

Registration and Patient Management System

General Information

for the

Dental Data System

2009

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1 GENERAL INFORMATION

1.1 ACCESSING THE COMPUTER SYSTEM

To get access and verify codes, complete the “New User Access Policy” form and submit to your supervisor or site manager. Be sure to check all services you require.

To enter the RPMS system:

Type your access code ↵

Type your verify code ↵

OR type access code;verify code ↵

1.2 GETTING STARTED

Enter your Access and Verify Codes.

Your first option is {Facility} // ↵

Note: This may not come up as an option. Your site may be preset if you do not have multiple locations.

Your next option:

You may have to select among health related or other administrative options. This may vary by site. To access the DDS package select the “Health” core functions. Your choices may be:

CORE IHS Core Functions

Or

HEAL Health

Or

DEN Dental Data System Menu...

Other menu choices as assigned

Select the desired option.

Note: To add more menu options, ask your direct supervisor or site manager for desired Menu choices. Typical options requested are PCC or QMAN

1.3 SELECTING MENU CHOICES

You need only type unduplicated letters to choose from the list.

Example:

DEN	Dental Data System Menu...
PCC	Patient Care Component

Type only D to select dental

Many menu lists will have multiple choices that begin with the same letter, so type enough to designate your selection.

Example:

RSVC	Service Minute/ Level of Care reports
RCST	Compiled Statistical Reports
RCOM	Community Visit Report
RTRI	Visits by Tribal Membership
RDEN	Visits by Facility and Dentist
RIND	Individual Patient Visits by Dentist
RDAS	Individual Patient Visits by Auxiliary Provider
RCTR	Contract Visits by Contracting Dentist

Here you must type at least RS to select Service Minute/ Level of Care report

1.4 Using Question Marks

To gain more information about your selection type ?

To see what other choices are available, type ?? and you will see a list of possible choices. To select one of these, type in your choice after the //

You may want additional information on your menu choices. If so type ??? to see an explanation of each menu selection.

Often more help is available. Instructions are given to access extended menus.

To get help for a particular option, type ?[option choice] with no spaces.

Example: To get more information regarding the DDV Direct Dental Visit
Option:

DENTAL VISIT DATA ENTRY

DDV Direct Dental Visit - Add/Edit
CDV Contract Dental Visit - Add/Edit
VDEL Visit Deletion - Direct or Contract
NARR Enter Narrative for a Visit

Select Dental Visit Data Entry Option: ?DDV

'Direct Dental Visit - Add/Edit' Option name: ADEEDSD

This option allows for the creation of direct dental visits in the Dental Services File and entry or editing of various data inputs.

Data for in-house contract care providers who do not work on a fee-for-service basis is also allowed under this option.

Links to ^ADEKID routines to allow either MINIMUM or ENHANCED data enter mode as set in the Dental site Parameters file.

DIRECT DENTAL VISIT DATA ENTRY/EDIT

You begin each data entry session by entering a LOCATION (required),

You will then be asked to enter other CORE dental data beginning with

a patient NAME and DATE of visit. The Current Visit Entries (CVE)

Table is then displayed as you add or edit data for the visit. Use keyword

CVE TABLE to see more about using this feature to check and edit entries.

After selecting a required VISIT STATUS CODE you may then add or edit data at the ADA CODE prompt by using the responses (or Actions) allowed.

These actions include adding the patient to RECALL or WAITING lists.

Visits are not actually created (stored) in the DDS files or the PCC until

you press `return' at the ADA Code prompt. Thus, you may easily edit

the entries or erase the visit before it is actually created in the

RPMS. However, once the visit exists in these files, you must EDIT

or DELETE the visit in a different manner. After data entry for a

visit is completed you may use the existing `Constant Values' to add

new visits, or enter `return' at the prompt for a Patient Name to change

any of these constant values, if necessary.

AT ANY TIME DURING THE MESSAGE YOU AND SELECT ^ TO EXIT
THE "HELP" SCREENS AND RETURN TO THE MAIN MENU.

1.5 DEFAULT

Many times the computer will have a default choice such as:

Health Summary:
ADULT REGULAR//

The words just prior to the // are the default. If that is the choice you want, simply enter (↵)

Example:

Health Summary:
ADULT REGULAR// ↵

Select patient:

You will get an ADULT REGULAR health summary on the patient you request.

To Select another type of Health Summary, type that choice after //

Example:

Adult Regular// DIABETES ↵

Select patient:

You will get a DIABETES health summary on the patient you select.

1.6 SELECTING PATIENTS

To access an individual patient's information, designate the patient by one of the following:

Name: Last name, first name

Date of birth: MM-DD-YY

Social Security Number: *****

Health Record Number: (no initial 0's or any hyphens) enter numbers only

To return to the last patient viewed, type Space Bar ↵

1.7 JUMPING AND HALTING

Jumping

The Shift 6 key (^) is useful in many situations. You can often use it to enter or exit many RPMS functions.

Use the ^ key to “Jump” to a desired option. However, you will only be able to “Jump” to options within the package. For example, if you are currently in the DDS package the ^ key will only allow you to navigate in that package. If you want an option in PCC, you must first enter that package, then you can jump around within PCC.

If you know where you want to go but you don't know how to get there, type ^[your choice]

Example: You want to do a search in SCOM but you don't want to go through all of the menu selections to get to SCOM.

First you must select DEN to get into the DDS package. Then type ^SCOM↵

Halting an action

You can also use ^ to stop additional information.

For example: You want to review the last dental visit. Dental visits are displayed with the most recent first. You have viewed the visit of interest and do not want to see the rest of the dental visit history. At the bottom of the page type ^↵ to get out of the dental visit history page.

1.8 PRINTING

Many reports will have a printing option. The default is usually HOME//
Use this selection to display the report on the screen. If you want a hard copy, type your printer device after the HOME// prompt.

Long reports may be queued to run in the background. To use this function type
DEVICE: HOME//Q [enter]
DEVICE: HOME// [select device]

Once you select the Queue option, you must select a printer (not a virtual display)

2 INQUIRY TO PATIENT RECORDS

2.1 Review Dental Visits

Information on Individual Patients

From the DDS package, Select

INQ Inquiry to Patient Records

Then select

REVW to view the patient's dental visits

Select Patient Identifier.

Recent dental entries will be displayed. Number of entries or years displayed can be adjusted by your Site Manager.

2.2 Health Summary

From the DDS package,

Select INQ Inquiry to Patient Records

Then Select one of the following:

REVW to view the patient's dental visits

HS to view the patient's health summary

Alternatively from the DDS package, type ^HS to go directly to the Health Summary

For any of these options, your next prompt will be to select the patient. Enter the patient's name, date of birth, chart number, or social security number.

Health Summaries can be customized by site. Listed below are fields commonly selected for display on the Health Summaries. See your site manager to customize the Health Summary.

Demographics

Measurement Panels, (Height, Weight, BMI)

Recent Visits

Allergies

Medications

Radiological Studies

Lab Values

Immunizations

2.2.1 Lab Values

Lab values are one of the fields that may be displayed in the Health Summaries. If it has been included as a field in the ADULT REGULAR health summary:

Enter the DDS Package

Select INQ

Then select HS

Then select HS

Then select ADULT REGULAR

Then enter patient:

↓ until Lab values come up. Only most recent lab values will be displayed

2.3 PCC Demographic Information

Basic demographics are listed on the first page of the Health Summary (HS).

More detailed information is found in Patient Registration. To access this information, DO NOT enter the DDS package. From the main menu select:

PRG Patient Registration

Then select

PTRG Patient Registration

Then select

VIEW View patient's registration data

OR

PRINT print FACE SHEET

VIEW is a READ ONLY option. You will not be able to change any patient registration data.

3 PATIENT MANAGEMENT OPTIONS

3.1 RECALL AND WAIT LIST

To use the Recall or Wait List functions

From the Main DDS Menu:

INQ Inquiry to Patient Records ...

PM Patient Management ...

DVIS Dental Visit Data Entry ...

QAT Quality Assurance Tracking ...

REPT Clinical Services Reports ...

SUP Supervisory Functions ...

Select PM

From PATIENT MANAGEMENT OPTIONS...

WAIT Patient Waiting List Options ...
CALL Patient Recall Options ...
NEED Deferred Needs Register ...
MLBL Print Patient Mailing Labels from Search Template
ILBL Print Mailing Labels for Specific Patients

Select: WAIT for wait list or CALL for recall options

WAIT or RECALL categories must be added by the site manager. To add a patient to the list, select the type. (You can type ?? to get a complete list of the available lists.) Then enter patient identification, priority and provider name.

WAIT or RECALL status will be displayed on individual patient records in INQUIRY; REVIEW. WAIT or RECALL lists can also be generated from the WAIT or RECALL menus.

3.2 DEFERRED SERVICES

Deferred services are those services that cannot be provided in the dental clinic. These services may be recorded to track “unmet need” or referrals to external providers.

3.2.1 Entering Deferred Services:

From the Main DDS Menu:

INQ Inquiry to Patient Records ...
PM Patient Management ...
DVIS Dental Visit Data Entry ...
QAT Quality Assurance Tracking ...
REPT Clinical Services Reports ...
SUP Supervisory Functions ...

Select PM

From
PATIENT MANAGEMENT OPTIONS...

