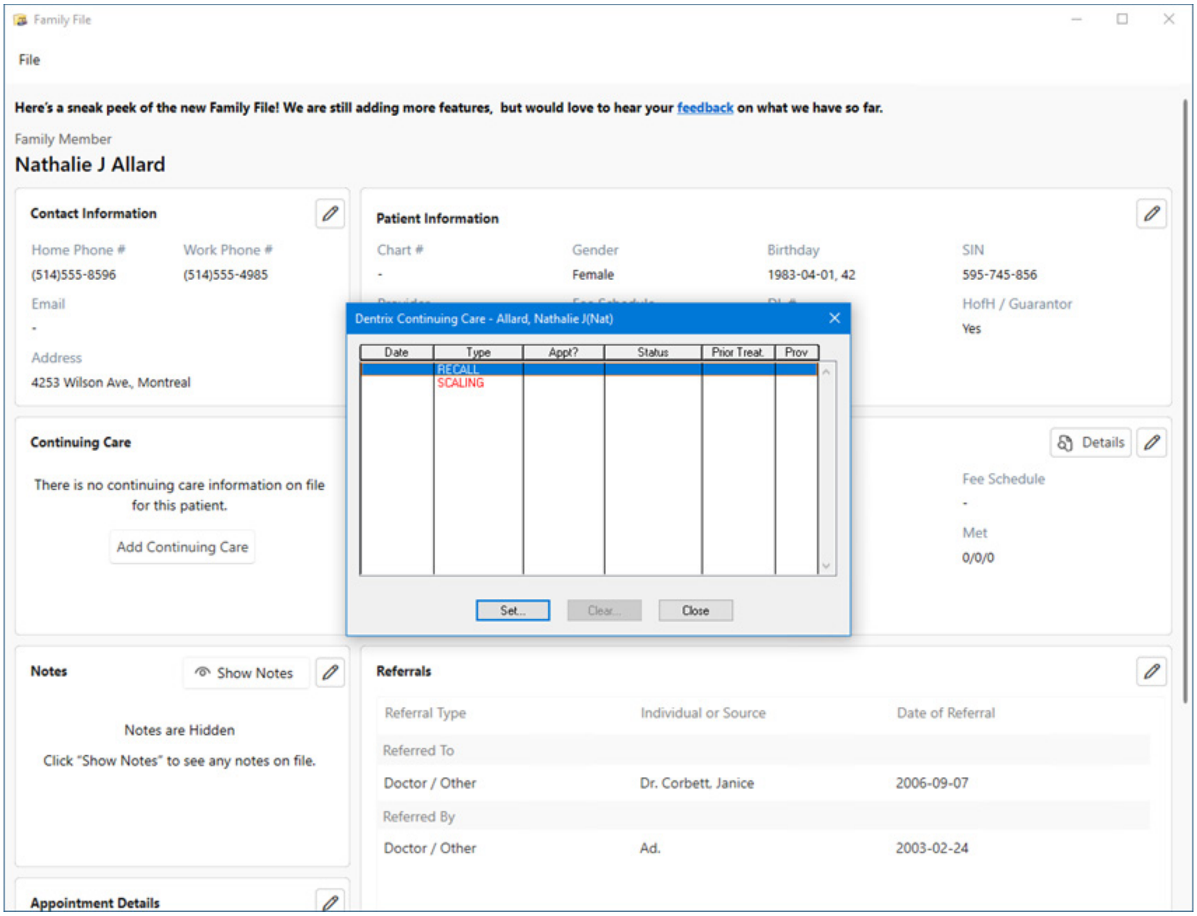
   The new Family File window appears.



Note: Currently, the new Family File window consists of several cards (**Contact Information**, **Patient Information**, **Continuing Care**, **Primary Dental Insurance**, and so on).

3. To add continuing care, click **Add Continuing Care**.

   The **Continuing Care** dialog box appears.

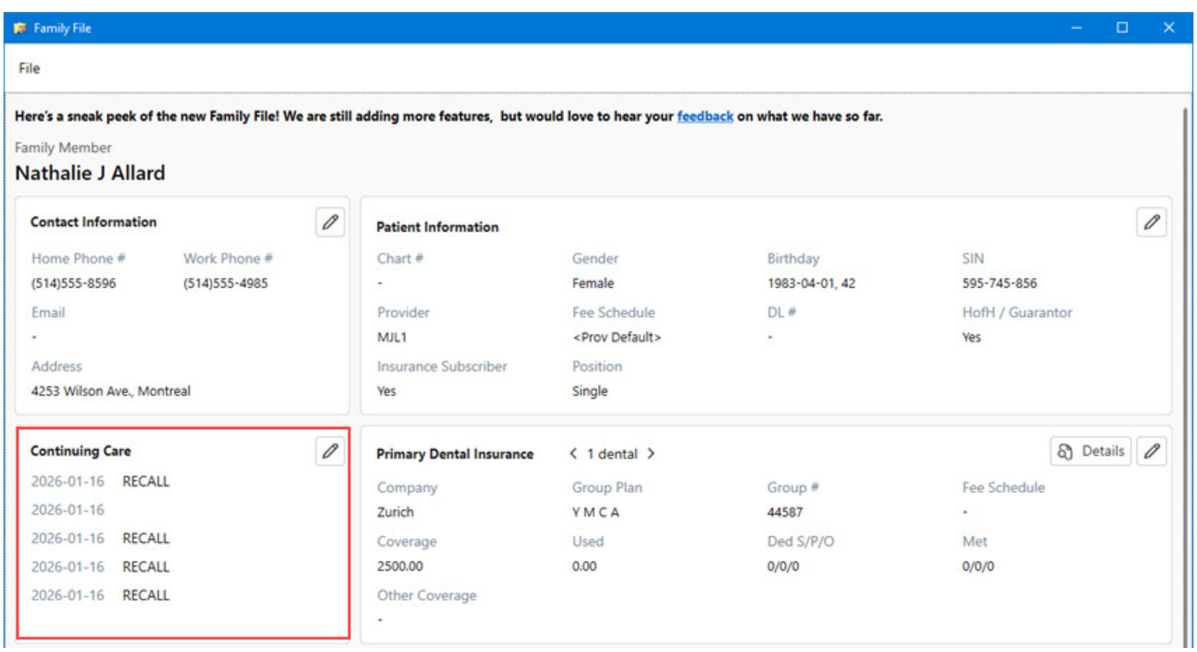


4. Select the type of continuing care, and then click **Set**.

   The **Set Continuing Care** dialog box appears.

5. Click **OK**.

   The continuing care type you selected appears in the **Continuing Care** card.



6. To provide your thoughts of and suggestions for the new Family File design, please click the feedback link.

Dentrix 25.6 Canada

Overview and New Features

This Dentrix 25.6 Canada Release Guide provides information about the Dentrix 25.6 Canada software release. The overview section includes important notes regarding the release, followed by a brief description of the new features and enhancements available in Dentrix 25.6 Canada.

Note: For information about using the new features in Dentrix 25.6 Canada, refer to “Using the New Features and Enhancements” in this section of the Release Guide or “What’s New in Dentrix 25.6 Canada?” in the Dentrix Help. For information on installing Dentrix Canada, refer to the Installation Guide.

New Features

Dentrix 25.6 Canada includes the following enhancements:

MISCELLANEOUS

- The **Add a New Patient** dialog box was modified to aid you in collecting a more complete profile of new patients.
- The preview of the new Family File window was modified to include new cards.
- Dentrix Imaging now installs automatically when you install Dentrix.

Using the New Features and Enhancements

The following information will help you understand how to use the features and enhancements in this release. For a more complete explanation of features and enhancements, refer to the Dentrix Help.

Adding New Family Accounts

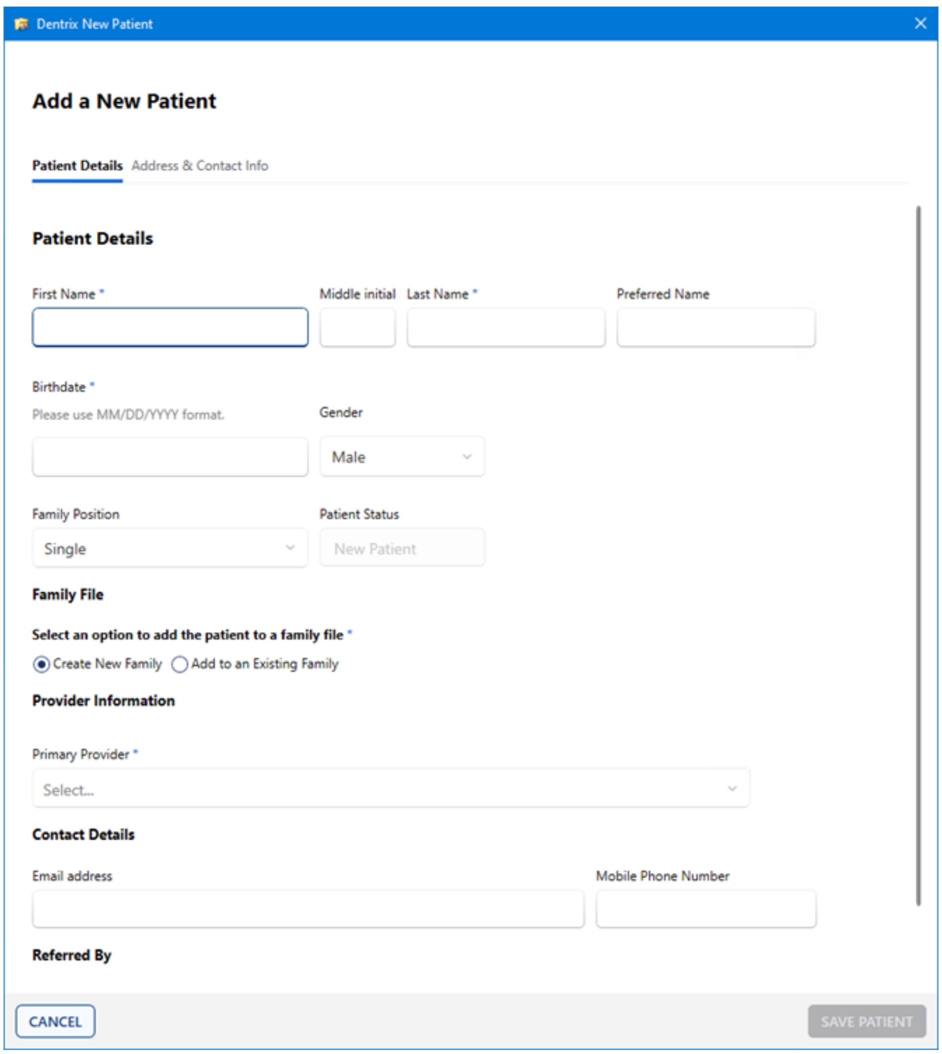
In Dentrix, patient files are organized by family. When you add new patients, you must first enter the head of household or guarantor, even if that person is not a patient. After entering the head of household, you can add other family members.

To add a new family account

1. In the Family File, click **File**, and then click **New Family**.

   The **Select Patient** dialog box appears.
2. Enter the family's last name to verify that the family is not already entered in the system.
3. Click **New Family**.

   The **Add a New Patient** dialog box appears.

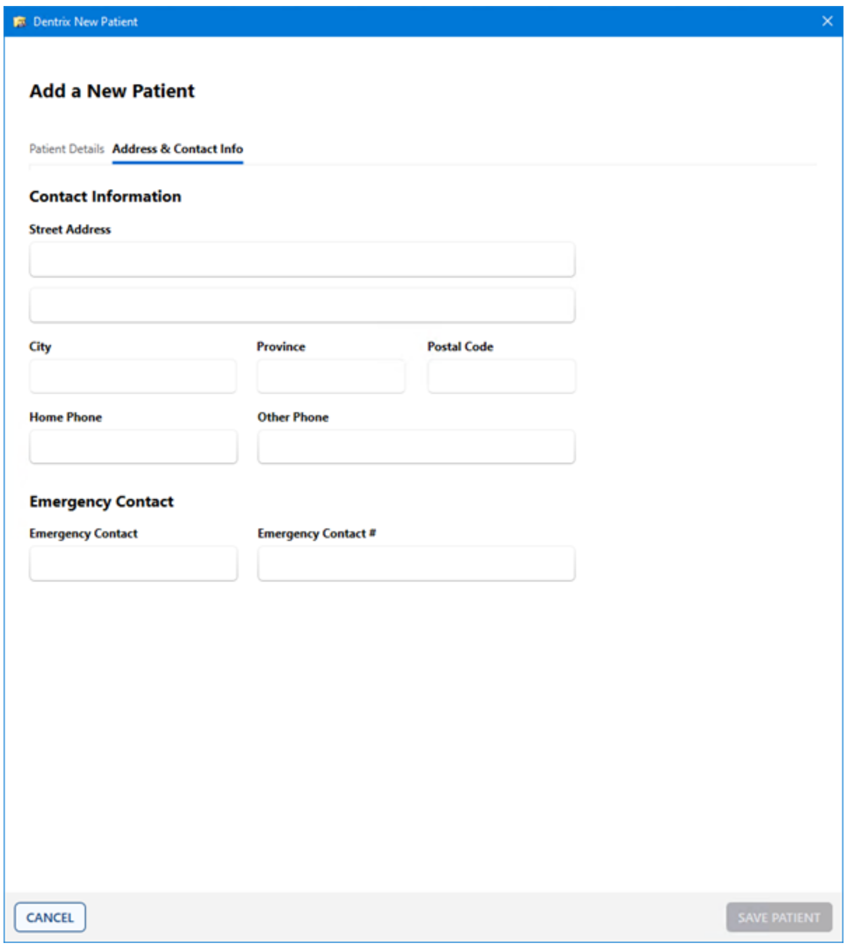


4. Provide the following mandatory information:
   - Type the patient's first and last names in the corresponding fields.
   - Type the patient's **Birthdate**.

- Select one of the following options:
  - **Create New Family** – Creates a new family.
  - **Add to an Existing Family** – Adds the new patient as a member of an existing family.
- Select the new patient's **Primary Provider** from the provider list.

5. Provide the following information:
   - Select the patient's **Gender**.
   - Select the patient's **Family Position** (**Single**, **Married**, **Child**, **Other**).
   - Type the patient's **Email address**.
   - Type the patient's **Mobile Phone Number**.
   - Select the patient's **Referral Source**.
6. To complete the new patient's contact information, click **Address & Contact Info**.

   The **Address & Contact Info** page appears.



7. Enter following patient information:
   - **Street Address** – The patient's street address.
   - **City** – The patient's city.
   - **Province** – The patient's province.
   - **Postal Code** – The patient's postal code.
   - **Home Phone** –
   - **Other Phone** –
   - **Emergency Contact** – (Entering the patient's address makes this field mandatory.)

- **Emergency Contact #** – Emergency contact's phone number. (Entering the patient's address or an emergency contact makes this field mandatory.)

