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Carestream Dental Introduces All-New Care Management Platform

CHICAGO—There have been many transitions in the oral healthcare industry during the 21st century; the transition from analog to digital and a transition to whole body care, to name just a few. Carestream Dental's all-new care management platform reflects yet another critical transition in the industry—shifting the focus from practice management and placing it on care management.

Launching at the Chicago Midwinter Meeting, Carestream Dental's new care management platform follows a software-as-a-service (SaaS) model, providing anytime, anywhere access through a modern web browser. For busy practices where multitasking is a daily reality, users can quickly and easily manage multiple records when answering the phone or performing tasks. Key patient information, consolidated into a single view and accessible from anywhere, allows users to handle the most common questions and requests without having to abandon their current work. This seamless navigation enhances overall staff productivity and allows for better patient interaction.

"The new platform takes into consideration how practices coordinate care for patients, from scheduling to check-in to charting and all the way to payment processing and insurance," Edward Shellard, D.M.D., chief dental officer, Carestream Dental, said.

Of course, no modern cloud-based solution would be complete without analytics that allow practices to track their progress and make smart business decisions. The new care management platform provides actionable reporting that shows how a practice is performing. Important business decisions can be made based on a number of key performance indicators, including outstanding insurance claims, unscheduled treatment, recall statistics and new patients per month.

When building out the platform, Carestream Dental designers and developers personally visited and consulted dental practices to observe their actual workflows and gather insight into the most common challenges of the modern dental office. As a result, the new care management platform focuses on improving the most important and frequent tasks that real dental professionals complete every day.

"The concept of empathy drives everything we do," Shellard said. "By interacting face-to-face with software users, whether in their practices or at trade shows, we gained a better understanding of what really matters to them and their workflow. We then incorporated their feedback into the software to ensure we're delivering meaningful updates that really make a difference."

Since the platform exists solely in the cloud, practices can also benefit from better security, protection against data loss and access to files from anywhere with an Internet connection. Plus, all backups and updates are maintained and supported by Carestream Dental.

For help at any time, users can access Carestream Dental's free online software users' community, [The Exchange](#), from within the platform. On The Exchange, users can connect with other practices and post questions, pick up tips and tricks and participate in polls and discussions about the platform.

Carestream Dental is also announcing CS 3600 Access for doctors looking for an affordable entry into digital impressions, or those who want to add a second scanner to their workflow. It offers monochromatic intraoral scanning with the same proven accuracy as the CS 3600. Users can upgrade their CS 3600 Access to full-color capability via a one-time software upgrade if desired, as both scanners utilize the same hardware and scanning technology.

Learn more about the new care management platform, the CS 3600 or any of Carestream Dental's innovative solutions at the Chicago Midwinter Meeting in booth #3602, or call 800.944.6365 or visit carestreamdental.com.

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[About Carestream Dental](#)

Carestream Dental provides industry-leading dental digital product lines and services, including imaging equipment, CAD/CAM systems, software and practice management solutions, for dental and oral health professionals. With more than 100 years of industry experience, Carestream Dental technology captures two billion images annually and delivers more precise diagnoses, improved workflows and superior patient care. For more information or to contact a Carestream Dental representative, please call 800.944.6365 or visit carestreamdental.com.

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