WAIT Patient Waiting List Options ...
CALL Patient Recall Options ...
NEED Deferred Needs Register ...
MLBL Print Patient Mailing Labels from Search Template
ILBL Print Mailing Labels for Specific Patients

Select: NEED

ENED Add/Edit Deferred Needs Patients

- TNED Edit the Type of Needs File
- RNED Needs by Patient with Cost
- SNED Cost Summary by Dental Categories
- CNED Needs List by CHS Categories
- FNED Inquire/find name on Needs Register
- QNED View Explanation of Need Types
- DNED Delete Patients from Needs List

Select : ENED

SAMPLE ENTRY:

DEMO,JANICE DUNNO F 01-27-2002 567565678 SE 666666

Are you adding 'DEMO,JANICE DUNNO' as
a new DENTAL DEFERRED SVCS REGISTER (the 5TH)? No// y

Current entries for: DEMO,JANICE DUNNO ADDED:

=====

ESTIMATED COST: \$

Enter type of need(s) by number listed below:

=====

- 1 = BASIC CARE (I-III) 6 = CROWNS/COMPLEX REST. 11 = OTHER SURGERY
- 2 = ANT/BICUSPID ENDO 7 = PARTIAL DENTURES 12 = ORTHO LIMITED
- 3 = MOLAR/COMPLEX ENDO 8 = FULL DENT. 13 = ORTHO COMP.
- 4 = PERIO TX (NON-SURG) 9 = FIXED BRIDGE UNITS 14 = OTHER NEEDS
- 5 = PERIO TX (COMPLEX) 10 = SURGICAL EXTRACTIONS

=====

Select TYPE OF NEED:

UNITS: 1//↵

Select TYPE OF NEED: Continue to add all needs with number of units. When
all services have been entered:

Select TYPE OF NEED: ↵

You will then be able to add additional patients.

3.2.2 Retrieving Deferred Services Information

Reports available to retrieve Deferred Services are:

- RNED Needs by Patient with Cost
- SNED Cost Summary by Dental Categories
- CNED Needs List by CHS Categories

For all of these reports you will be asked to provide a date range. Enter the range in which the deferred services were ENTERED into the system.

3.2.3 RNED Needs by Patient with Cost

This is a list of individual patients; details of services entered (type and number of each type) and associated cost estimates. It WILL NOT separate services by clinic or community.

DENTAL DEFERRED SERVICES REPORT
PAGE 1

05-19-09

PATIENT NAME
(HRN) AGE
DATE ADDED

BAS	ANT	MOL	PER	PER	CRO	PAR	FUL	FIX	SUR	OTH	ORT	ORT	OTH	TOT
CAR	END	END	SMP	CPX	WNS	DEN	DEN	BRG	EXT	SUR	LTD	CPX	NDS	FEE

ADAMS,CANDY														
(100420) 41														
03-28-2008														
-	-	-	-	-	-	-	1	-	-	-	-	-	-	440
GRANT,HENRY														
(100490) 74														
03-28-2008														
-	-	-	-	-	-	-	1	-	-	-	-	-	-	440
JONES,WILLIAM														
(787878) 8														
04-03-2008														
-	-	-	-	-	-	-	2	-	-	-	-	-	-	880

3.2.4 SNED Cost by Summary by Dental Categories

This is a list of dates added and total cost by categories. This will not list individual patients or Health Record Numbers.

DATE ADDED: MAR 28,2008
 TYPE OF NEED: FULL DENTURE
 SUBTOTAL 2 880.00
 DATE ADDED: APR 3,2008
 TYPE OF NEED: FULL DENTURE
 SUBTOTAL 2 880.00
 TOTAL 4 1760.00

CNED Needs List by CHS Categories

This is a list of patients, type of service needed and community of residence for each patient. This list will also separate primary, secondary and tertiary care. This will not provide an estimated cost of services.

DENTAL DEFERRED NEEDS BY IHS CATEGORIES MAY 19,2009

16:28 PAGE 1

NEED TYPE :

CATEGORY: SECONDARY ACUTE & CHRONIC CARE

PATIENT NAME	AGE	CHART#	COMMUNITY	DATE ADDED
ADAMS,CANDY 28,2008 FULL DEN	41	100420	SELLS	MAR
GRANT,HENRY 28,2008 FULL DEN	74	100490	SELLS	MAR
JONES,WILLIAM FULL DEN	8	787878	TACOMA	APR 3,2008

3.2.5 Finding Names on the List

This will list ALL Deferred Service entries for an individual patient regardless of when the service was entered. One limitation of this search is it will only list the date of the LAST entry.

Select:

FNED Inquire/find name on Needs Register

Example:

Henry Grant: Chart # 100490

On 3/28/08 a Deferred Service for 1 Full Denture was added for this patient.
On 5/19/09 another services was added for 1 Partial Denture. An inquiry for all services ever listed for Henry Grant will yield:

DENTAL DEFERRED SVCS REGISTER LIST MAY 19, 2009 16:52
PAGE 1

PATIENT NAME: GRANT, HENRY	TOTAL COST: 815
TYPE OF NEED: FULL DENTURE	UNITS: 1
TYPE FEE: 440	
TYPE OF NEED: PARTIAL DENTURES	UNITS: 1
TYPE FEE: 375	
DATE ADDED: MAY 19, 2009	

Notice the 3/28/08 date has been omitted and only the 5/19/09 date is listed.

3.2.6 Deleting Services from the List

You will need the name or chart number of the patient and the service to be deleted.

Example: Henry Grant has 2 services entered, a partial denture and a full denture. You want to delete the partial denture but keep the full denture.

Select ENED

Enter patient's name or chart # GRANT,HENRY

Current entries for: GRANT,HENRY ADDED: 05/19/2009

=====

=====

FULL DENTURE	1
PARTIAL DENTURES	1

ESTIMATED COST: \$815

Enter type of need(s) by number listed below:

=====

- | | | |
|-------------------------|---------------------------|--------------------|
| 1 = BASIC CARE (I-III) | 6 = CROWNS/COMPLEX REST. | 11 = OTHER SURGERY |
| 2 = ANT/BICUSPID ENDO | 7 = PARTIAL DENTURES | 12 = ORTHO LIMITED |
| 3 = MOLAR/COMPLEX ENDO | 8 = FULL DENT. | 13 = ORTHO COMP. |
| 4 = PERIO TX (NON-SURG) | 9 = FIXED BRIDGE UNITS | 14 = OTHER NEEDS |
| 5 = PERIO TX (COMPLEX) | 10 = SURGICAL EXTRACTIONS | |

=====

Select TYPE OF NEED: PARTIAL DENTURES// @

SURE YOU WANT TO DELETE THE ENTIRE TYPE OF NEED? y (Yes)

Select TYPE OF NEED: FULL DENTURE//

TYPE OF NEED: FULL DENTURE//

UNITS: 1//

Select TYPE OF NEED: [Enter]

3.2.7 Deleting Patients from the List

Use this option to eliminate an entire entry from the list.

Example: On 5-19-09 you added Don Broen, Chart number 100560 to the deferred service list for Comprehensive Ortho. You later realize this is the wrong patient and you want to delete the entire entry.

Select **DNED** Delete Patients from Needs List

When the patient's name is displayed enter @ after the ///

EDIT DEFERRED NEEDS REGISTER...

Enter patient's name or chart # 100560

BROEN,DON M 12-11-1969 XXX-XX-0167 SE 100560

Are you adding 'BROEN,DON' as

a new DENTAL DEFERRED SVCS REGISTER (the 9TH)? No// y (Yes)

Current entries for: BROEN,DON ADDED:

=====

ESTIMATED COST: \$

Enter type of need(s) by number listed below:

=====

1 = BASIC CARE (I-III)	6 = CROWNS/COMPLEX REST.	11 = OTHER SURGERY
2 = ANT/BICUSPID ENDO	7 = PARTIAL DENTURES	12 = ORTHO LIMITED
3 = MOLAR/COMPLEX ENDO	8 = FULL DENT.	13 = ORTHO COMP.
4 = PERIO TX (NON-SURG)	9 = FIXED BRIDGE UNITS	14 = OTHER NEEDS
5 = PERIO TX (COMPLEX)	10 = SURGICAL EXTRACTIONS	

=====

=====

Select TYPE OF NEED: 13 ORTHO (COMPREHENSIVE) 13

UNITS: 1//

Select TYPE OF NEED:

Are these data correct? YES//

OH, NO!!! That is the WRONG PATIENT!

ENED Add/Edit Deferred Needs Patients

TNED Edit the Type of Needs File

- RNED Needs by Patient with Cost
- SNED Cost Summary by Dental Categories
- CNED Needs List by CHS Categories
- FNED Inquire/find name on Needs Register
- QNED View Explanation of Need Types
- DNED Delete Patients from Needs List

Select DNED DELETE PATIENTS FROM DEFFERED NEEDS LIST...

Select DENTAL DEFERRED SVCS REGISTER PATIENT NAME: 100560
 BROEN,DON M 12-11-1969 XXX-XX-0167 SE 100560

Current entries for: BROEN,DON ADDED: 05/19/2009

=====

ORTHO (COMPREHENSIVE) 1

ESTIMATED COST: \$1250

PATIENT NAME: BROEN,DON// @

SURE YOU WANT TO DELETE THE ENTIRE DENTAL DEFERRED SVCS
 REGISTER? y (Yes)

4 QUALITY ASSURANCE TRACKING

The 2 primary functions used for QAT are PADA and SCOM. Use PADA to identify numbers of procedures within a category, such as exams or extractions.