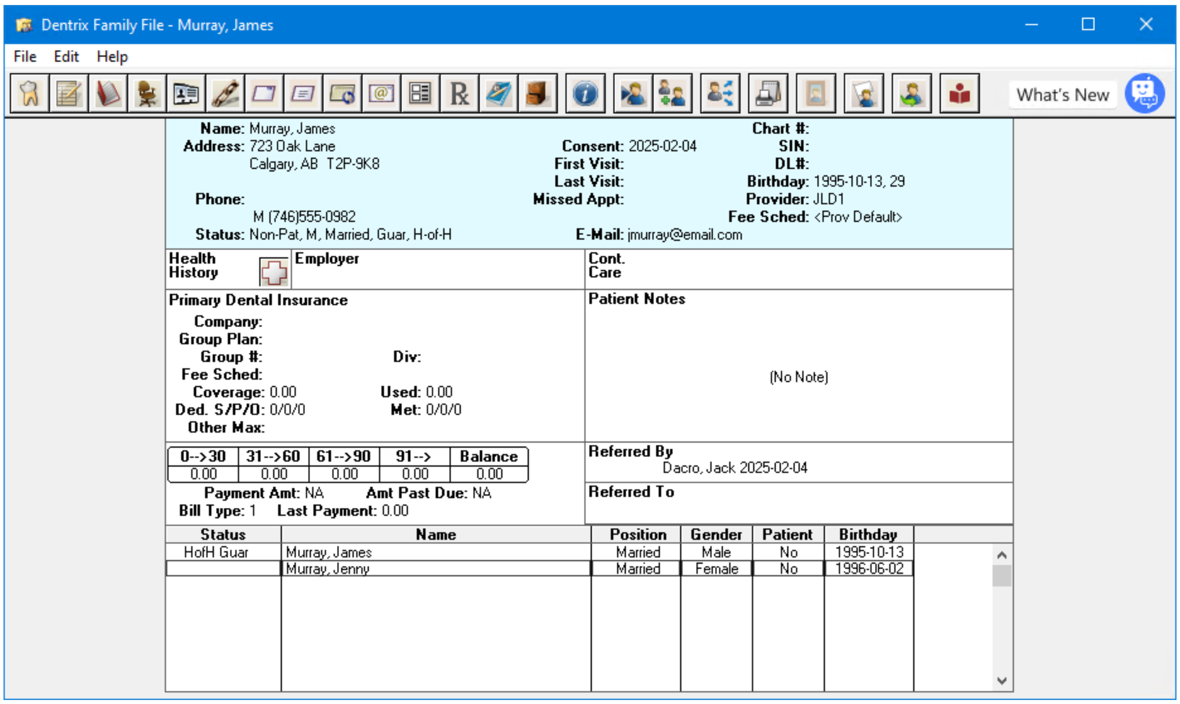
8. Click **SAVE PATIENT**.

Previewing the New Family File

At Henry Schein One, we're redesigning the Family File to make it more intuitive and easier to use. You can preview the proposed changes.

To preview the new Family File

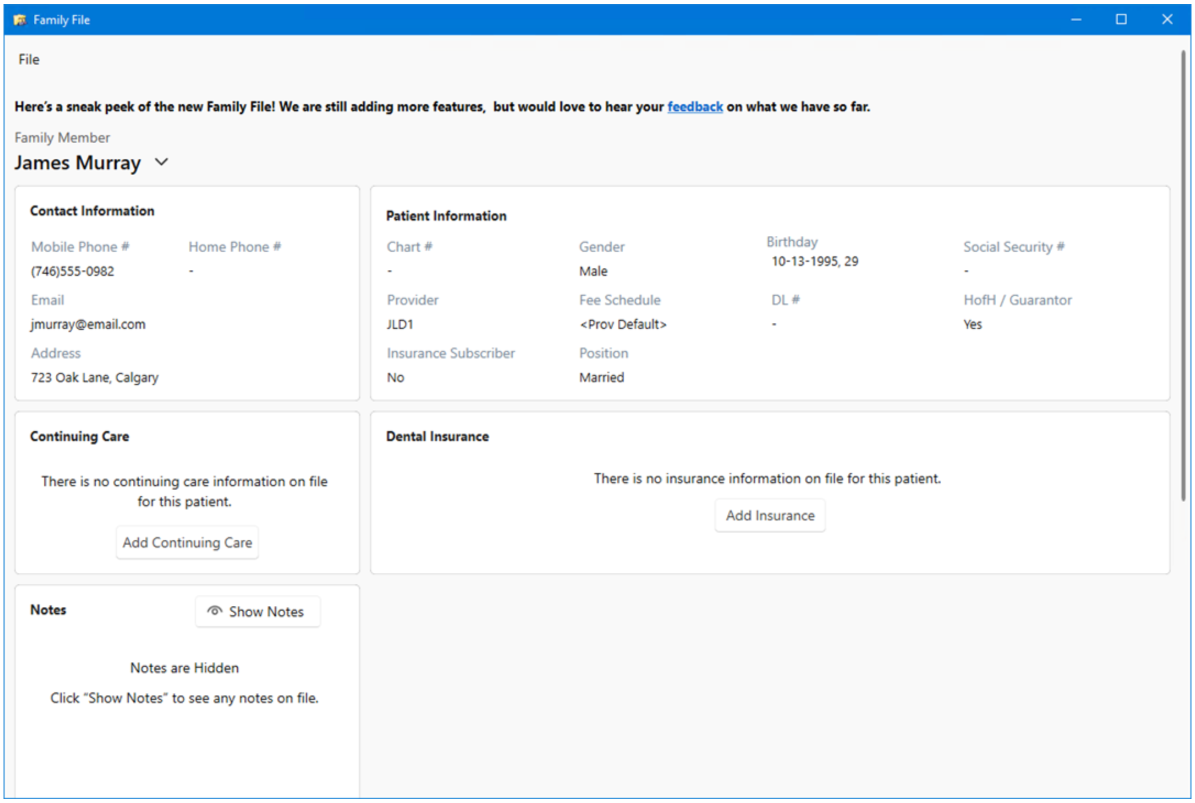
1. Open the Family File and select a patient.

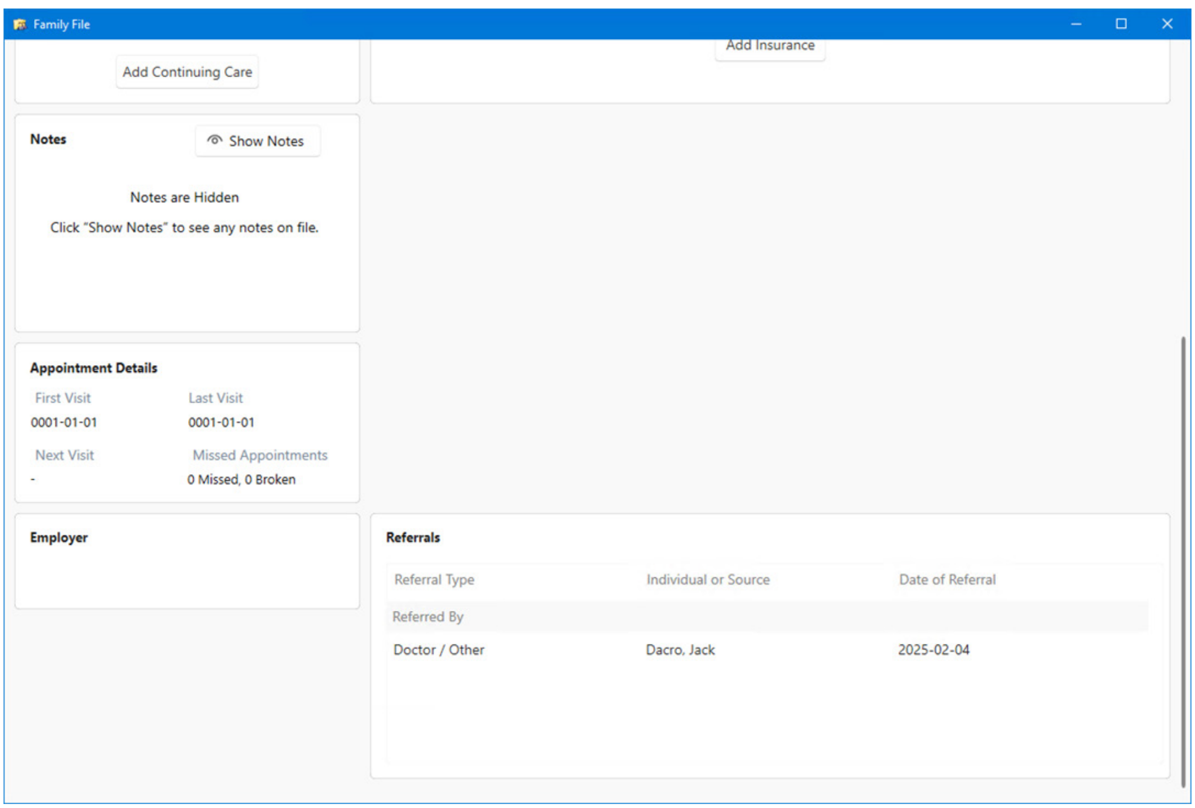


2. Click **File**, point to **Switch To**, and then click **Preview New Family File**.

   The new Family File window appears.

   Note: Currently, the new Family File window consists of several cards (**Contact Information**, **Patient Information**, **Continuing Care**, **Primary Dental Insurance**, and so on).



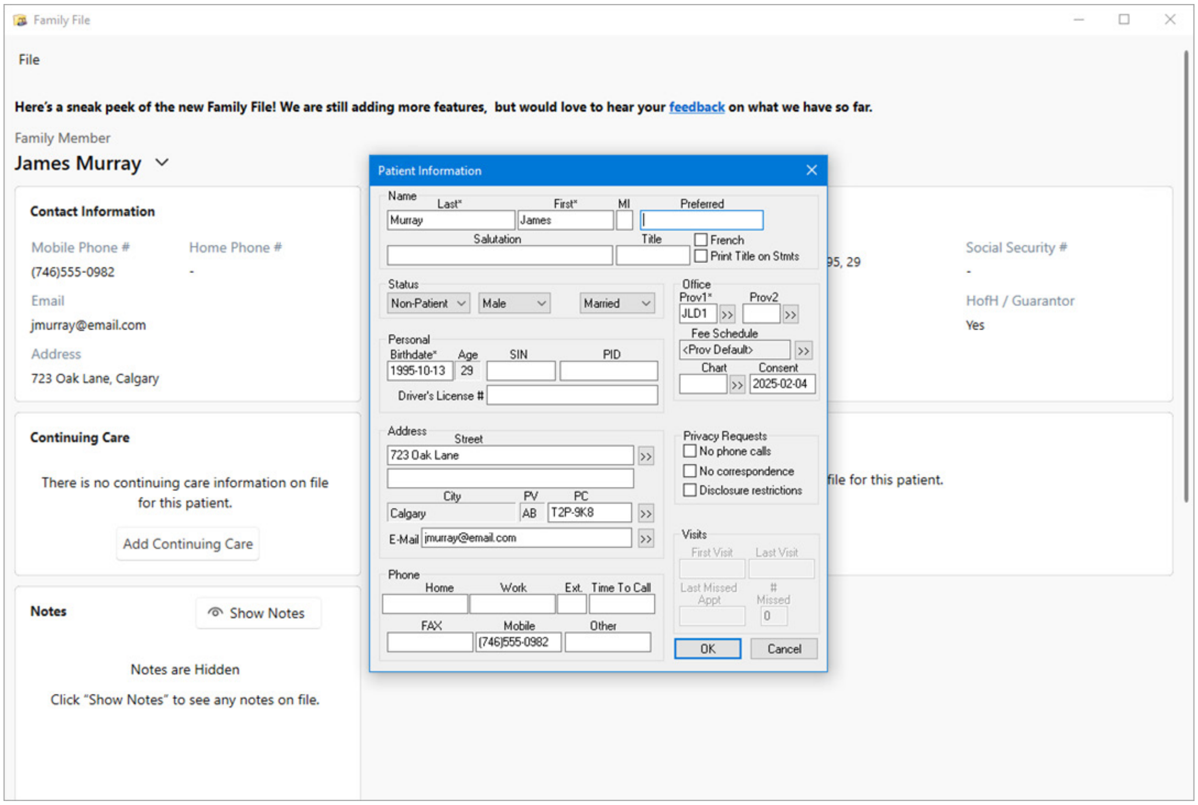


3. To edit the contents of a card, hover your mouse pointer over the desired card.

   An Edit icon appears in the upper-right corner of the card.

4. Click the Edit icon.

   The dialog box corresponding to the card appears.



5. To provide your thoughts of and suggestions for the new Family File design, please click the feedback link.

Dentrix 25.5 Canada

Overview and New Features

This Dentrix 25.5 Canada Release Guide provides information about the Dentrix 25.5 Canada software release. The overview section includes important notes regarding the release, followed by a brief description of the new features and enhancements available in Dentrix 25.5 Canada.

Note: For information about using the new features in Dentrix 25.5 Canada, refer to "Using the New Features and Enhancements" in this section of the Release Guide or "What's New in Dentrix 25.5 Canada?" in the Dentrix Help. For information on installing Dentrix Canada, refer to the Installation Guide.

New Features

Dentrix 25.5 Canada includes the following enhancements:

MISCELLANEOUS

- You can now reset provider and staff passwords from the **Practice Resource Setup** dialog box.
- DDX Referrals, an online platform that allows you to communicate digitally with dental specialist practices, is now available.
- Dentrix Imaging now installs automatically when you install Dentrix.

Using the New Features and Enhancements

The following information will help you understand how to use the features and enhancements in this release. For a more complete explanation of features and enhancements, refer to the Dentrix Help.