4.1 PADA Patient Listing By a Range of Procedure Codes

This search will produce a list of each procedure, with names, chart number and provider for a range of services.

INQ Inquiry to Patient Records ...
PM Patient Management ...
DVIS Dental Visit Data Entry ...
QAT Quality Assurance Tracking ...
REPT Clinical Services Reports ...
SUP Supervisory Functions ...

Select QAT

COPC Community-Oriented Primary Care Activities ...
TECH Technical QA Functions (for chart audits) ...
MGT Program Management QA Functions ...

Select TECH

TECHNICAL QA FUNCTIONS...

PADA Patient Listing By a Range of Procedure Codes

SCOM Patients receiving a combination of Services
ENDO Endodontic Tooth Access Report

Select PADA

Select Technical QA Functions (for chart audits) Option: PADA Patient Listing
By a Range of Procedure Codes

***Reminder: Codes from the American Dental Association CDT-4
were installed on this system on APR 17,2003.
If you are searching for extractions (CDT-4 Code 7140),
you must also search for codes 7110, 7120 and 7130
if the beginning date of your search is prior to APR 17,2003.

START WITH ADA CODE: 0150// 0120

PADA Patient Listing By a Range of Procedure Codes
 GO TO ADA CODE: 0150// 0180
 DEVICE: Right Margin: 80//

PATIENT LISTING BY SELECTED DENTAL PROCEDURES

MAY 21,2009 14:11 PAGE 1

PATIENT CHART# DATE DENTIST OP SITE

 PROCEDURE CODE: 0120

COOLIDGE,RENE 100097 NOV 5,2007 13:00 GRAU
 JOHNSON,IRENE 100223 FEB 6,2008 08:00 RICKS
 DEMO,JANICE DUNNO 666666 APR 10,2008 08:00 GRAU
 BELLF,ANGELO MARK 555619 APR 1,2008 08:00 RICKS

PROCEDURE CODE: 0140

ADAMS,CANDY 100420 FEB 29,2008 08:00 GRAU
 RUBBLE,BETH 100823 JAN 7,2008 08:00 GRAU
 FILMORE,RUTH 100383 MAR 21,2008 08:00 DAVIS
 CAMHOUSEG,DILLAN 555630 APR 1,2008 08:00 RICKS

PROCEDURE CODE: 0145

DUCK,DONALD 5674 DEC 31,2007 08:00 GRAU
 GUNTER,HAYDEN 200022 JAN 5,2008 08:00 GRAU
 DUCK,DONALD 5674 JAN 6,2008 08:00 GRAU
 IVEY,ROSEMARY 60667 DEC 31,2007 08:00 SMITH
 JOHNSON,MOXIE 576 OCT 1,2007 08:00 SMITH
 JOHNSON,MOXIE 576 MAR 17,2008 08:00 RICKS
 GRAY,JUDY 764666 JUL 5,2008 08:00 GRAU
 FRANKS,TIANNA 8000 MAR 31,2008 08:00 RICKS
 COLLINS,BRADY 765103 JUL 15,2008 08:00 RICKS

PROCEDURE CODE: 0150

SMITH,ALLISON 200001 OCT 24,2007 08:00 GRAU
 COOLIDGE,ELIZABETH 100072 FEB 2,2008 08:00 DAVIS
 WHEELWRIGHT,VELMA 102029 MAR 24,2008 08:00 DAVIS
 JACKSON,TRUDY 101901 DEC 15,2007 08:00 RICKS
 VON BRAUN,CHRIS 101693 NOV 5,2007 08:00 GRAU
 DEMO,JANICE DUNNO 666666 OCT 15,2007 08:00 GRAU
 MARTINK,JOHN TYLER 555738 DEC 2,2007 08:00 RICKS
 MARTINA,JOHN TYLER 555517 MAR 31,2008 08:00 RICKS
 BELLG,ANGELA MARK 555683 MAR 15,2008 08:00 RICKS
 SMITH,JAMES 9090 MAR 15,2008 08:00 SMITH
 JOHNSON,WENDY 101927 FEB 14,2008 08:00 SMITH
 BELLM,ANGELO MARK 557779 JUL 31,2008 08:00 SMITH
 CANNONM,DAVID JONES 557774 APR 12,2008 08:00 RICKS
 JOHNSON,PAUL 101907 FEB 25,2008 08:00 GRAU

 COUNT 31 31 0

4.2 SCOM (PATIENTS RECEIVING A COMBINATION OF SERVICES)

SCOM is a commonly used function to search for either a single service or combinations of services. Use this function to find a list of single services or a list of services FOLLOWED BY another service within a specified time frame. This is often needed for quality assurance studies.

EXAMPLE: If you wanted to search for patients that have had an emergency exam FOLLOWED BY a comprehensive exam within a specified number of days, SCOM will perform that search. See the “Specialized Searches” section below for more examples of “FOLLOWED BY” searches.

In a SCOM search you may sort by:

- Age
- Dentist
- Hygienist
- Facility
- ADA Codes
- Opsite

To access SCOM from the Main DDS Menu:

- INQ Inquiry to Patient Records ...
- PM Patient Management ...
- DVIS Dental Visit Data Entry ...
- QAT Quality Assurance Tracking ...**
- REPT Clinical Services Reports ...
- SUP Supervisory Functions ...

Select QAT

- COPC Community-Oriented Primary Care Activities ...
- TECH Technical QA Functions (for chart audits) ...**
- MGT Program Management QA Functions ...

Select TECH

TECHNICAL QA FUNCTIONS...

- PADA Patient Listing By a Range of Procedure Codes
- SCOM Patients receiving a combination of Services**
- ENDO Endodontic Tooth Access Report

Select SCOM

Once in SCOM, answer all questions.

Output Options

- 1 Count Patients
- 2 Print Record Review for Each Patient
- 3 Count ADA codes
- 4 Count Visits
- 5 Print Visit List

- Option 1: Counts patients, will not count the same patient returning for additional visits.
- Option 2: Give a complete list of each patient's dental visit history. This is usually too much information and is rarely used.
- Option 3: Counts EACH ADA code. This would be used to count how many teeth were treated or how many sealants were placed.
- Option 4: Counts visits. This will count a patient more than once if the patient had several visits that meet the search criteria.
- Option 5: Gives a list of names, chart numbers, provider, and all services provided on the date that meets the search criteria. This is very useful when conducting searches that require chart reviews.

Note: One limitation of SCOM is that you can only perform "OR" searches. If you include a list of services, your results will include any visit that meets any of the services on the list. You cannot limit the report to patients that have had a specific combination of services. For that type of "AND" search, use QMAN.

4.3 QMAN

QMAN is a powerful search engine that has the capability to search on any data field entered into RPMS. In QMAN it is possible to search by medical diagnosis, patient registration information, health factors, or any other individual patient information. QMAN must be accessed from the main RPMS menu. It cannot be accessed from the DDS package. For instruction on using QMAN, see the IHS website, RPMS clinical applications.

Some dental specific QMAN searches commonly used for Quality Improvement activities are listed in the Appendices.

5 DENTAL VISIT DATA ENTRY

5.1 SIGN ON

At the initial sign on you will be prompted to select a site. This is usually the main site or clinic for the Service Unit or Tribe. Selecting the default site at initial sign on will allow all data to be aggregated for Service Unit or Tribe reports such as Government Performance Results Act (GPRA). You will have the opportunity to enter services at specific sites in at Data Entry.

5.2 DATA ELEMENTS

Core Elements

You will need the following information for all dental data entries.

1. Location of encounter
2. Patient identification
3. Date of visit
4. Visit Status Code, eg. 0000 or 0190 (may be entered automatically)
5. ADA Code, Operative site if required for service. (Service description and quantity will be automatically displayed.)
6. Dentist

Optional Elements

Other elements may be added during the data entry but are not required for each entry. These include:

1. Other IH tracking codes (user defined or IHS defined)
2. Notes
3. Hygienists/Therapist
4. Surfaces (required for all restorative codes)

5.3 DATA ENTRY

Select '**Dental Visit Data Entry**' from the main menu.

HELP	Help for Users...
INQ	Inquire to Patient Records...
PM	Patient Management...
DVIS	Dental Visit Data Entry...
QAT	Quality Assurance Tracking...
REPT	Clinical Services Reports...
SUP	Supervisory Functions...

Select '**Direct Dental Visit**' from the Dental Visit Data Entry menu.

DDV	Direct Dental Visit - Add/Edit
CDV	Contract Dental Visit - Add/Edit
VDEL	Visit Deletion - Direct or Contract
NARR	Enter Narrative for a Visit

The following prompt will appear:

Select Location of Encounter:

The location of encounter is where the visit actually took place, not where the data is being entered if the two are different.

Type in the name of the location of encounter and press 'enter'. If you are not sure of your choices for "location" type ?? and a list will appear. Contact your site manager if you need to activate a location that has been developed but inactivated such as a school or "other" location. Carefully consider how locations are entered here as they will be reflected in your workload reports.

The following prompt will appear:

Enter the Health Record Number of a Patient:

Note: Although the patient's name or health record number can be entered, it is recommended that the health record number be used whenever it is known in order to reduce errors.

5.4 DATE AND TIME OF DENTAL VISIT

Upon entering the patient's health record number, the following prompt will appear:

Date of Visit:

There are several different forms in which the date of visit may be entered.

Examples of acceptable date of visit formats are as follows:

- a) JAN 22 94 **or** 22 JAN 94 **or** 1-22-94 **or** 1/22/94 **or** 012294
- b) T (for TODAY), T+1 (for TOMORROW), T+2, T+7, etc.
- c) T-1 (for YESTERDAY), T-3W (for 3 WEEKS AGO)

If the year is omitted, the computer uses the **CURRENT YEAR**. It is recommended that data entry staff **SHOULD NOT** enter a year when entering current dental services. Omitting the year will force the computer to enter the current year and thus avoid potential data entry errors.

If a Visit TIME is written on the data entry form next to the date, it must be entered with the date. For example 1-22-94@1030 would record a dental visit at 10:30 am. If a time is not entered a default time of 800 will be entered for each visit. Change the time by adding @[time] directly after the date.

Example: A visit occurred on January 1, 2007 at 11:00AM. This visit entered as 0101@1100 will be displayed as Jan 1, 2007@11:00

5.5 SAME DAY MULTIPLE VISITS

More than one visit on the same day by the same patient can be created by enclosing the date for the second, third, etc. visit for that day in quotation marks (" ") or by adding a time. Use the time option if the patient left and returned at another time. Use the "date" option if the patient saw more than 1 provider during the same appointment.

Example: The patient had 2 appointments on the same day, one at 8:00 and one at 10:00

1st Visit May 20, 2009 at 8:00AM
 2nd Visit May 20, 2009 at 10:00AM

Date and time of visit	Entry	Display
May 20, 2009 8:00AM	0520	May 20, 2009@800
May 20, 2009 10:00AM	0520@1000	May 20, 2009@1000

If the patient saw a hygienist for cleaning and OHI, then saw the dentist for a filling, the desired data entry is:

Date and time of visit	Entry	Display
May 20, 2009 8:00AM	0520	May 20, 2009@800
May 20, 2009 10:00AM	"0520"	May 20, 2009

Both methods will produce a similar display.

Display on the CURRENT VISIT ENTRIES TABLE:

```
05/20/09 SELLS HOSP --GRAU,DAVID-- (Provider: HOLLISTER,CATHY)
  1110 ( 1) PROPHY ADULT
  1330 ( 1) ORAL PREV PLAN
  0000 ( 1) FIRST VISIT FY
--GRAU,DAVID--
  2140 ( 1) S ALLOY 1-S PER   14[MO]
  0190 ( 1) DENTAL REVISIT
```

To make corrections to either of these entries, enter the patient's name and date of service. If the "date" has been used, the last entry only will appear. Delete that visit, Then enter the date and the first visit will appear and corrections can be made.

If the date + time was used, enter date + time to access that entry for correction.

Example #2:

A patient received an exam on 2/2/08. The patient is then appointed at 8:00AM for a prophylaxis on 3/1/08 but does not report to the clinic until 10:00AM. The clinic has a cancellation at 11:00 and offers that time to the patient, services are provided.

In this case, the clinic will want to record the broken appointment, but also record the services provided.

Date and Time of Visit	Data Entry
3/1/08	(Enter date) 030108 (Enter code) 9130
3/1/08 @ 11:00	(Enter date) 030108@1100 (Enter codes) 0190 1110 1330

A review of current services will show as follows:

SERVICES PROVIDED:

03/01/08 SAN XAVIER --[DENTIST]--
 9130 (1) BROKEN APPT
 --DAVIS,JAMES-- (Provider: [HYGIENIST])
 1110 (1) PROPHY ADULT
 1330 (1) ORAL PREV PLAN
 0190 (1) DENTAL REVISIT

REMEMBER, you must change the name of the ATTENDING DENTIST as needed.

Change the dentist or hygienist by entering ^D or ^H at the Select ADA Code (or Action) prompt.

Example:

Enter the patient's name (or chart number) and the date to begin the entry. To change the dentist or hygienist:

Select ADA CODE (or Action): ^D ↵
(Select Dentist)

OR

Select ADA CODE (or Action): ^H ↵
(Select Hygienist)

5.7.1 Removing Hygienist/Therapist

You may need to simply remove a hygienist to enter a record for a dentist only (without a hygienist) In that case enter:

Select ADA CODE (or Action): ^H ↵
@

5.8 OPSITES

The following are available for use as dental opsites.

Opsite	Mnemonic
Tooth Number	Number (Perm teeth) or Letter (Prim teeth)
Supernumerary Teeth	Z1, Z2, Z3...
Time Units	Y1, Y2, Y3...
Sextant	URX, ULX, LRX, LLX, UAX, LAX
Quadrant	URQ, LRQ, ULQ, LLQ
Hard or Soft Palate	HP, SP
Lingual Frenum	LFR
Mandible	MND
Maxilla	MAX
Right or Left Face	RF, LF
Throat	THR
Tongue	TON
Other	OT

5.8.1 Supernumerary Teeth

Enter the procedure number (eg D7140). At the opsite prompt enter Z[#]. If the system will not accept Z as an opsite, enter the sextant or quadrant. Then add a note to identify the location.

Example:

Two mesiodens surgically extracted in the upper anterior sextant.

Code: 7220

Opsite: URQ,ULQ

Note: 2 mesiodens removed from max. anterior sextant.

OR

You may enter these as supernumeraries. The entry would be:

Code: 7220

Opsite: Z1,Z2

Note: 2 mesiodens removed from the area of tooth numbers e and f.

These opsites must be changed on a billing form (not in DDS) if the services are submitted to a 3rd party for payment. Consult the American Dental Association Current Dental Terminology (CDT) for numbering systems for supernumerary teeth.

5.8.2 Services Requiring Time Units

Some services such as Behavior Management or sedation may require a time unit. To enter these units, use Y[#] for each 15 minute unit.

Example:

A service that normally requires 30 minutes actually takes 60 minutes because of behavior management. The Behavior Management entry is:

Code: 9920
Opsite: Y1,Y2

Remember: RPMS will count each opsite to determine the quantity. Therefore, to enter three 15 minute units you MUST enter a Y[#] for each unit.

Correct: Y1,Y2,Y3
Incorrect: Y3

5.9 Notes

A note may be added to any dental visit. To add a note type ^N at the “Code” prompt. You can then add free text to further explain a service. The note will appear on the PCC side of the entry and on the Health Summary under POV (Purpose of Visit).

Note: Because the Notes appear in the POV field on the Health Summary and PCC it is appropriate to enter clinical information but not administrative notes.

Example:

Appropriate:	Code 9110	Opsite 17	Note: Irrigation for pericoronitis
Inappropriate:	Code 9110	Opsite 17	Note: Next visit: Exam

5.10 ENTERING CODES

At the ADA CODE (or Action) prompt you may enter services or request several other actions.

USER SELECTION	ACTION
^ or ^Q	Entry aborted
4 digit Code (Current ADA or IHS)	To enter dental procedure or tracking code
@	Delete code
^N	Enter a note (narrative)
^D	Enter or change dentist
^H	Enter or change hygienist
^W	Add to waiting list
^R	Add to recall list
^V	Display dental record
???	List of all available ADA and IHS Codes

Select ADA CODE (or Action):

You are now ready to begin entering dental procedure codes. Each time you enter a dental procedure code, the computer will display a brief description of that code.

If the procedure code you have entered is tooth specific (e.g., 7110, 2150, etc.), the computer will prompt you for an OPERATIVE SITE as follows:

Select ADA CODE (or Action): 2160 S-ALLOY 3 SURFACE
 PERMANENT
 OPSITE:

At the OPSITE prompt you may enter just the tooth number or you may enter the tooth number and surface(s) if applicable as follows:

Select ADA CODE (or Action): 2160 S-ALLOY 3 SURFACE
 PERMANENT
 OPSITE: 20/MOD

The CURRENT VISIT ENTRIES TABLE will then display the information as follows:

-----CURRENT VISIT ENTRIES TABLE (DIRECT MODE)-----

Patient: CAMPBELL, EMIL H. Chart #: 19955 Date: SEP 26, 1994
Location: HASKELL HC
Hygienist/Therapist:
Attending Dentist: CHIARCHIARO, GEORGE

ADA CODE	DESCRIPTION	QTY	OPSITE
2160	S ALLOY 3-S PER	1	20[MOD]
0190	REVISIT	1	

If the procedure code you have entered is **NOT** tooth specific (e.g., 0110, 1120, etc.), the computer will assume a quantity of one and display the information as follows:

Select ADA CODE (or Action): 0110 INITIAL ORAL EXAM

-----CURRENT VISIT ENTRIES TABLE (DIRECT MODE)-----

Patient: CAMPBELL, EMIL H. Chart #: 19955 Date: SEP 26, 1994
Location: HASKELL HC
Hygienist/Therapist:
Attending Dentist: CHIARCHIARO, GEORGE

ADA CODE	DESCRIPTION	QTY	OPSITE
0110	ORAL EXAM INIT.	1	
2160	S ALLOY 3-S PER	1	20[MOD]
0190	REVISIT	1	

If the procedure code you are entering applies to more than one tooth, you may enter multiple tooth numbers and surfaces by placing a comma (no space) between each tooth number as follows:

Select ADA CODE (or Action): 2150 AMALGAM 2 SURFACE
PERMANENT
OPSITE: 12/MO,13/DO,14/OB

The CURRENT VISIT ENTRIES TABLE will display each OPSITE next to the 2150 code and automatically calculate and display a QUANTITY of 3 for that procedure code.