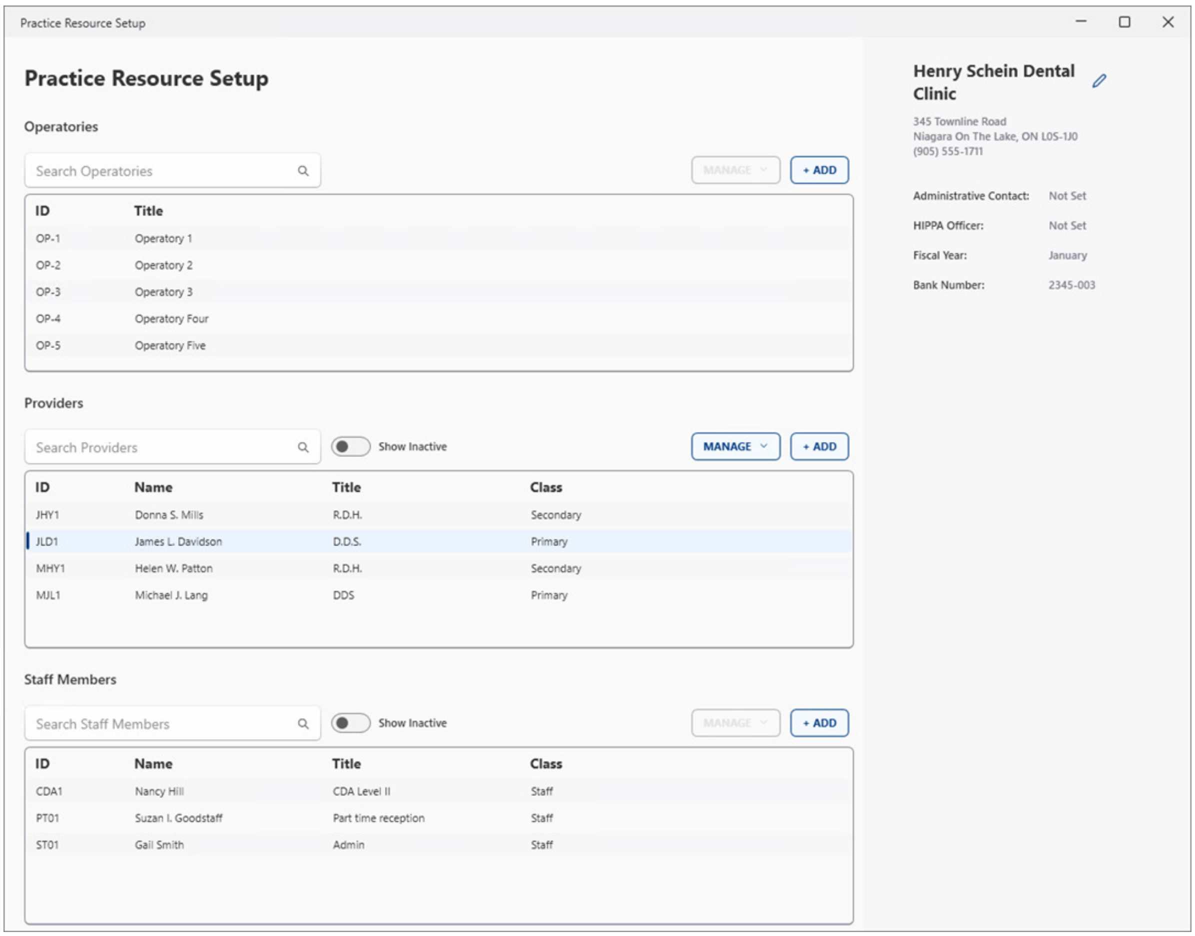
Resetting Provider and Staff Passwords

You can now reset provider and staff passwords from the **Practice Resource Setup** dialog box.

To reset a provider or staff password

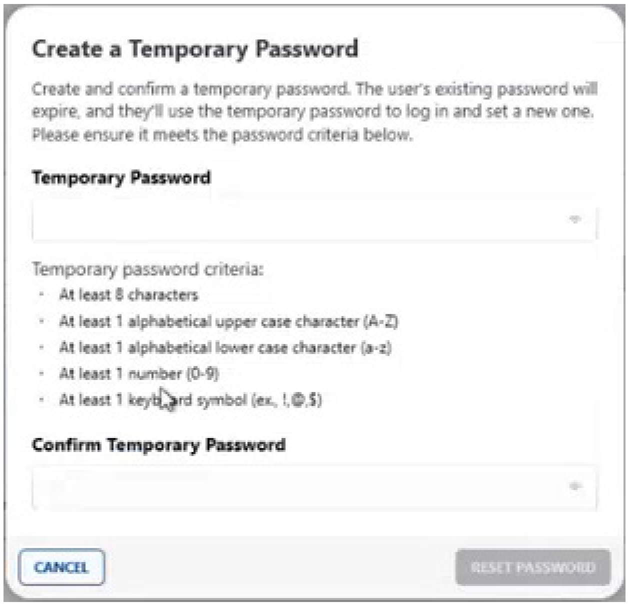
1. In the Office Manager, click **Maintenance**, point to **Practice Setup**, and then click **Practice Resource Setup**.

   The **Practice Resource Setup** dialog box appears.



2. Click the provider whose password you want to reset.
3. Click **Manage**, and then from the list, click **Reset Password**.

   The **Create a Temporary Password** dialog box appears.



4. Under **Temporary Password**, type a password.
5. Under **Confirm Temporary Password**, re-type the temporary password, and then click **Reset Password**.

   The next time the provider logs in, he or she must create a new, more permanent password.

Enabling DDX Referrals

DDX Referrals is an online platform that allows you to communicate digitally with dental specialist practices. Features include:

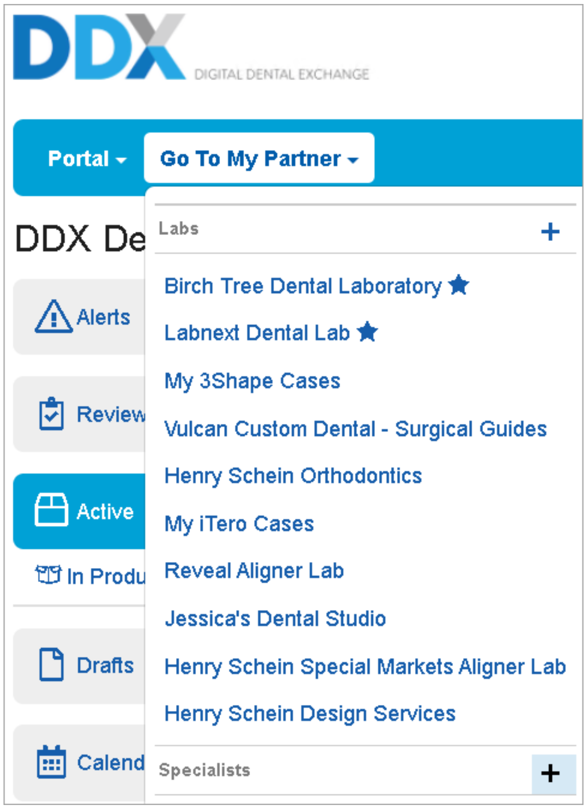
- An online referrals form that your practice completes. You can then select the appropriate treatments offered by the dental specialist.
- Dental specialists receive patient referrals digitally through DDX.
- Bidirectional communication between your practice and the dental specialist provides referrals information on:
  - Changes in status (new, accepted, completed).
  - Notes or messages online and through email notifications.
  - File sharing of photos, digital impressions, insurance forms, and treatment summaries.
- Referral data appears in the Patient Chart, Clinical Notes, and the Document Center.

LINKING YOUR PRACTICE TO DENTAL SPECIALISTS

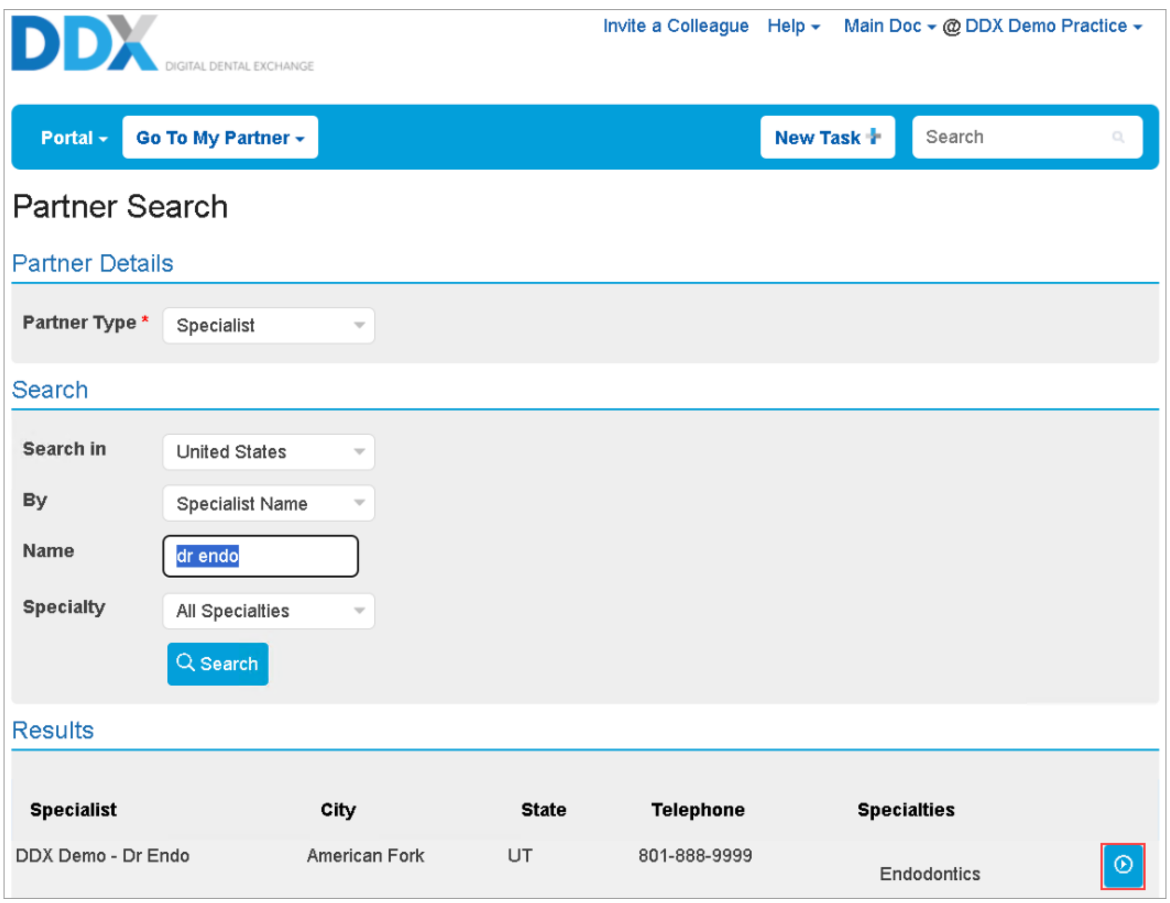
You can link your practice to dental specialists using DDX Referrals.

To link your practice to a dental specialist

1. Log in to your DDX dental practice account at https://ddxdental.com/login.
2. Click Go To My Partner, and then in the Specialists section, click the plus sign +.



3. Use the search tool to find your dental specialist.
4. Under **Results**, click the blue button to the right of the specialist you want to add.

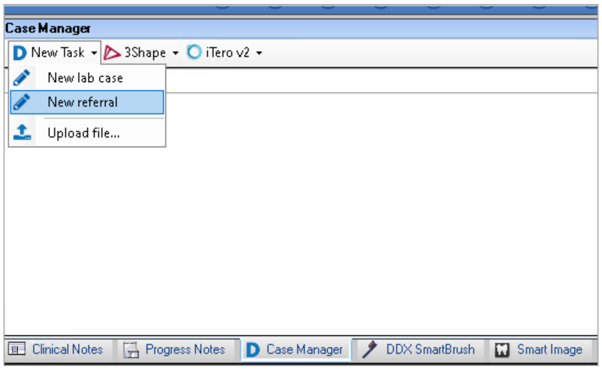


SENDING DDX REFERRALS

You can use DDX Referrals to refer a patient to a dental specialist.

To send a DDX Referral

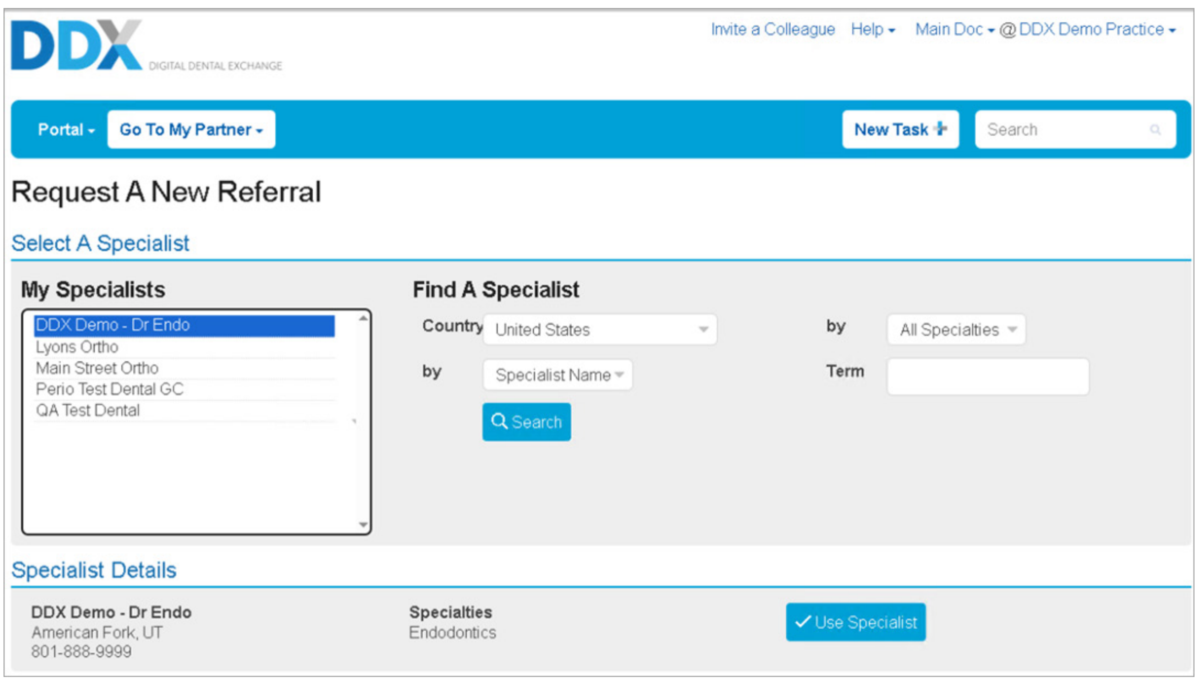
1. Open the Patient Chart, and then select the desired patient.
2. Open the **Case Manager** panel.



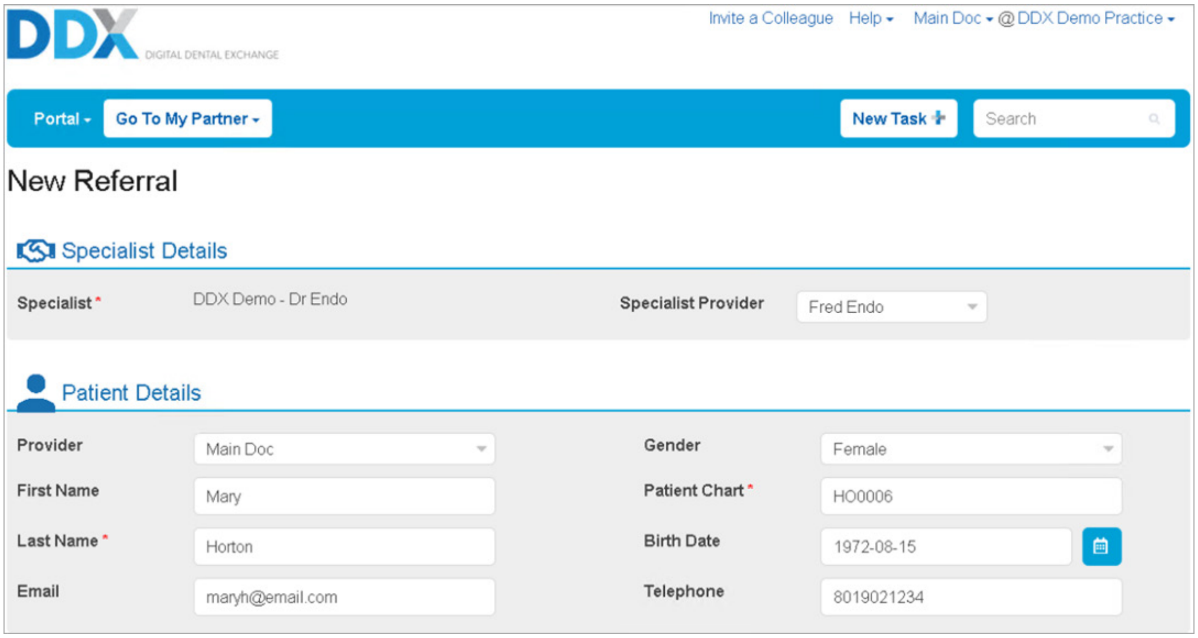
3. Click **New Task**, and then click **New Referral**.