-----CURRENT VISIT ENTRIES TABLE (DIRECT MODE)-----

Patient: CAMPBELL, EMIL H. Chart #: 19955 Date: SEP 26, 1994

Location: HASKELL HC

Hygienist/Therapist:

Attending Dentist: CHIARCHIARO, GEORGE

ADA CODE	DESCRIPTION	QTY	OPSITE
0110	ORAL EXAM INIT.	1	
2150	S ALLOY 2-S PER	3	12[MO] 13[DO] 14[OB]
0190	REVISIT	1	

NOTE: The QTY (quantity) field is filled automatically. RPMS counts the number of procedures entered and computes the QTY. Care must be taken to accurately enter the number of procedures.

Example:

Desensitization is done on teeth # 12, 13, 14, 15. According to the CDT definition, this is a "per visit" code. You may be tempted to enter each tooth as an opsite. This will result in an incorrect entry of:

9910 Select ADA CODE (or Action): 9910 APPLICATION OF
DESENSITIZING
MEDICAMENT

OPSITE: 12,13,14,15

-----CURRENT VISIT ENTRIES TABLE (DIRECT MODE)-----

Patient: CAMPBELL, EMIL H. Chart #: 19955 Date: SEP 26, 1994

Location: HASKELL HC

Hygienist/Therapist:

Attending Dentist: CHIARCHIARO, GEORGE

ADA CODE	DESCRIPTION	QTY	OPSITE
9910	DESENSITIZE	4	12 13 14 15
0190	REVISIT	1	

Notice you have now incorrectly entered 4 services instead of 1.

The correct way to enter this service is:

Select ADA CODE (or Action): 9910 APPLICATION OF DESENSITIZING
MEDICAMENT

OPSITE: ULQ

The resulting entry will now read:

-----CURRENT VISIT ENTRIES TABLE (DIRECT MODE)-----

Patient: CAMPBELL, EMIL H. Chart #: 19955 Date: SEP 26, 1994

Location: HASKELL HC

Hygienist/Therapist:

Attending Dentist: CHIARCHIARO, GEORGE

ADA CODE	DESCRIPTION	QTY	OPSITE
9910	DESENSITIZE	1	ULQ
0190	REVISIT	1	

ALERT

Restoration codes require a Tooth Number AND a surface. The computer will accept the entry with a tooth number only. Be sure to enter the surface for restoration. Failing to enter the surface may delay 3rd party payments.

5.11 TRACKING CODES

One limitation of the dental coding system is that only SERVICES PROVIDED are recorded. This means that services provided can be readily identified, however, DIAGNOSIS or SERVICES NEEDED are not always identified. To meet this need, TRACKING CODES may be used. These codes are not billable and they are not listed in the American Dental Association Current Dental Terminology (CDT). Tracking codes commonly used by Indian Health Service clinics are available from the Area Dental Officer or Dental Support Centers.

Recent changes in the DDS package have eliminated some tracking codes. The following system may be used locally to track disease status. These codes are not consistent across IHS so each clinic must verify that tracking codes are used following consistent definitions and entered for all patients.

Tracking codes can be very useful to make sure high risk patients receive appropriate follow up. If individual patient records are tagged with a tracking code it is very easy to run a SCOM search to see if those individuals received additional services.

Tracking codes are not pre-defined in the RPMS package. Codes IH00-IH32 require an opsite. Use these to track individual teeth or opsites. Codes IH33-49 do not require an opsite. These will be the most useful for high risk individuals.

One possible tracking system that could be used is:

Identification of Specific Subsets of Patients IH33- WIC Patients IH34- Patients enrolled in special programs
Caries Risk(for any age): IH40 – low risk caries (no hx of caries, no active caries, good oral hygiene), IH41 – moderate risk caries (hx of caries, no active caries), IH42 – high risk (active caries, <6 teeth), IH43 – very high risk (active caries, >6 teeth),
Periodontal Disease: IH47 – patient with acceptable periodontal health (All 0 on CPITN) IH48 – High Risk Periodontal patients (at least 1 CPITN sextant of “4”)
Other codes: 0003 – early childhood caries 0004 – Head Start patient 0007 – dental sealant present (anywhere), and no sealant indicated

This is the new code that will be used for GPRA, and can be used at any time (not just the exam appointment)

To help ensure these codes are used consistently throughout the program, ask your site manager to assign labels to these user-defined codes.

ALERT

Be sure to advise the Billing Department that the Dental Clinic is using tracking codes, and the function of the codes. Some facilities have reported billing problems if tracking codes appear on third party billing forms. Usually these problems can be avoided with good interdepartmental communication.

5.12 DELETE A PROCEDURE CODE

To delete or edit a procedure code you have already entered, follow these steps:

1. At the 'Select ADA CODE (or Action):' prompt, enter @ followed by the incorrect code.

Select ADA CODE (or Action): @2150

This will remove the code from the CURRENT VISIT ENTRIES TABLE.

2. At the 'Select ADA CODE (or Action):' prompt, enter the correct code.

5.13 DELETE AN ENTIRE DENTAL VISIT

Select "Visit Deletion – Direct or Contract" from the dental Visit Data Entry menu

DENTAL VISIT DATA ENTRY

- DDV Direct Dental Visit - Add/Edit
- CDV Contract Dental Visit - Add/Edit
- VDEL Visit Deletion - Direct or Contract**
- NARR Enter Narrative for a Visit

DELETE AN EXISTING DENTAL VISIT...

Enter the Health Record Number of a Patient: *Enter record number*

Date of Visit: *Enter visit date*

Visit will be displayed with the following question:

DELETE THIS VISIT? NO//

Enter Y and return. The visit is now deleted.

EXAMPLE

- DDV Direct Dental Visit - Add/Edit
- CDV Contract Dental Visit - Add/Edit
- VDEL Visit Deletion - Direct or Contract
- NARR Enter Narrative for a Visit

DELETE AN EXISTING DENTAL VISIT...

Enter the Health Record Number of a Patient: 555619

BELLF,ANGELO MARK M 01-07-1999 SE 555619

*****VISIT DELETION MODE*****

Patient: BELLF,ANGELO MARK Chart#: 555619 Date: JUN
 18,2008@08:00 Location: SANTA ROSA
 Hygienist/Therapist:
 Attending Dentist: RICKS,TIM

ADA CODE	DESCRIPTION	QTY	OPSITE
9110	PALLIATIVE TX	1	14
0140	EMERG. EXAM	1	
0190	DENTAL REVISIT	1	
0220	PA X-RAY	1	14

DELETE THIS VISIT? No// Y (Yes)

6 CLINICAL SERVICE REPORTS

Unless otherwise indicated, all reports will give data on services provided at ALL of your facility's clinics.

6.1 SERVICE MINUTES BY ADA CODE

From the DDS Package, select REPT Clinical Service Reports

You will get the following options:

RSVC	Service Minute/ Level of care reports
RCST	Compiled Statistical Reports
RCOM	Community Visit Report
RTRI	Visits by Tribal Membership
RDEN	Visits by Facility and Dentist
RIND	Individual Patient Visits by Dentist
RDAS	Individual Patient Visits by Auxiliary Provider
RCTR	Contract Visits by Contracting Dentist

Select RSVC

For Service Minutes for dentists select:

DMON or

DQRT or

DANN

Note: This will give you a report of all visits for the dentist when NO OTHER provider is entered. The report WILL NOT separate services by facility.

For Service Minutes for hygienists select:

HMON or

HQRT or

HANN

Report will cover which month and year? Specify dates: mm, yyyy

Device: HOME// ↵

Results will be displayed on the screen. To print results, enter device number after //

6.2 SERVICES MINUTES BY LEVEL OF SERVICE

For a report of all Service minutes for dentists including services by a secondary provider (hygienist/therapist) select RDIR. This report will separate services by facility and by Level of Service.

Note: This report will include all dental hygiene services under the DENTIST that was listed when the visit was entered.

From:
INQ Inquiry to Patient Records ...
PM Patient Management ...
DVIS Dental Visit Data Entry ...
QAT Quality Assurance Tracking ...
REPT Clinical Services Reports ...
SUP Supervisory Functions ...

Select **REPT**

From
RSVC Service Minute/Level of Care Reports ...
RCST Community Visit Report
RTRI Visits by Tribal Membership
RDEN Visits by Facility and Dentist
RIND Individual Patient Services by Dentist
RDAS Individual Patient Services by Auxiliary Provider
RCTR Contract Visits By Contracting Dentist
RFMG FILEMAN (create ad hoc reports) ...