   Your browser opens the DDX website.

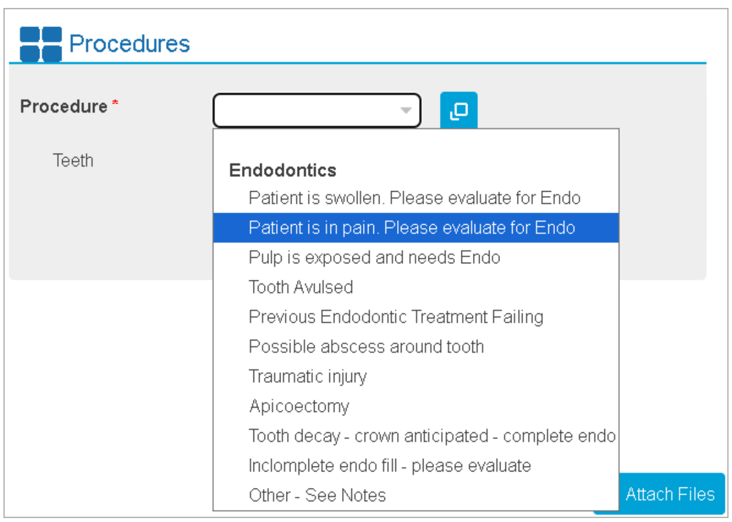
4. If prompted, enter your login credentials.
5. From the **My Specialists** list, select the desired specialist, and then click **Use Specialist**.



Dentrix enters the patient's details on the DDX referral form automatically.

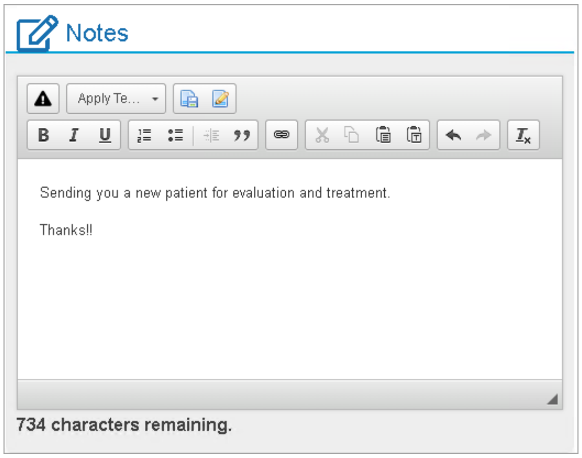


6. Select the **Procedure** that corresponds to the treatment you are requesting.

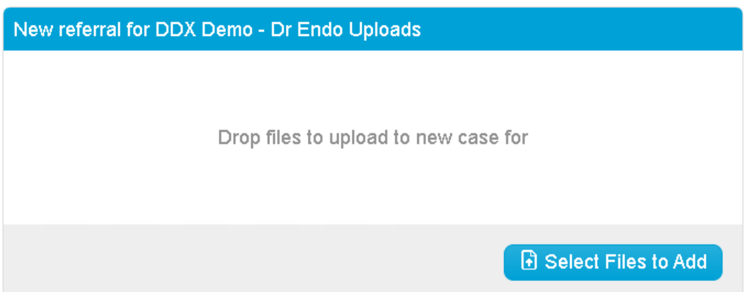


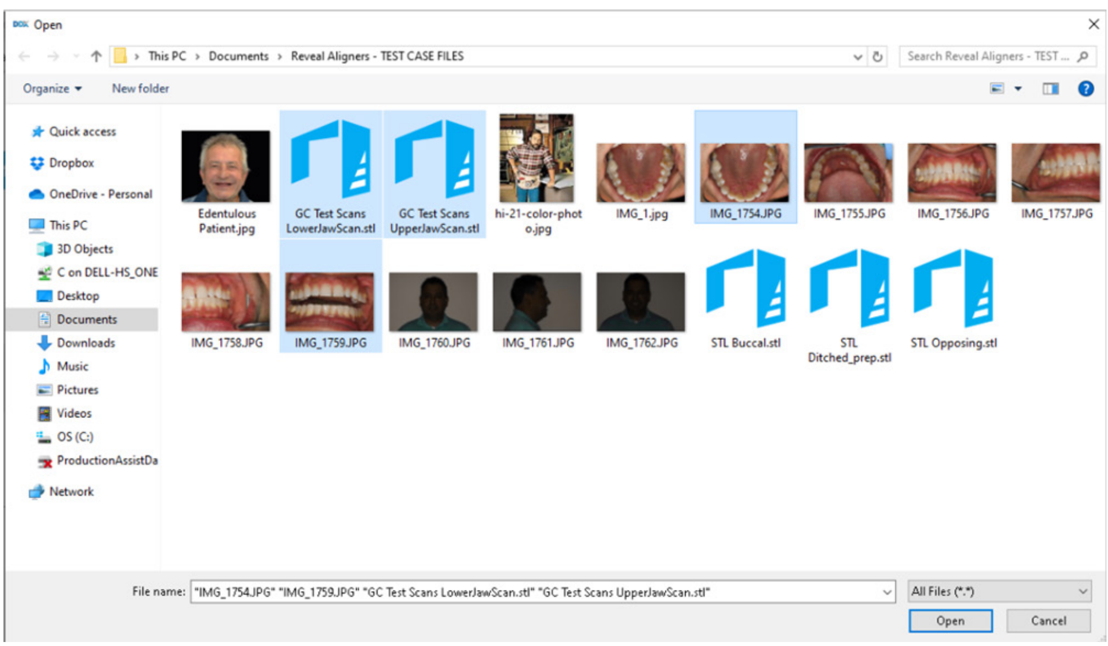
7. Complete one or more of the following optional tasks:
   - Specify the affected tooth or teeth and/or arches.

   - Create a note.



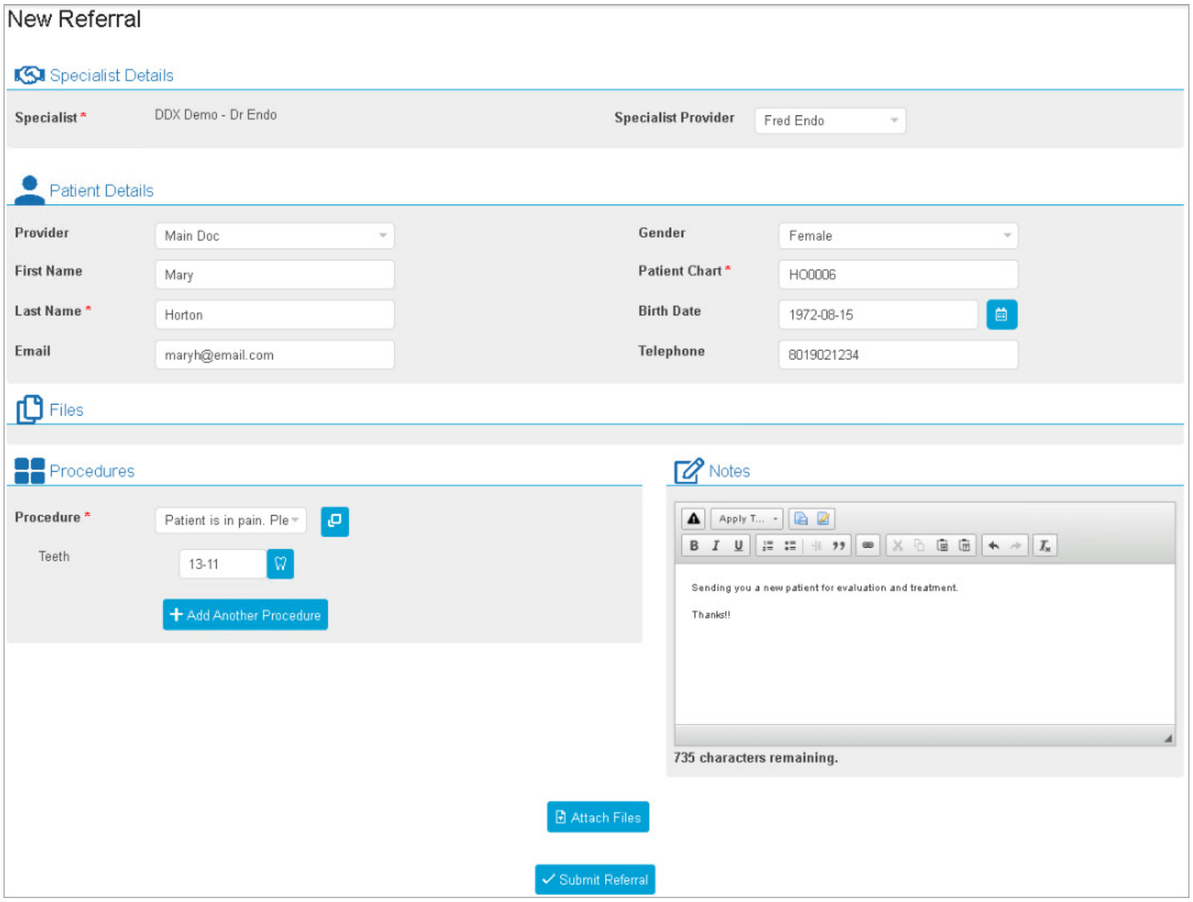
- Click **Attach Files**, and then click **Select Files to Add** to attach any digital files you want to send.





8. Select the files you want to add, and then click **Submit Referral**.

The referral is sent digitally to the selected specialist.



Dentrix 25.4 Canada

Overview and New Features

This Dentrix 25.4 Canada Release Guide provides information about the Dentrix 25.4 Canada software release. The overview section includes important notes regarding the release, followed by a brief description of the new features and enhancements available in Dentrix 25.4 Canada.

Note: For information about using the new features in Dentrix 25.4 Canada, refer to “Using the New Features and Enhancements” in this section of the Release Guide or “What’s New in Dentrix 25.4 Canada?” in the Dentrix Help. For information on installing Dentrix Canada, refer to the Installation Guide.

New Features

Dentrix 25.4 Canada includes the following enhancements:

MISCELLANEOUS

- An option allowing you to automatically print iTrans responses including EOBs was added to **Print Options** in the **Preferences** dialog box.
- In the Update Manager, **Automatic Updates** is now set to **On** by default.
- DDX now installs automatically when you install Dentrix.

Using the New Features and Enhancements

The following information will help you understand how to use the features and enhancements in this release. For a more complete explanation of features and enhancements, refer to the Dentrix Help.

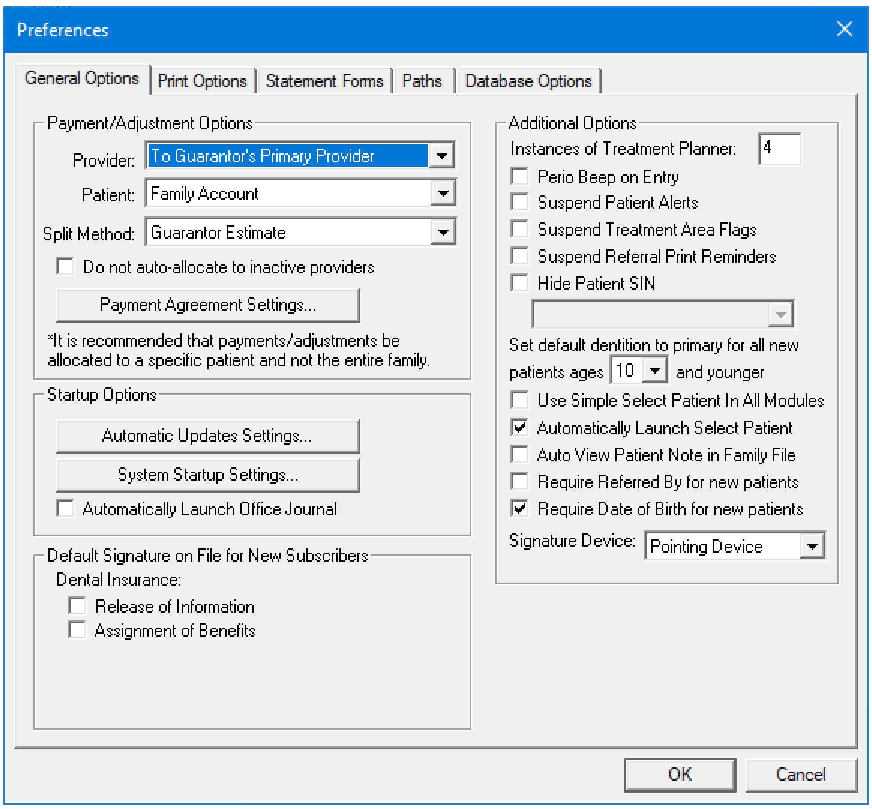
Setting Up Print Options

You can now select an option to print iTrans responses including EOBs automatically.

To set up print options

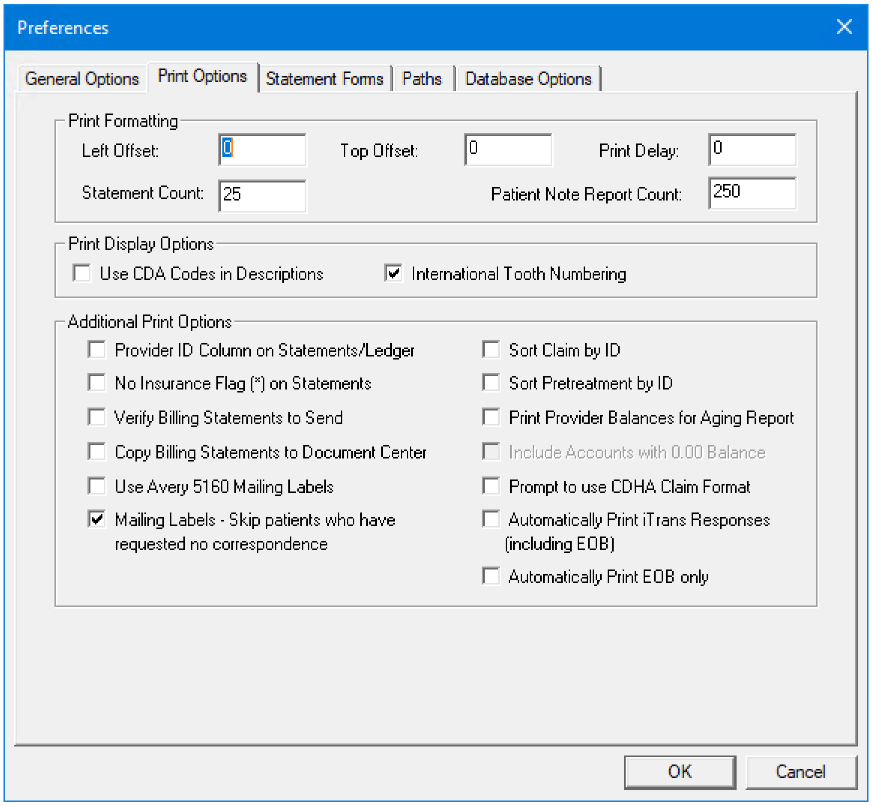
1. In the Office Manager, click **Maintenance**, point to **Practice Setup**, and then click **Preferences**.