Select
RSVC

From
RDIR Service Minutes by Dentist (Direct)
RCHS Service Minutes by Dentist (CHS)
RNON Non-Indian Patient Workload
DMON Dentist Monthly Activity Report
DQRT Dentist Quarterly Activity Report
DANN Dentist Annual Activity Report
HMON Hygienist/Therapist Monthly Activity Report
HQRT Hygienist/Therapist Quarterly Activity Report
HANN Hygienist/Therapist Annual Activity Report

Select **RDIR**

Sample Report:
 SELLS HOSP LEVEL OF SERVICES -- Direct Indian
 FOR VISITS BETWEEN JAN 1,2006 AND JUN 30,2006

PAGE 1

	SVCS	MINUTES	RVUs

GRAU,DAVID			
LEVEL 0:	15	0	0
LEVEL 1:	11	89	15.6
LEVEL 2:	9	185	14.27
LEVEL 3:	17	253	30.27
LEVEL 4:	2	0	7.18
LEVEL 5:	0	0	0
LEVEL 6:	0	0	0
LEVEL 9:	0	0	0
TOTAL LVL 1-6:	39	527	67.32
TOTAL FOR SELLS HOSP:			
LEVEL 0:	15	0	0
LEVEL 1:	11	89	15.6
LEVEL 2:	9	185	14.27
LEVEL 3:	17	253	30.27
LEVEL 4:	2	0	7.18
LEVEL 5:	0	0	0
LEVEL 6:	0	0	0
LEVEL 9:	0	0	0
TOTAL LVL 1-6:	39	527	67.32

**6.3 Visits by Dentist and Facility:
1ST VISITS, REVISITS, BA AND PTC**

From the DDS Package, select REPT
 RSVC Service Minute/Level of Care Reports ...
 RCST Compiled Statistical Reports
 RCOM Community Visit Report
 RTRI Visits by Tribal Membership
RDEN Visits by Facility and Dentist
 RIND Individual Patient Services by Dentist
 RDAS Individual Patient Services by Auxiliary Provider
 RCTR Contract Visits By Contracting Dentist
 RFMG FILEMAN (create ad hoc reports) ...

Then select: **RDEN Visits by Facility and Dentist**
 Enter beginning and ending dates
 Enter a device number to print the report or HOME//↵ to display the results on the screen.

Sample Report:
 SELLS HOSP FACILITY VISIT REPORT PAGE 1
 FOR VISITS BETWEEN OCT 1,2006 AND SEP 30,2007

DENTIST	FIRST VISIT	REVISIT	BROKEN APPTS	PTC
GRAU,DAVID	15	16	0	7
TOTAL:	15	16	0	7

6.4 Visit Data By Community

From the Report Menu:
 RSVC Service Minute/Level of Care Reports ...
 RCST Compiled Statistical Reports
RCOM Community Visit Report
 RTRI Visits by Tribal Membership
 RDEN Visits by Facility and Dentist
 RIND Individual Patient Services by Dentist
 RDAS Individual Patient Services by Auxiliary Provider
 RCTR Contract Visits By Contracting Dentist
 RFMG FILEMAN (create ad hoc reports) ...

Select RCOM
 Sample Report:

SELLS HOSP COMMUNITY VISIT REPORT
FOR VISITS BETWEEN JAN 1,1990 AND OCT 10,2007

PAGE 1

COMMUNITY	FIRST VISIT	REVISIT	BROKEN APPTS	PTC
AJO	2	0	0	0
ATMORE	1	2	1	0
CHARENTON	1	1	0	1
CHEROKEE	5	10	0	2

6.5 Compiled Statistical Reports

Basic Measures Report

From the Report Menu,

RSVC Service Minute/Level of Care Reports ...

RCST Compiled Statistical Reports

RCOM Community Visit Report

RTRI Visits by Tribal Membership

RDEN Visits by Facility and Dentist

RIND Individual Patient Services by Dentist

RDAS Individual Patient Services by Auxiliary Provider

RCTR Contract Visits By Contracting Dentist

RFMG FILEMAN (create ad hoc reports) ...

Select: RCST

You will be given a list of quarters for which statistics have been compiled.

Example:

Select Clinical Services Reports Option: RCST Compiled Statistical Reports

Select one of the following:

- 1 1999.3 (JUL-SEP 1999)
- 2 1999.4 (OCT-DEC 1999)
- 3 2002.2 (APR-JUN 2002)
- 4 2002.3 (JUL-SEP 2002)
- 5 2002.4 (OCT-DEC 2002)
- 6 2003.1 (JAN-MAR 2003)
- 7 2003.2 (APR-JUN 2003)
- 8 2004.2 (APR-JUN 2004)
- 9 2004.3 (JUL-SEP 2004)
- 10 2004.4 (OCT-DEC 2004)
- 11 2005.1 (JAN-MAR 2005)
- 12 2005.2 (APR-JUN 2005)
- 13 2005.3 (JUL-SEP 2005)
- 14 2005.4 (OCT-DEC 2005)
- 15 2006.1 (JAN-MAR 2006)
- 16 2006.2 (APR-JUN 2006)
- 17 2006.3 (JUL-SEP 2006)
- 18 2006.4 (OCT-DEC 2006)
- 19 2007.1 (JAN-MAR 2007)

Select the calendar year and quarter for the report.

Statistics have been compiled for the quarters listed above.

Select YEAR.QUARTER: 2007.3//

Enter to Select 2007.3 or type in another quarter.

Select one of the following:

- 1 437 QUARTERLY DETAIL
- 2 437 QUARTERLY COMBINED
- 3 437 ANNUAL DETAIL
- 4 437 ANNUAL COMBINED
- 5 ANNUAL BASIC MEASURES
- 6 QUARTERLY BASIC MEASURES
- A ALL REPORTS

Enter the number of a report which you wish to view.
Reports that you select will be marked with an asterisk.
Press RETURN to quit selecting reports.

Select REPORT:

Select one of the following:

- 1 437 QUARTERLY DETAIL
- 2 437 QUARTERLY COMBINED
- 3 437 ANNUAL DETAIL
- 4 437 ANNUAL COMBINED
- 5 ANNUAL BASIC MEASURES
- 6 *QUARTERLY BASIC MEASURES
- A ALL REPORTS

Enter the number of a report which you wish to view.
Reports that you select will be marked with an asterisk.
Press RETURN to quit selecting reports.

Select REPORT:

Continue to select desired reports. Then Enter.

Sample Report:

SELLS HOSP QUARTERLY DENTAL BASIC MEASURES FOR QUARTER 3,
YEAR 2007

JAN 7,2008 10:46 PAGE 1

NON-

	INDIAN	INDIAN	TOTAL

3 MONTHS ENDING WITH YEAR.QUARTER: 2007.3			
FACILITY USERS THIS QUARTER	28	0	28
DENTAL USERS THIS QUARTER	2	0	2
NEW USERS THIS QUARTER	0	0	0
DENTAL VISITS THIS QUARTER	2	0	2
CLINICAL SERVICES (I-VI)	3	0	3
SERVICE MINUTES (I-VI)	55	0	55
RELATIVE VALUE UNITS (I-VI)	3.79	0	3.79
EMERGENCY VISITS (0140-9170)	0	0	0
BROKEN APTS (9130)			0
PATIENTS TREATMENT PLANNED	1	0	1
PATIENTS PLANNED TX COMPLETED	0	0	0
DENTIST-DAYS			1
PTS THIS FY - CUMULATIVE	17	1	18
PTS THIS FY - CURRENT	1	0	1

APPENDICES

APPENDIX A Sample CQI Studies

A.1 SIMPLE SEARCH TO COUNT PROCEDURES

Sample SCOM Search: To find the number of Emergency Visits (0140)

SCOM PROMPT	USER REPLY
Limit search to entries in one of your search templates NO//	RETURN
Start with (and include) date:	Enter date, then RETURN
Go to (and include) DATE:	Enter date, then RETURN
Do you want to limit the search according to the AGE at the time of visit? NO//	RETURN
Limit search to specific ATTENDING DENTIST(s) NO//	RETURN
Limit search to specific HYGIENISTS/THERAPISTS? No//	RETURN
Do you want to limit search to visits at a particular facility? NO//	RETURN
Limit the search to a particular ADA code or set of codes? YES//	RETURN
Select ADA Code:	0140
Select ADA Code:	RETURN
Do you want these ADA codes to apply to a particular opsite or opsites? YES//	NO
Limit the search to ADA codes which are FOLLOWED BY a particular code? YES//	NO
Do you want to review your search parameters? YES//	Y

<p>***STEP TWO: Specify OUTPUT FORMAT***</p> <p>You have the following options for displaying this report.</p> <p>Select one of the following:</p> <ul style="list-style-type: none"> 1 Count Patients 2 Print Dental Record Review for Each Patient 3 Count ADA codes 4 Count visits 5 Print Visit List 	<p>4</p>
<p>Template will be attached to the DENTAL PROCEDURE FILE.</p> <p>Do you want to store the results of this search in a TEMPLATE? NO//</p>	<p>RETURN</p>

A.2 BROKEN APPOINTMENT RATES

To calculate % of broken appointment:

$$\frac{BA}{[\text{First visits} + \text{Revisits} + BA] - \text{Emergencies}}$$

Broken Appointment Efficiency Report

Because walk-in appointments are usually not given appointments, many clinics choose to remove these visits when calculating the Broken Appointment rate. To generate this BA Efficiency Report:

1. Run the above RDEN report to determine First Visits (0000), Revisits (0190) and Broken Appointments (9130) (See Section 5 Reports)
2. Run a SCOM report to determine codes that will be deducted from the calculation (0140 or 9170) (See Page 32 for report instructions)

3. To calculate % of broken appointment:

$$\frac{BA}{[\text{First visits} + \text{Revisits} + BA] - (0140 \text{ or } 9170)}$$

Limitation of this indicator:

1. Does not account for BA time slots that have been filled with other patients,
2. Includes screening patients or others seen in community settings.
3. Does not account for patients who use the walk in clinic but do not receive an emergency code
 - a. DM Screenings
 - b. Head Start Exams
 - c. Surgery follow ups
4. Includes non-appointed patients such as:
 - a. Sealant programs
 - b. Block scheduled (Head Start, school linked)
 - c. Fluoride varnish or other community based
5. Do all patients without 0140 have appointments?
 - a. Sealant programs (school based or clinic based)
 - b. Block scheduling (Head Start or school linked)
 - c. Fluoride varnish or other community based

Because of these limitations, clinics may choose to use a slightly different version of the BA formula, such as removing 0114 (screening) as well as 0140. However, if the formula is altered, you will no longer have good comparability to other IHS facilities that are using the standard IHS formula.