   The **Preferences** dialog box appears.

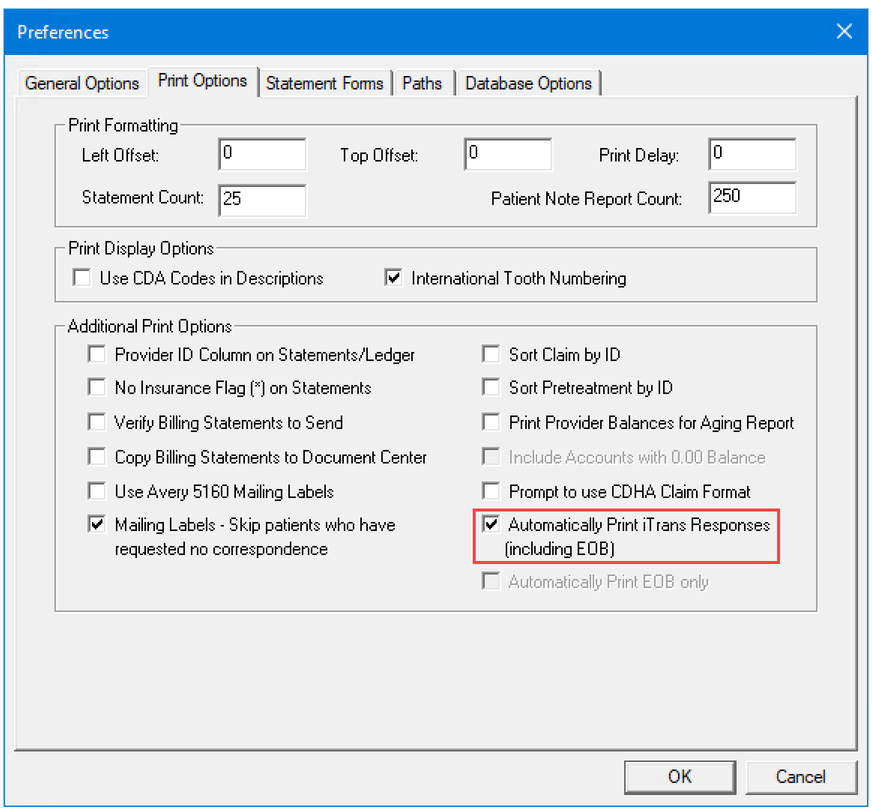


2. Click the **Print Options** tab.

   The **Print Options** page appears.



3. Select **Automatically Print iTrans Responses (including EOB)**, and then click **OK**.



Dentrix 25.3 Canada

Overview and New Features

This Dentrix 25.3 Canada Release Guide provides information about the Dentrix 25.3 Canada software release. The overview section includes important notes regarding the release, followed by a brief description of the new features and enhancements available in Dentrix 25.3 Canada.

Note: For information about using the new features in Dentrix 25.3 Canada, refer to "Using the New Features and Enhancements" in this section of the Release Guide or "What's New in Dentrix 25.3 Canada?" in the Dentrix Help. For information on installing Dentrix Canada, refer to the Installation Guide.

New Features

Dentrix 25.3 Canada includes the following enhancements:

MISCELLANEOUS

- (Beta only) In the Appointment Book, the **Add a New Patient** dialog box has been redesigned allowing you to enter all the new patient information you need to create a minor's new patient file while simultaneously creating an appointment for a new patient. The redesigned **Add a New Patient** dialog box was also added to the Family File to streamline the process for creating a minor's new patient file.
- In the Office Manager, you can now replace the default operatory titles in the Appointment Book with more descriptive ones, and in the **Setup View** dialog box in Appointment Book, you can change the order of the columns to be more reflective of how your office is set up.
- In the Office Manager, the **Practice Resource Setup** dialog box has been modified to make setting up resources in Dentrix more intuitive.

Using the New Features and Enhancements

The following information will help you understand how to use the features and enhancements in this release. For a more complete explanation of features and enhancements, refer to the Dentrix Help.

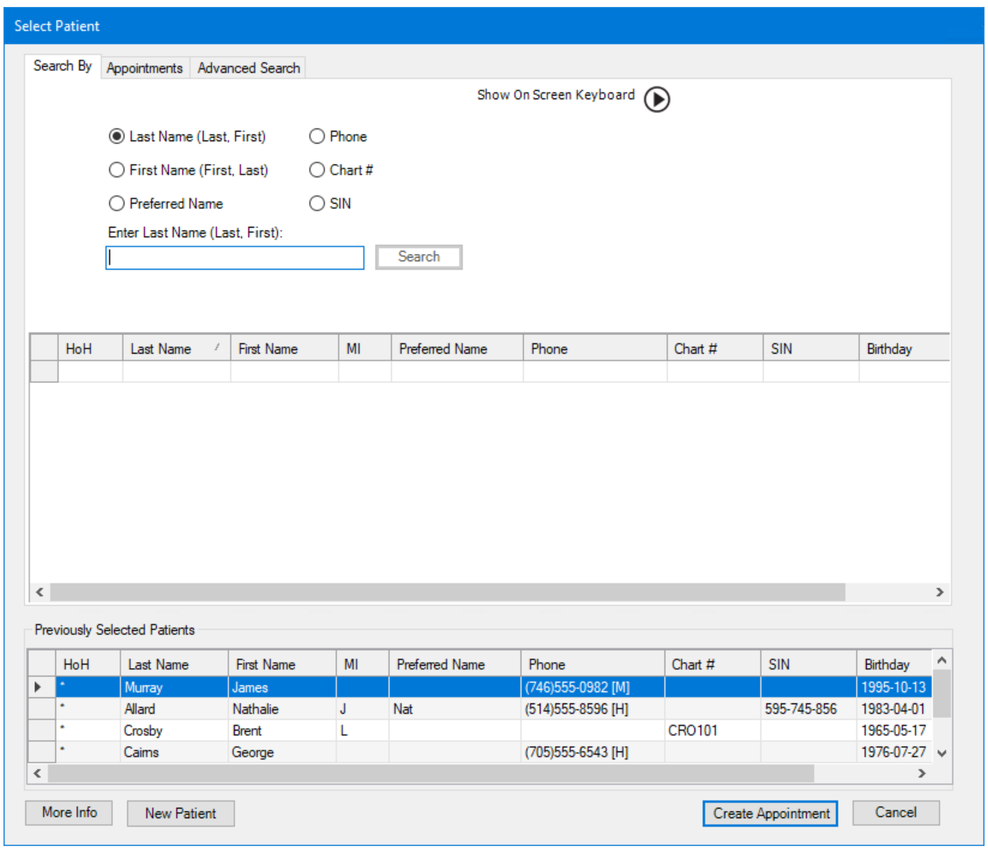
Scheduling New Patient Appointments for Minors

You can schedule new patient appointments for minors from the Appointment Book and create a new family account in the Family File simultaneously.

To schedule a new patient appointment for a minor

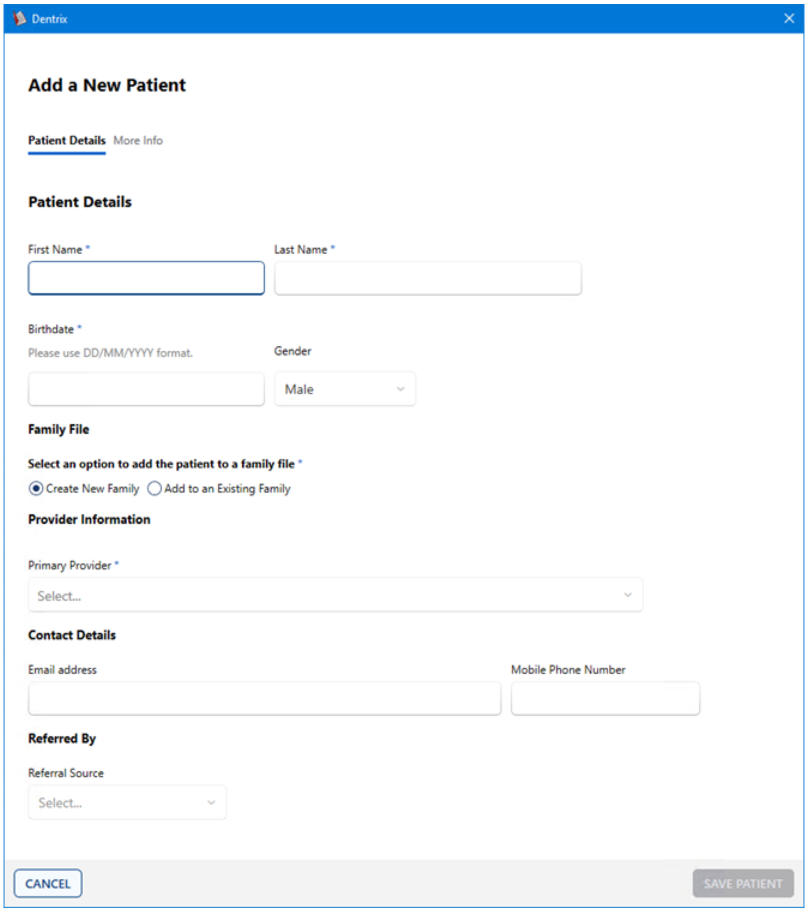
1. In the Appointment Book, locate an open schedule space, and then double-click the appropriate operatory at the desired time.

   The **Select Patient** dialog box appears.



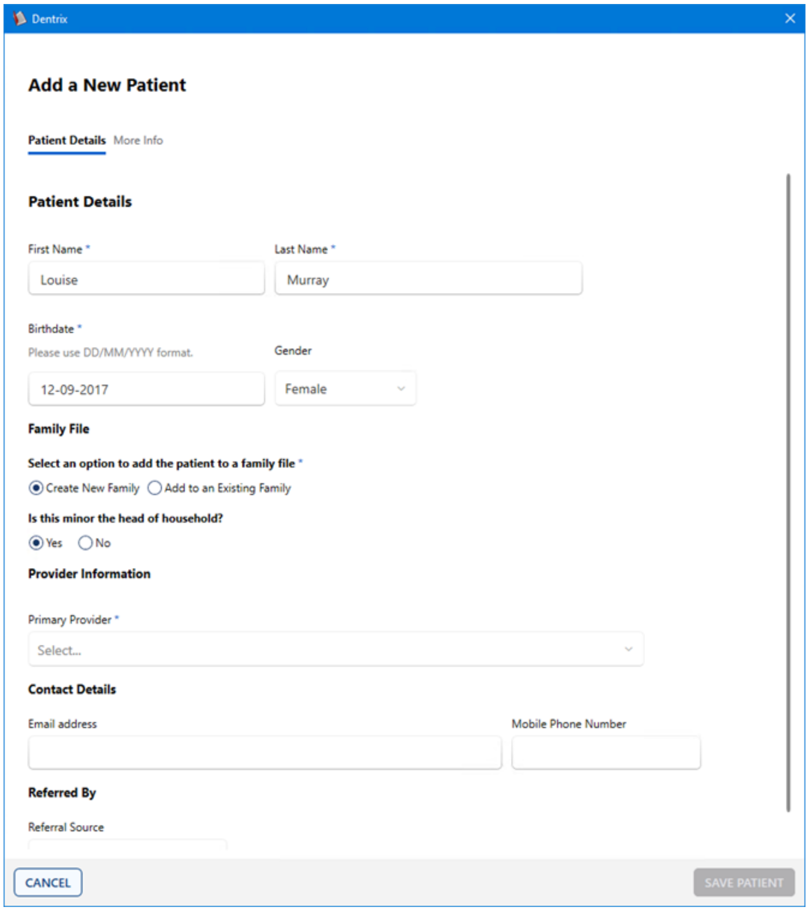
2. Type the first few letters of the patient's last name to ensure that the patient's name is not in the Dentrix database already, and then click **New Patient**.

   The **Add a New Patient** dialog box appears.



3. Provide the following mandatory information:
   - Type the patient's First and Last names in the corresponding fields.
   - Type the patient's **Birthdate**.

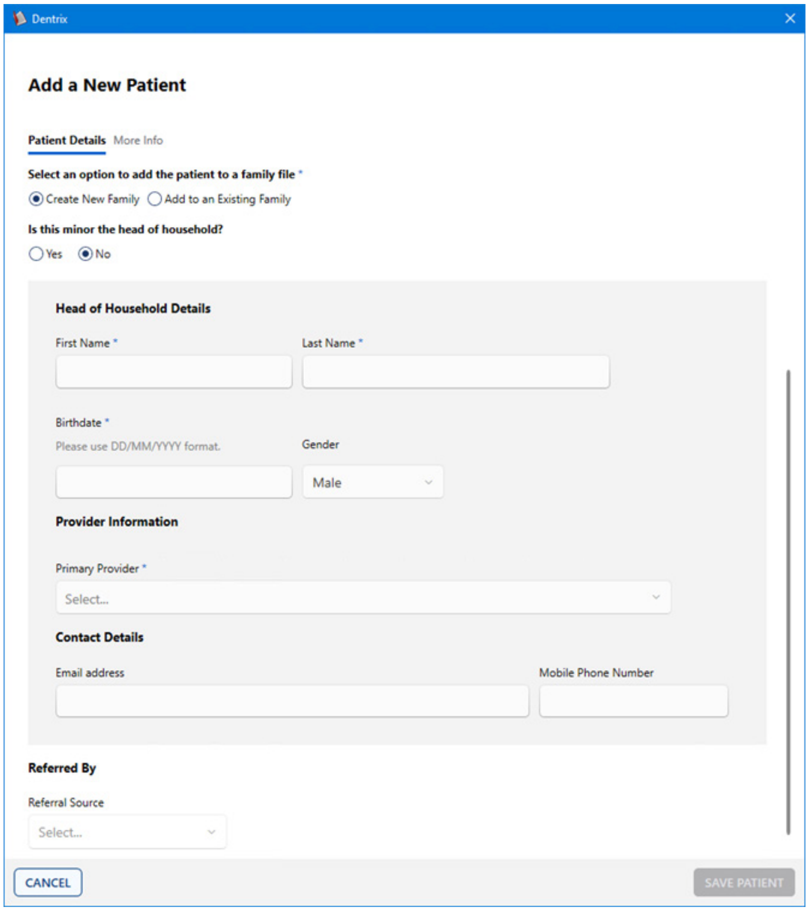
     If the new patient is a minor, an additional option appears under Family File in the **Add a New Patient** dialog box.