A.3 SERVICES FOLLOWED ANOTHER SERVICE

Example: Find Extractions FOLLOWED BY Surgical Complications within 60 days.

In DDS package,
 Select QAT (quality assurance) ↓
 Select TECH ↓
 Select SCOM ↓

SCOM PROMPT	USER REPLY
Limit search to entries in one of your search templates NO//	RETURN
Start with (and include) date:	Enter date, then RETURN
Go to (and include) DATE:	Enter date, then RETURN
Do you want to limit the search according to the AGE at the time of visit? NO//	RETURN
Limit search to specific ATTENDING DENTIST(s) NO//	RETURN
Limit search to specific HYGIENISTS/THERAPISTS? No//	RETURN
Do you want to limit search to visits at a particular facility? NO//	RETURN
Limit the search to a particular ADA code or set of codes? YES//	RETURN
Select ADA Code:	7140
Select ADA Code:	7220
Select ADA Code:	7230
Select ADA Code:	7240
Select ADA Code:	7250
Select ADA Code:	RETURN
Do you want these ADA codes to apply to a particular opsite or opsites? YES//	NO
Limit the search to ADA codes which are FOLLOWED BY a particular code? YES//	YES
Select ADA Code:	9930
Select ADA Code:	RETURN
What time limit (in days) should apply to the 'FOLLOWED BY' code?	14 (or # of days desired)
Do you want the 'FOLLOWED BY' codes to apply to the same opsite? NO//	RETURN
Do you want to include codes on the SAME VISIT as 'FOLLOWED BY' codes? NO//	RETURN
Do you want to review your search parameters? YES//	Y
***STEP TWO: Specify OUTPUT	4 (This will produce a number of "Complication" visits)

<p>FORMAT*** You have the following options for displaying this report. Select one of the following:</p> <ol style="list-style-type: none"> 1. Count Patients 2. Print Dental Record Review for Each Patient 3. Count ADA codes 4. Count visits 5. Print Visit List 	<p>5 (This will produce a list of names and Chart numbers)</p>
<p>Template will be attached to the DENTAL PROCEDURE FILE. Do you want to store the results of this search in a TEMPLATE? NO//</p>	<p>RETURN</p>

A.4 QMAN: Searches by Medical Diagnosis and Dental Service

To find the number of Patients that have EVER HAD a Diabetes Diagnosis and had a complete exam within a specified time period such as 010109-123109.

QMAN PROMPT	USER REPLY
Subject of your Search?	LIVING PATIENTS
Attribute of Living Patients?	DX
Enter DX:	250.00-250.93 Computer will list all diagnoses included in the range. RETURN to the end of the list
Enter DX:	RETURN
First Condition of Diagnosis	RETURN
Attribute of Living Patients?	DENT
1 DENTAL EXAM 2 DENTAL PROCEDURE CHOOSE 1-2:	2
Condition	
Enter ADA CODE:	0150
Enter ADA CODE	RETURN
First condition of "ADA CODE":	BETWEEN DATES
Exact starting date:	010109
Exact ending date:	123109
Condition of "ADA CODE"	RETURN
Select one of the following: 1 DISPLAY results on the screen 2 PRINT results on paper 3 COUNT 'hits' 4 STORE results of a search in a FM search template 5 SAVE search logic for future use 6 R-MAN special report generator 9 HELP 0 EXIT	2. (at next prompt enter the printer number. Use this option to print names and chart numbers) 3. Use this option to Count number of patients that satisfy search criteria
You have 3 options for listing ADA CODES => 1) List every ADA CODES meeting search criteria. 2) List every ADA CODES and SERVICE DESCRIPTIONS meeting search criteria. 3) List all PATIENTS with ADA CODES you specified, but DO NOT list individual ADA CODES or SERVICE DESCRIPTIONS (FASTEST OPTION!!) (Displays UNDUPLICATED list of PATIENTS)	3

A.5 Temporally Related Searches

Temporally related searches allow you to use QMAN to find one service followed by another or a service.

Example: You want to know if patients with diabetes who had an emergency visit (coded 0140) had a follow up complete exam (0150)

QMAN PROMPT	USER REPLY
Subject of your Search?	LIVING PATIENTS
Attribute of Living Patients?	DX
Enter DX:	250.00-250.93 Computer will list all diagnoses included in the range. RETURN to the end of the list
Enter DX:	RETURN
First Condition of Diagnosis	RETURN
Attribute of Living Patients?	DENT
1 DENTAL EXAM 2 DENTAL PROCEDURE CHOOSE 1-2:	2
Condition	
Enter ADA CODE:	0140
Enter ADA CODE	RETURN
First condition of "ADA CODE":	BETWEEN DATES
Exact starting date:	010107
Exact ending date:	123107
Condition of "ADA CODE"	RETURN
Next condition of "ADA CODE"	DENT
1 DENTAL EXAM 2 DENTAL OPERATIVE SITE 3 DENTAL PROCEDURE CHOOSE 1-3:	3
Do you want to screen each ADA CODE according to the ADA CODE values obtained on the SAME visit? Yes//	N
Well then, do you want me to screen each ADA CODE according to ADA CODE values obtained on TEMPORALLY RELATED visits? Yes//	Y
Enter the relative starting point of the time frame:	+1D
Enter the relative ending point of the time frame:	+365D
Enter ADA CODE:	0150
Next condition of "ADA CODE":	(return)
Select one of the following: 1 DISPLAY results on the screen 2 PRINT results on paper 3 COUNT 'hits' 4 STORE results of a search in a FM search template	2 (at next prompt enter the printer number)

<p>5 SAVE search logic for future use 6 R-MAN special report generator 9 HELP 0 EXIT</p>	
<p>You have 3 options for listing ADA CODES =></p> <ol style="list-style-type: none"> 1) List every ADA CODES meeting search criteria. 2) List every ADA CODES and SERVICE DESCRIPTIONS meeting search criteria. 3) List all PATIENTS with ADA CODES you specified, but DO NOT list individual ADA CODES or SERVICE DESCRIPTIONS (FASTEST OPTION!!) (Displays UNDUPLICATED list of PATIENTS) 	<p>3</p>

A.6 QMAN NULL Searches

This search will allow you to find patients that have had a service AND NOT had another service.

Example: Find patient who had a complete exam but DID NOT have a PTC.

QMAN PROMPT	USER REPLY
Subject of your Search?	LIVING PATIENTS
Attribute of Living Patients?	DENT
1 DENTAL EXAM 2 DENTAL PROCEDURE CHOOSE 1-2:	2
Condition	
Enter ADA CODE:	0150
Enter ADA CODE	RETURN
First condition of "ADA CODE":	BETWEEN DATES
Exact starting date:	010107
Exact ending date:	123107
Next condition of "ADA CODE"	DENT
1 DENTAL EXAM 2 DENTAL OPERATIVE SITE 3 DENTAL PROCEDURE CHOOSE 1-3:	3
Do you want to screen each ADA CODE according to the ADA CODE values obtained on the SAME visit? Yes//	N
Well then, do you want me to screen each ADA CODE according to ADA CODE values obtained on TEMPORALLY RELATED visits? Yes//	Y
Enter the relative starting point of the time frame:	+1D
Enter the relative ending point of the time frame:	+365D
Enter ADA CODE:	NULL
Do you want me to find all LIVING PATIENTS with no ADA CODE entered? Yes//	NO
Well then, I take it you want me to search for only those LIVING PATIENTS who DO NOT have and ADA CODES in this taxonomy? Yes//	RETURN
Enter ADA CODE:	9990
Next condition of "ADA CODE":	RETURN
Select one of the following: 1 DISPLAY results on the screen 2 PRINT results on paper 3 COUNT 'hits' 4 STORE results of a search in a FM	2 (at next prompt enter the printer number)

<p>search template 5 SAVE search logic for future use 6 R-MAN special report generator 9 HELP 0 EXIT</p>	
<p>You have 3 options for listing ADA CODES =></p> <ol style="list-style-type: none"> 1) List every ADA CODES meeting search criteria. 2) List every ADA CODES and SERVICE DESCRIPTIONS meeting search criteria. 3) List all PATIENTS with ADA CODES you specified, but DO NOT list individual ADA CODES or SERVICE DESCRIPTIONS (FASTEST OPTION!!) (Displays UNDUPLICATED list of PATIENTS) 	<p>3</p>