- Select one of the following options:
  - **Create New Family** – Creates a new family.
  - **Add to an Existing Family** – Adds the new patient as a member of an existing family.
- **Is this minor the head of household?** – Select **Yes** or **No**.

  Note: You might consider a minor as the head of household if the minor was the only patient.

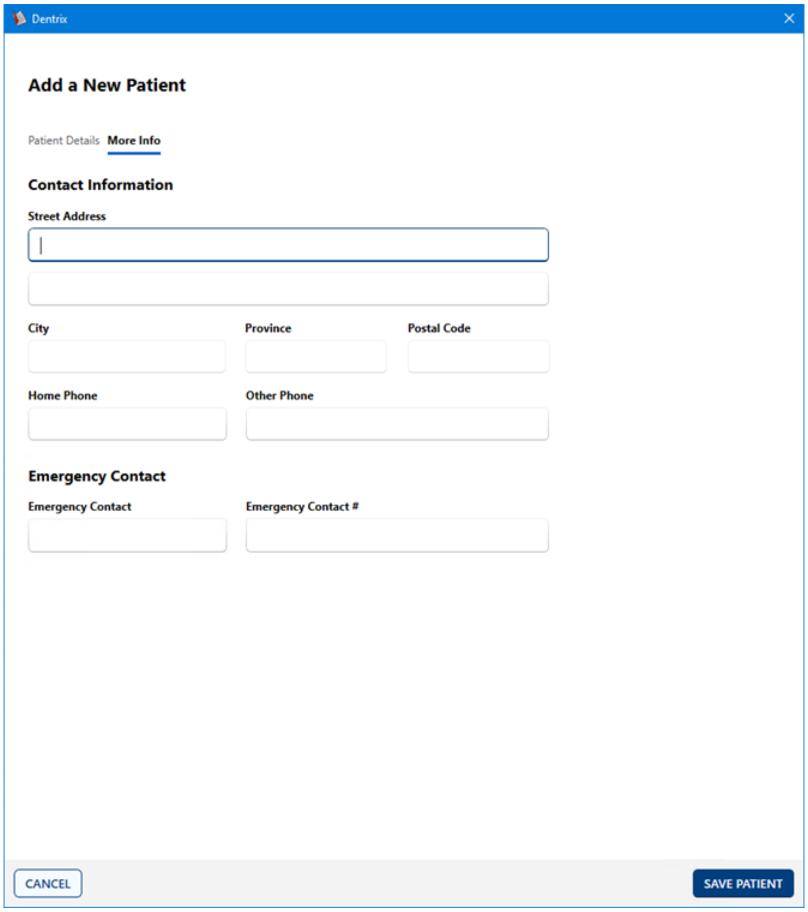
  If you select **No**, the **Head of Household Details** section appears in the **Add a New Patient** dialog box.



- Select the new patient’s **Primary Provider** from the provider list.

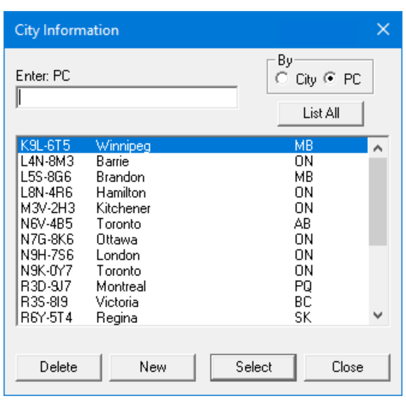
4. If desired, provide the following information:
   - Select the patient’s **Gender**.
   - Type the patient’s **Email address**.
   - Type the patient’s **Mobile Phone Number**.
   - Select the patient’s **Referral Source**.
5. To complete the new patient’s contact information, click **More Info**.

   The **More Info** page appears.



6. Enter following patient information:
    - **Street Address** – The patient's street address.
    - **City** – The patient's city.

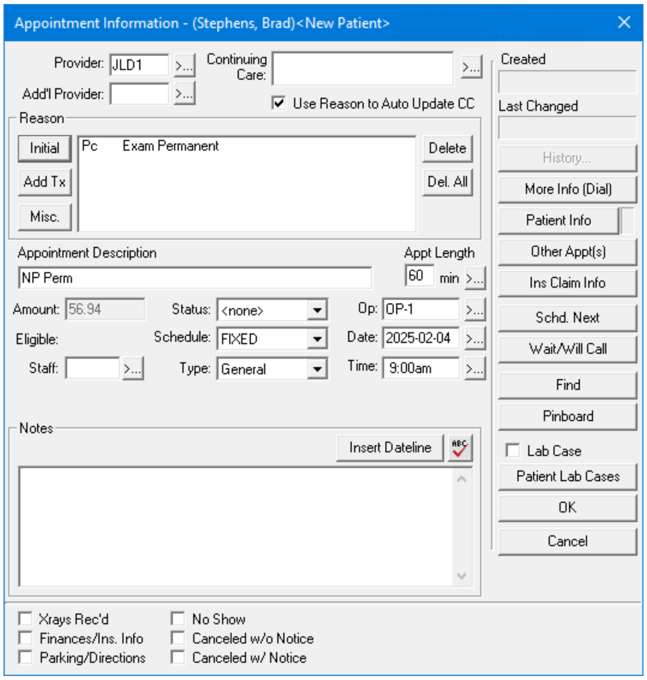
      The **City Information** dialog box appears.



    - **Province** – The patient's province.
    - **Postal Code** – The patient's Postal Code.
    - **Home Phone** –
    - **Other Phone** –
    - **Emergency Contact** – Name of the patient's emergency contact.
    - **Emergency Contact #** – Emergency contact's phone number.

7. Click **SAVE PATIENT**.

   A family account for the new patient is created in the Family File, and the **Appointment Information** dialog box appears.



8. Schedule the new patient's appointment, and then click **OK**.

   The **Appointment Information** dialog box closes, the appointment information is saved, and the appointment is added to the Appointment Book.

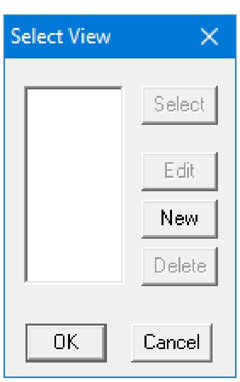
Setting Up Views

In Dentrix, you can create up to twelve separate views on each computer in your office with unique view settings for providers, operators, calendars, and appointment display information. Views are computer-specific, making it possible for you to see different information when you are in a hygiene operatory than when you are at the front desk or at another computer on the network.

To set up a view

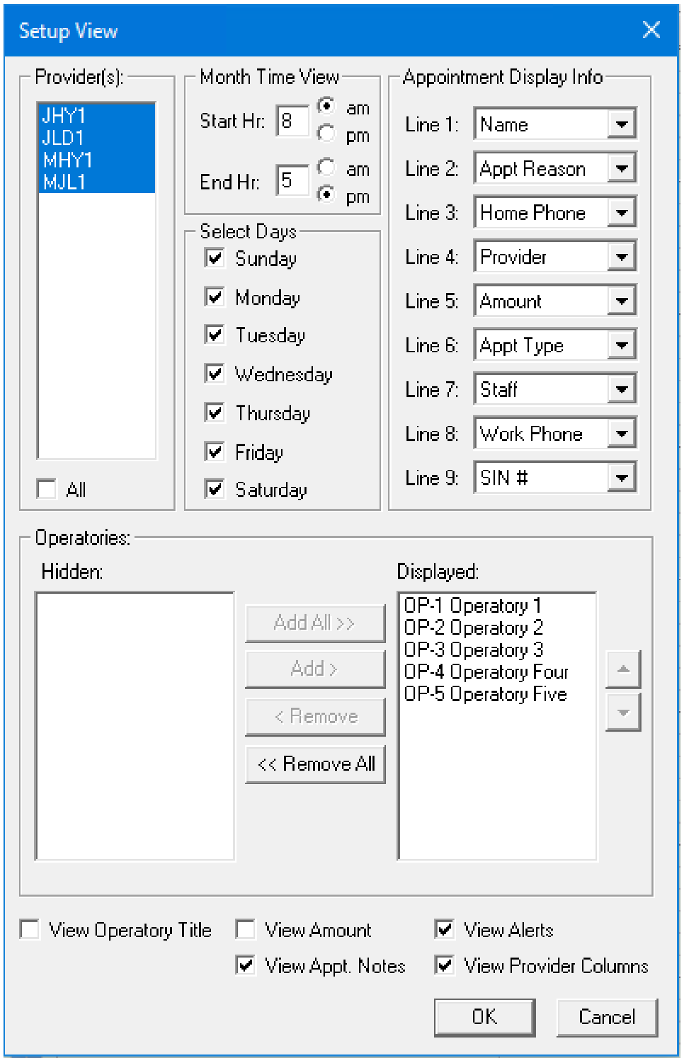
1. In the Appointment Book, click **View**.

   The **Select View** dialog box appears.



2. Click **New**.

   The **Setup View** dialog box appears.



3. Do the following:
   - **Provider(s)** – Select the providers you want to assign to this view.
   - **Month Time View** – Type a start and an end time.
   - **Select Days** – Select the days of the week that you work.
   - **Operatories** – From the **Hidden** column, select the operatories you want to view, and then click Add to add them to the **Displayed** column. To change the order of the displayed operatories in the Appointment Book, click **Move Up** or **Move Down** until the operatories are in the order you desire.

     Note: You can view up to 20 operatories at a time.

4. Depending on the length of an appointment, up to nine lines of information can appear on the face of an appointment. The **Appointment Display Info** option allows you to customize and prioritize the text lines for each appointment.

   In each **Line #** box, select the information that you want to display on that line.
   - **[None]** – Inserts a blank line.
   - **Name** – Displays the patient's name. Typically this item is assigned to the first position.

- **Appt Reason** – Displays the reason for the appointment. If you frequently schedule several different procedures in an appointment, you can use two or three back-to-back lines for the Appointment Reason item. That way, if the description will not fit on one line, Dentrix will wrap it to the next line. (The wrap ability is limited to the Appointment Reason item.)
- **Phone** – Displays the patient's home phone number.
- **Provider** – Displays the provider ID.
- **Amount** – Displays the production amount for the appointment.
- **Appt Type** – Displays the appointment type (general or high, medium, or low production).
- **Staff** – Displays the staff member assigned to the appointment.
- **Work Phone** – Displays the patient's work phone number.
- **SIN #** – Displays the patient's Social Insurance Number.
- **Pref Name** – Displays the patient's preferred name. (Do not substitute preferred name for name, since the line is left blank if the patient does not have a preferred name.)
- **Chart Num** – Displays the patient's Chart Number on the appointment.
- **Name/Pref** – Displays the patient's first name and preferred name on the same line.
- **Referred By** – Displays the patient's referral source.

  Note: On average, most appointments display two to four information lines; therefore, assign the most important items to the first lines.

5. Select one or more of the following:
   - **View Operatory Title** – Replaces the operatory ID with the operatory title as the description at the top of each column in the Appointment Book. If you select this option, and you have not assigned a title to an operatory, the operatory displays the ID instead of appearing blank. You can edit or assign operatory titles in the **Practice Resource Setup** dialog box.
   - **View Amount** – Adds a small box to the upper-right corner of the Appointment Book that displays the scheduled production amount for the day, week, or month depending on the selected view.

     Note: Production amounts are rounded to the nearest dollar and camouflaged by adding a zero in front of the amount, making it less likely that patients will associate the number with revenue.
   - **View Appt Notes** – Adds a note symbol in the upper-right corner of any appointment that you assigned an Appointment Note to.
   - **View Alerts** – Adds a red cross in the upper-right corner of an appointment for patients with medical conditions or allergies.
   - **View Provider Columns** – Adds color-coded columns to the left side of the Appointment Book corresponding to providers and their appointment blocks. Clear the checkbox to remove the columns.
6. To save your settings, click **OK**.

Adding or Editing Operatories

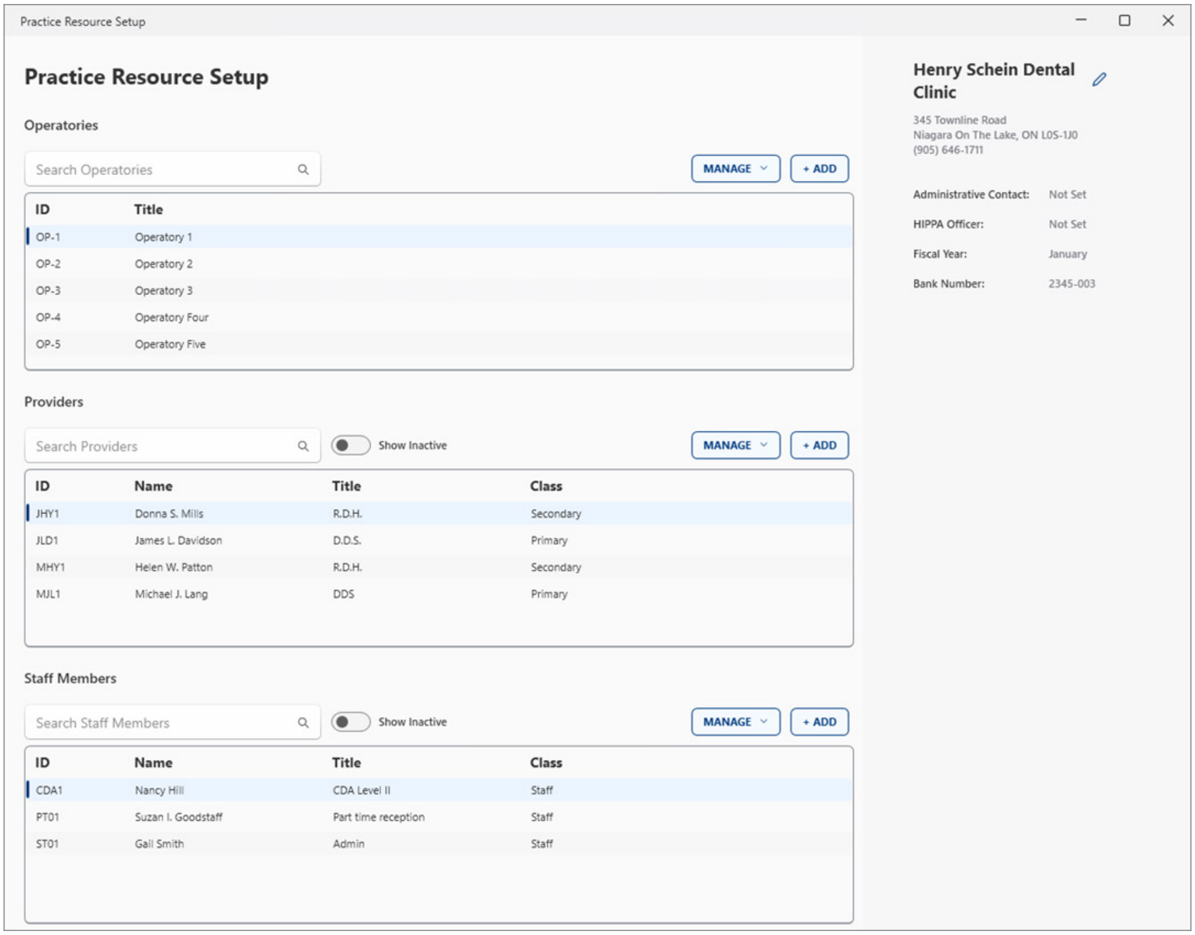
Dentrix comes pre-set with following default operatories: OP-1, OP-2, OP-3, and so on. Through the **Practice Resource Setup** dialog box, you can add, edit, or rearrange operatories to suit your preferences.