APPENDIX B PREVENTION PROGRAM QUALITY IMPROVEMENT

B.1 SEALANT RETENTION

In DDS package,
 Select QAT (quality assurance) ↓
 Select TECH ↓
 Select SCOM ↓

SCOM PROMPT	USER REPLY
Limit search to entries in one of your search templates NO//	RETURN
Start with (and include) date:	Enter date, then RETURN
Go to (and include) DATE:	Enter date, then RETURN
Do you want to limit the search according to the AGE at the time of visit? NO//	RETURN
Limit search to specific ATTENDING DENTIST(s) NO//	RETURN
Limit search to specific HYGIENISTS/THERAPISTS? No//	RETURN
Do you want to limit search to visits at a particular facility? NO//	RETURN
Limit the search to a particular ADA code or set of codes? YES//	RETURN
Select ADA Code:	1351
Select ADA Code:	RETURN
Do you want these ADA codes to apply to a particular opsite or opsites? YES//	YES
Select DENTAL OPERATIVE SITE:	3
Select DENTAL OPERATIVE SITE:	14
Select DENTAL OPERATIVE SITE:	19
Select DENTAL OPERATIVE SITE:	30
Select DENTAL OPERATIVE SITE:	RETURN
Limit the search to ADA codes which are FOLLOWED BY a particular code? YES//	YES
Select ADA Code:	0150
Select ADA Code:	RETURN
What time limit (in days) should apply to the 'FOLLOWED BY' code?	365 (or # of days desired)
Do you want the 'FOLLOWED BY' codes to apply to the same opsite? NO//	RETURN
Do you want to include codes on the SAME VISIT as 'FOLLOWED BY' codes? NO//	RETURN
Do you want to review your search parameters? YES//	Y

<p>***STEP TWO: Specify OUTPUT FORMAT*** You have the following options for displaying this report. Select one of the following:</p> <ol style="list-style-type: none"> 1. Count Patients 2. Print Dental Record Review for Each Patient 3. Count ADA codes 4. Count visits 5. Print Visit List 	<p>5 (This will produce a list of names and Chart numbers)</p>
<p>Template will be attached to the DENTAL PROCEDURE FILE. Do you want to store the results of this search in a TEMPLATE? NO//</p>	<p>RETURN</p>

Review exam forms to see if sealants were intact at the time of the exam.

Note: This search will produce a list with duplicates. Each time an individual patient meets the search criteria, RPMS will include the name on the list.

To produce a list without duplicates, use the QMAN search described below.

Sealant Retention (QMAN Search Instructions)

QMAN PROMPT	USER REPLY
Subject of your Search?	LIVING PATIENTS
Attribute of Living Patients?	DENT
1 DENTAL EXAM 2 DENTAL PROCEDURE CHOOSE 1-2:	2
Condition	
Enter ADA CODE:	1351
Enter ADA CODE	RETURN
First condition of "ADA CODE":	BETWEEN DATES
Exact starting date:	010107
Exact ending date:	123107
Next condition of "ADA CODE"	DENT
1 DENTAL EXAM 2 DENTAL OPERATIVE SITE 3 DENTAL PROCEDURE CHOOSE 1-3:	3
Do you want to screen each ADA CODE according to the ADA CODE values obtained on the SAME visit? Yes//	N
Well then, do you want me to screen each ADA CODE according to ADA CODE values obtained on TEMPORALLY RELATED visits? Yes//	Y
Enter the relative starting point of the time frame:	+1D
Enter the relative ending point of the time frame:	+365D
Enter ADA CODE:	0150
First condition of "ADA CODE":	LOCATION OF ENCOUNTER
Enter ENCOUNTER LOCATION:	(Location of exam)
Next condition of "ADA CODE":	(return)
Select one of the following: 1 DISPLAY results on the screen 2 PRINT results on paper 3 COUNT 'hits' 4 STORE results of a search in a FM search template 5 SAVE search logic for future use 6 R-MAN special report generator 9 HELP 0 EXIT	2 (at next prompt enter the printer number)
You have 3 options for listing ADA CODES => 1) List every ADA CODES meeting search criteria.	3

<p>2) List every ADA CODES and SERVICE DESCRIPTIONS meeting search criteria.</p> <p>3) List all PATIENTS with ADA CODES you specified, but DO NOT list individual ADA CODES or SERVICE DESCRIPTIONS (FASTEST OPTION!!) (Displays UNDUPLICATED list of PATIENTS)</p>	
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Review exam forms to see if sealants were intact at the time of the exam.

Completing Sealant Retention Form

Intact Sealant

If interproximal decay was charted at the exam and the sealant is not charted, count as a failed sealant. If the tooth needs to be resealed, count as a failed sealant. Only intact sealants with no further treatment needed should be counted as “intact”.

Time elapsed

Time in months between the sealant placement and the exam.

Age

Age of the child when the sealant was placed.

Clinician

Individual who actually placed the sealant.

Complete the retention tracking form to determine retention rates for sealants placed in the clinic and at the schools.

B.2 PERCENT OF CHILDREN SEEN AT WIC WITH BBTD AND 6+ CAVITIES

This is an example of a search that can be done if the clinic is using the User Defined codes. This can be done to identify any combination of codes that have been identified to track patients in special subsets such as WIC, patients enrolled in special programs such as Cleft Lip and Palate, or other special groups.

EXAMPLE:

This clinic has been using IH33 to identify patients seen at the WIC clinic, 0003 for BBTD and IH43 for children with ≥ 6 active cavities.

Search #1: Identifies Number of IH33 Codes within the time period.

QMAN PROMPT	USER REPLY
Subject of your Search?	LIVING PATIENTS
Attribute of Living Patients?	DENT
1 DENTAL EXAM 2 DENTAL PROCEDURE CHOOSE 1-2:	2
Condition	
Enter ADA CODE:	IH33
Enter ADA CODE	RETURN
First condition of "ADA CODE":	BETWEEN DATES
Exact starting date:	010109
Exact ending date:	123109
Select one of the following: 1 DISPLAY results on the screen 2 PRINT results on paper 3 COUNT 'hits' 4 STORE results of a search in a FM search template 5 SAVE search logic for future use 6 R-MAN special report generator 9 HELP 0 EXIT	2 (at next prompt enter the printer number)
You have 3 options for listing ADA CODES => 1) List every ADA CODES meeting search criteria. 2) List every ADA CODES and SERVICE DESCRIPTIONS meeting search criteria. 3) List all PATIENTS with ADA CODES you specified, but DO NOT list individual ADA CODES or SERVICE DESCRIPTIONS (FASTEST OPTION!!) (Displays UNDUPLICATED list of PATIENTS)	3

Search #2 Identifies number of patients with BOTH IH33 and 0003

QMAN PROMPT	USER REPLY
Subject of Search	Living patients
Attribute	DENT
ADA Code	IH33
ADA Code	RETURN
First Condition of "ADA CODE"	Between
Exact starting date:	010109
Exact ending date:	123109
Next Condition of ADA Code:	Return
Attribute:	DENT
ADA Code	0003
Exact starting date:	010109
Exact ending date:	123109
Next Condition of ADA Code:	Return
ADA Code	RETURN
Select one of the following: 1 DISPLAY results on the screen 2 PRINT results on paper 3 COUNT 'hits' 4 STORE results of a search in a FM search template 5 SAVE search logic for future use 6 R-MAN special report generator 9 HELP 0 EXIT	2 (at next prompt enter the printer number)
You have 3 options for listing ADA CODES => 1) List every ADA CODES meeting search criteria. 2) List every ADA CODES and SERVICE DESCRIPTIONS meeting search criteria. 3) List all PATIENTS with ADA CODES you specified, but DO NOT list individual ADA CODES or SERVICE DESCRIPTIONS (FASTEST OPTION!!) (Displays UNDUPLICATED list of PATIENTS)	3

Search #3 Identifies patients with BOTH IH33 and IH43

QMAN PROMPT	USER REPLY
Subject of Search	Living patients
Attribute	DENT
ADA Code	IH33
ADA Code	RETURN
First Condition of "ADA CODE"	Between
Exact starting date:	010109
Exact ending date:	123109
Next Condition of ADA Code:	Return
Attribute:	DENT
ADA Code	IH43
Exact starting date:	010109
Exact ending date:	123109
Next Condition of ADA Code:	Return
ADA Code	RETURN
Select one of the following: 1 DISPLAY results on the screen 2 PRINT results on paper 3 COUNT 'hits' 4 STORE results of a search in a FM search template 5 SAVE search logic for future use 6 R-MAN special report generator 9 HELP 0 EXIT	2 (at next prompt enter the printer number)
You have 3 options for listing ADA CODES => 1) List every ADA CODES meeting search criteria. 2) List every ADA CODES and SERVICE DESCRIPTIONS meeting search criteria. 3) List all PATIENTS with ADA CODES you specified, but DO NOT list individual ADA CODES or SERVICE DESCRIPTIONS (FASTEST OPTION!!) (Displays UNDUPLICATED list of PATIENTS)	3

Calculating Percentages:

$\frac{\text{Search \#1}}{\text{Search \#2}} \times 100 = \text{Percent of Children with BBTD (0003)}$

$\frac{\text{Search \#1}}{\text{Search \#3}} \times 100 = \text{Percent of children with } \geq 6 \text{ Cavities (IH43)}$