Note: The **Practice Resource Setup** dialog box was redesigned in this release of Dentrix to make setting up your practice resources more intuitive.

To add, edit, or rearrange an operatory

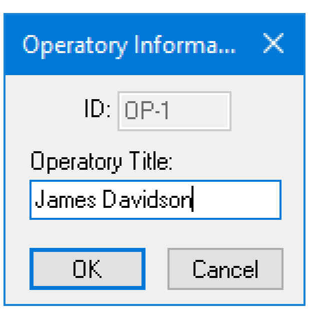
1. In the Office Manager, click **Maintenance**, point to **Practice Setup**, and then click **Practice Resource Setup**.

   The **Practice Resource Setup** dialog box appears.



2. Under **Operatories**, do one of the following:
   - To create a new operatory, click **Add**.
   - To edit an operatory, select one from the list, click **Manage**, and then click **Edit Operatory**.

     The **Operatory Information** dialog box appears.



   Tip: By default, operatories in the Appointment Book appear alphabetically according to their IDs. To can change that, refer to “Setting Up Views” in this Release Guide.

3. If you are adding an operatory, type an ID for the operatory.

Note: IDs are limited to four alphanumeric characters and must be unique. Once you create an operatory, you cannot edit the ID in the **ID** field.

4. To change the **Operatory Title** from the default to a more descriptive one, type a new name, such as the dentist's or hygienist's.

   Note: When you are setting views in the Appointment Book, selecting **View Operatory Title** replaces the default operatory ID as the description at the top of each Appointment Book column.

5. Click **OK**.

Dentrix 25.2 Canada

Overview and New Features

This Dentrix 25.2 Canada Release Guide provides information about the Dentrix 25.2 Canada software release. The overview section includes important notes regarding the release, followed by a brief description of the new features and enhancements available in Dentrix 25.2 Canada.

Note: For information about using the new features in Dentrix 25.2 Canada, refer to "Using the New Features and Enhancements" in this section of the Release Guide or "What's New in Dentrix 25.2 Canada?" in the Dentrix Help. For information on installing Dentrix Canada, refer to the Installation Guide.

New Features

Dentrix 25.2 Canada includes the following enhancements:

MISCELLANEOUS

- In the Appointment Book, the **Add a New Patient** dialog box has been redesigned to allow you to enter all the new patient information you need to create a new patient file while simultaneously creating an appointment for the new patient. The redesigned Add a New Patient dialog box was also added to the Family File to streamline the process for creating a new patient.
- A minimum size limit was added to the Appointment Book to prevent the What's New, Chat, and Practice Notifications icons from being hidden when you re-size the Appointment Book.
- If you re-size and/or relocate the Practice Notifications window and then close the Practice Notifications window or the Appointment Book, the Practice Notifications window reopens in the same size and location as you closed it.
- In the Signature Manager, the **Note Date** in Clinical Notes is now the same date as the appointment date.

Using the New Features and Enhancements

The following information will help you understand how to use the features and enhancements in this release. For a more complete explanation of features and enhancements, refer to the Dentrix Help.

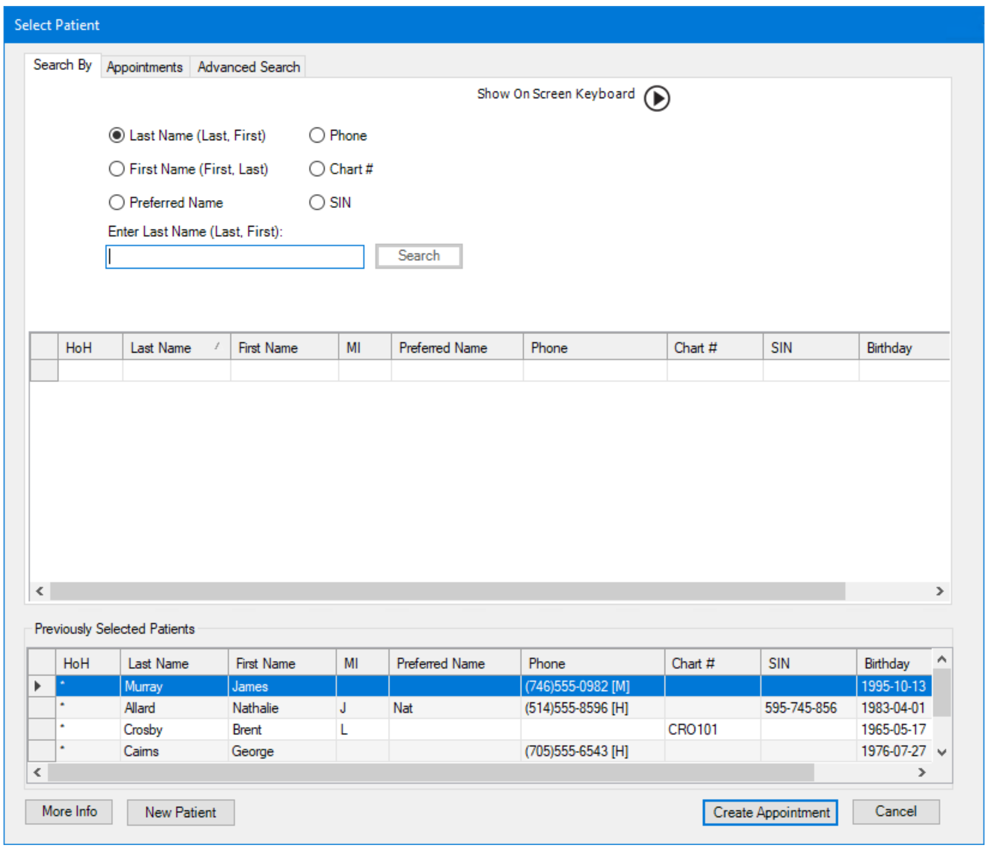
Scheduling New Patient Appointments

You can schedule an appointment for a new patient from the Appointment Book and create a new family account in the Family File simultaneously.

To schedule a new patient appointment

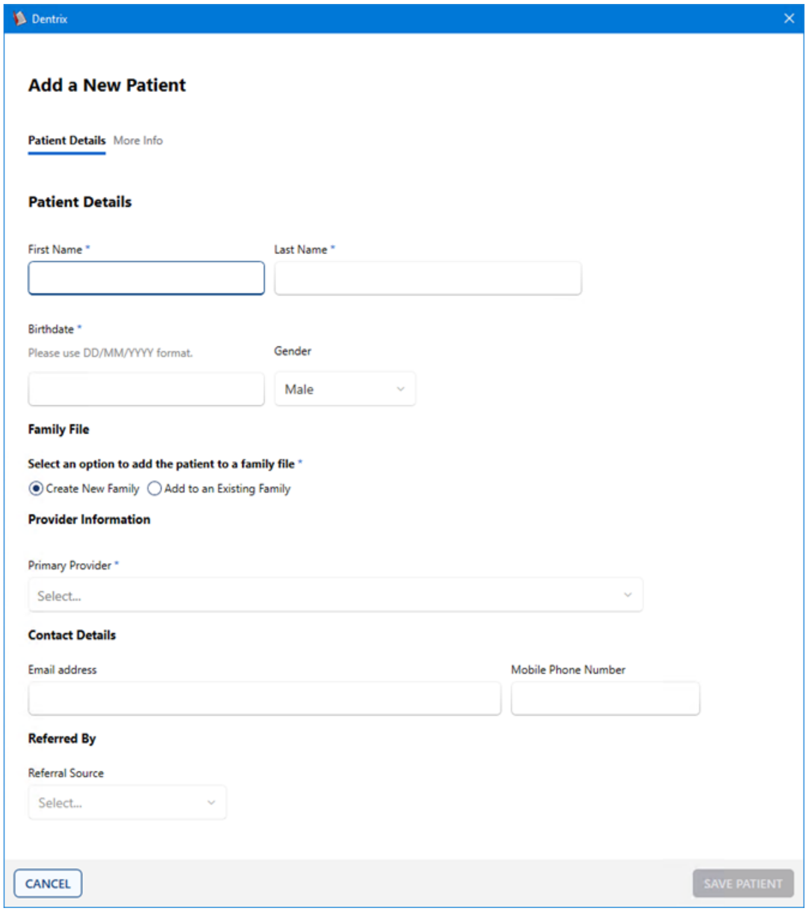
1. In the Appointment Book, locate an open schedule space, and then double-click the appropriate operatory at the desired time.

   The **Select Patient** dialog box appears.



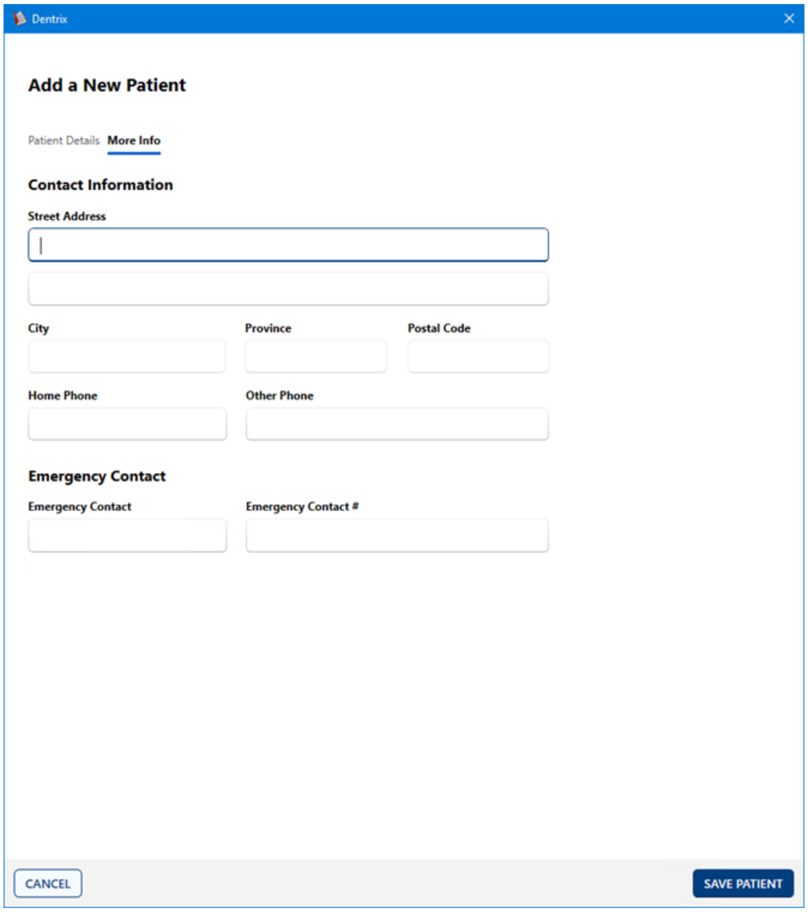
2. Type the first few letters of the patient's last name to ensure that the patient's name is not in the Dentrix database already, and then click **New Patient**.

   The **Add a New Patient** dialog box appears.



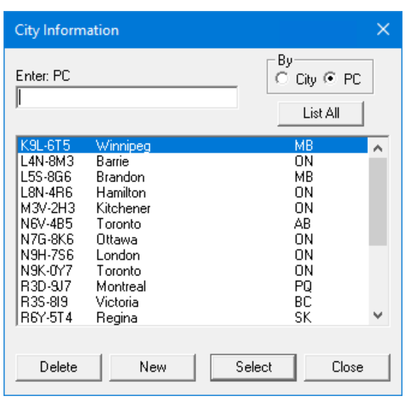
3. Provide the following mandatory information:
   - Type the patient's First and Last names in the corresponding fields.
   - Type the patient's **Birthdate**.
   - Select one of the following options:
     - **Create New Family** – Creates a new family.
     - **Add to an Existing Family** – Adds the new patient as a member of an existing family.
   - Select the new patient's **Primary Provider** from the provider list.
4. Provide the following information:
5. To complete the new patient's contact information, click **More Info**.

   The **More Info** page appears.



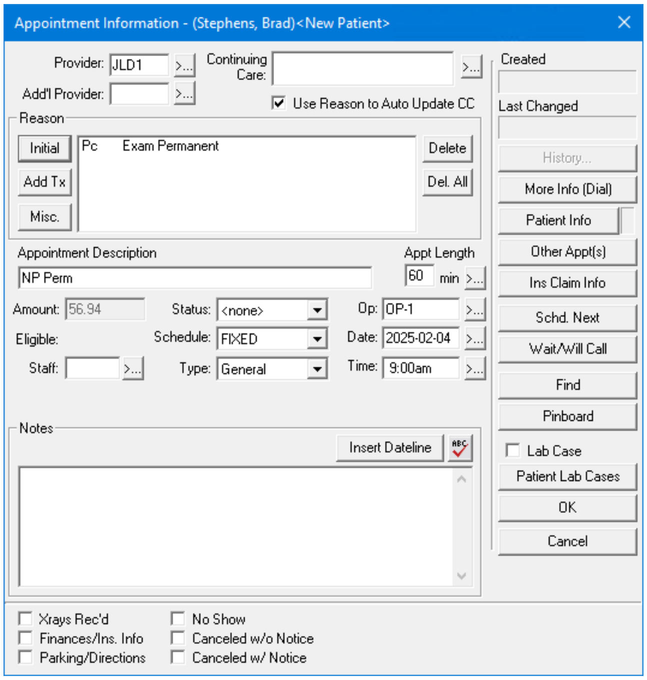
6. Enter following patient information:
   - **Street Address** – The patient's street address.
   - **City** – The patient's city.

     The **City Information** dialog box appears.



   - **Province** – The patient's province.
   - **Postal Code** – The patient's Postal Code.
   - **Home Phone** –
   - **Other Phone** –
   - **Emergency Contact** – Name of the patient's emergency contact.
   - **Emergency Contact #** – Emergency contact's phone number.
7. Click **SAVE PATIENT**.

A family account for the new patient is created in the Family File, and the **Appointment Information** dialog box appears.



8. Schedule the new patient's appointment, and then click **OK**.

   The **Appointment Information** dialog box closes, the appointment information is saved, and the appointment is added to the Appointment Book.

Dentrix 25.1 Canada

Overview and New Features

This Dentrix 25.1 Canada Release Guide provides information about the Dentrix 25.1 Canada software release. The overview section includes important notes regarding the release, followed by a brief description of the new features and enhancements available in Dentrix 25.1 Canada.

Note: For information about using the new features in Dentrix 25.1 Canada, refer to "Using the New Features and Enhancements" in this section of the Release Guide or "What's New in Dentrix 25.1 Canada?" in the Dentrix Help. For information on installing Dentrix Canada, refer to the Installation Guide.

New Features

Dentrix 25.1 Canada includes the following enhancements:

MISCELLANEOUS

- Dentrix Smart Image has been updated to include the modality view, which introduces a new level of flexibility and efficiency to viewing intraoral images. From the modality view, you can navigate intraoral X-ray and intraoral image stacks.
- System requirements minimums have been updated in the Dentrix Installer.
- The Canadian Dental Association's CDA codes have been updated for 2025. If you have an active Dentrix Customer Service Plan and use Dentrix G7.5 or later, Dentrix automatically downloads and installs the new codes.

Using the New Features and Enhancements

The following information will help you understand how to use the features and enhancements in this release. For a more complete explanation of features and enhancements, refer to the Dentrix Help.

Dentrix Smart Image

Dentrix Smart Image has been updated to include the modality view, which introduces a new level of flexibility and efficiency to viewing intraoral images. From the modality view, you can navigate intraoral X-ray and intraoral image stacks.

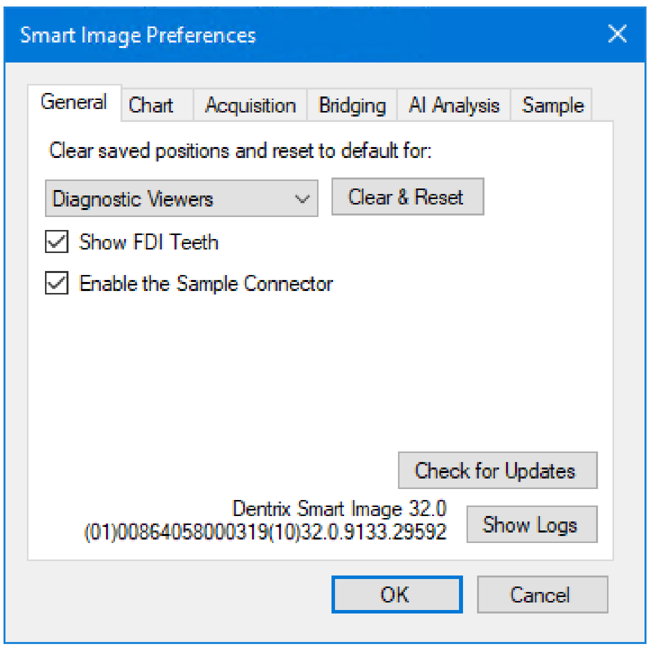
SWITCHING TO THE MODALITY VIEW

The modality view introduces a new level of flexibility and efficiency to imaging workflows. The modality view is only valid for intraoral X-ray and intraoral color photographs and defaults to FMX 18.

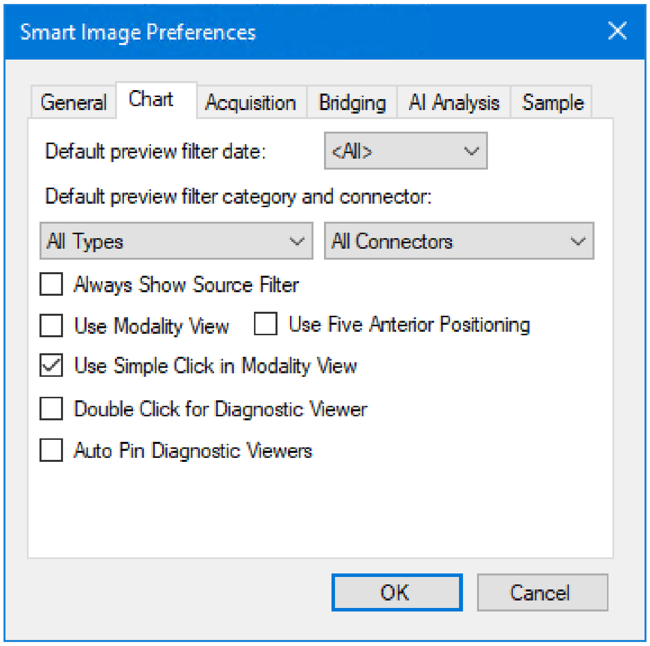
To switch to the modality view

1. In the **Smart Image** panel, click the Show Smart Image Preferences button.

   The **Smart Image Preferences** dialog box appears.



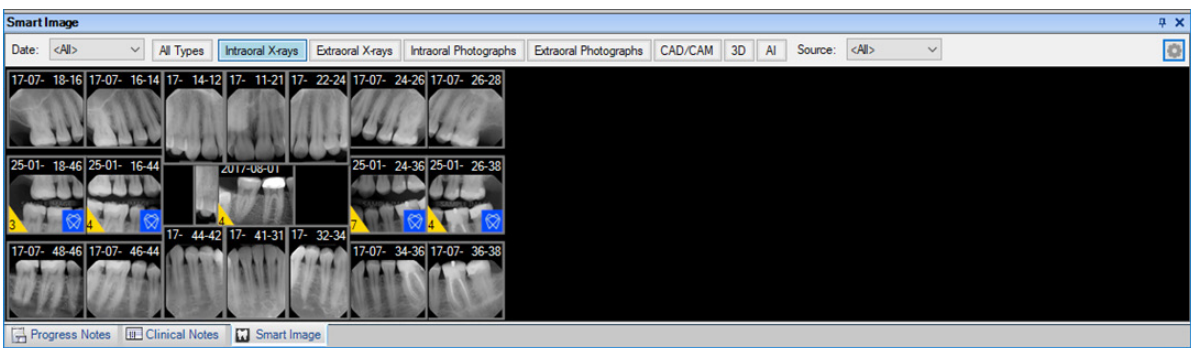
2. Click the **Chart** tab.



3. Select **Use Modality View**, and then click **OK**.

   The **Smart Image** panel switches to the modality view for **Intraoral X-rays** and **Intraoral Photographs**.

   Note: Multiple images of the same image are stacked from the most to the least recent. You can navigate through these stacked images so you can compare subtle changes and details in the same area across different images taken over time.



4. To switch back to the default view, open the **Smart Image Preferences** dialog box, clear the **Use Modality View** checkbox, and then click **OK**.

NAVIGATING IMAGE STACKS

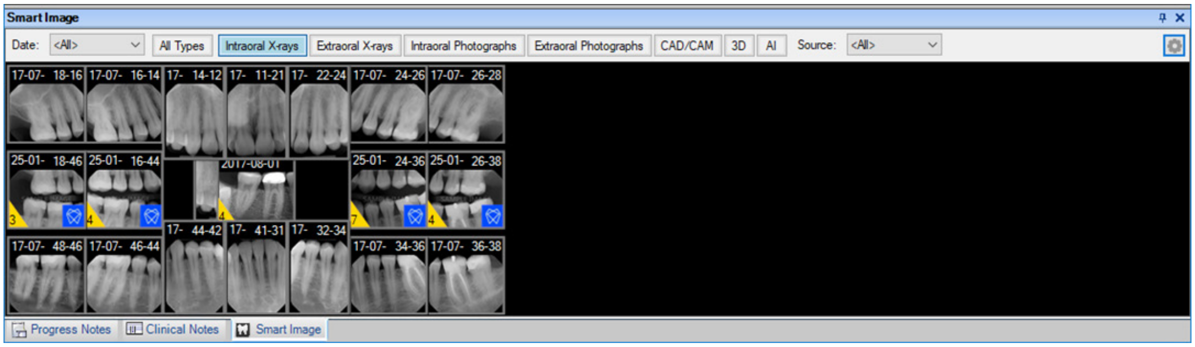
An "image stack" refers to a collection of images that are grouped together by tooth number in the same exam. This grouping facilitates a layered display within the imaging software, allowing you to navigate through the images by using the UI controls. The arrangement of the stack ensures that the most recently captured image is typically displayed at the top, but you can easily access earlier images by using the arrow buttons to navigate through the images. This allows you to closely compare subtle changes and details within the same area across different images taken in the same exam.

To navigate an image stack

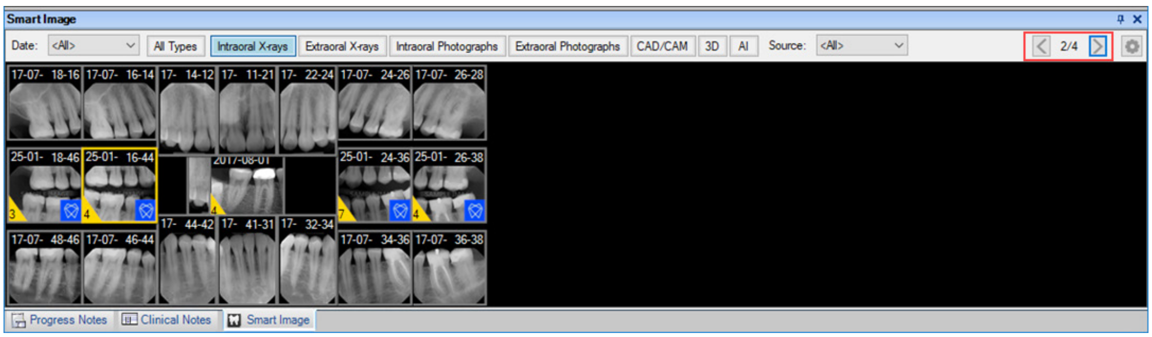
1. Switch to the modality view.

   The **Smart Image** panel switches to the modality view for **Intraoral X-rays** and **Intraoral Photographs**.

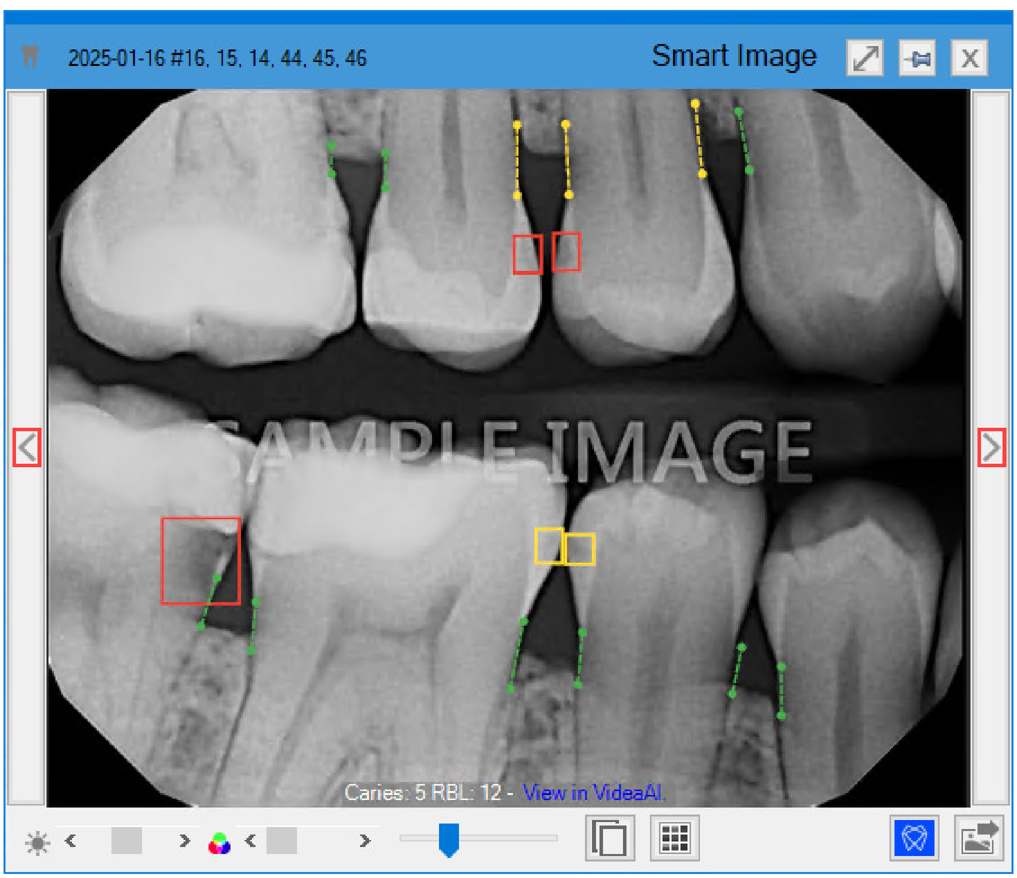
   Note: Image stacks are indicated by a number inside a yellow triangle in the bottom-left corner of the image thumbnail.



2. To navigate the image stack, do one of the following:
   - Click the stack that you want to navigate, and then click the desired arrow in the upper-right corner of the Smart Image panel to navigate the selected thumbnail images.



   - Click the stack a second time to open the Diagnostic Viewer. Click the arrows to navigate the images.

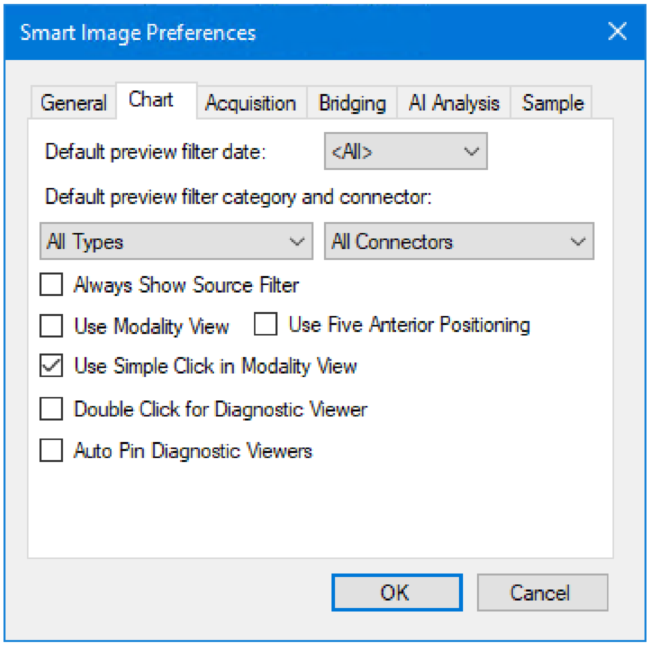


ENABLING FIVE ANTERIOR POSITIONING

The Five Anterior Positioning option allows you to look at five anterior views as opposed to the standard three views of FMX 18.

To enable five anterior positioning

1. Switch to the modality view.
2. Click the **Chart** tab.



3. Select **Use Five Anterior Positioning**, and then click **OK**.

   The modality view in the **Smart Image** panel changes to **Five Anterior Positioning** or FMX 21.