

RECIARE MANAGEMENT IN VIIVE

Most practices spend a lot of time and money recruiting new patients, so it makes sense to establish a permanent relationship with them and keep them coming back. To accomplish this, a recare management plan is essential. By setting up your practice management system to automatically track which patients need to be seen for routine procedures such as full mouth X-rays, prophylaxis, or periodontal maintenance, you can save your staff the task of tracking down patients for treatment. Once you set up and customize your recare program, it then becomes a matter of maintaining it.

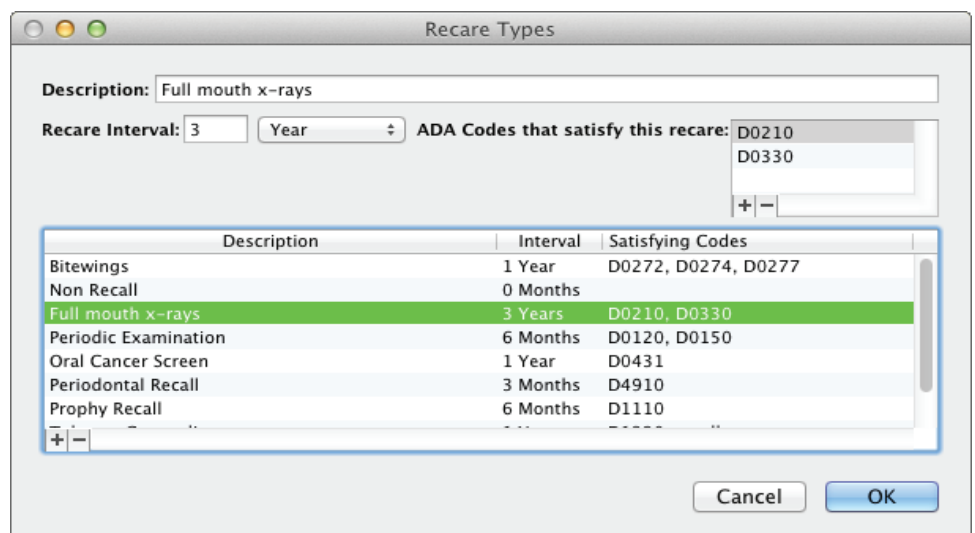


Figure 1.

Setting Up and Customizing of Recare Types

Viive includes a few common recare types that are all ready for you to use. You can customize these types or add any additional types your practice may need. For each recare type, you can add a short description, set the recare interval, and add procedure codes that will satisfy the recare types.

Note: Adding procedure codes that satisfy the recare type does not attach that procedure code to the recare type. See the following section for more information.

For additional information about setting up and customizing recare types, select the Help menu and search for the *Setting up recare types* topic.

Attaching Recare Types to Procedure Codes

As you set up recare types you can list ADA Codes that satisfy each type; however, it is still necessary to attach each individual procedure code to a recare type as well. You can do this by searching for the procedure code you want to attach, and then selecting the corresponding recare type from a list.

Note: All procedures codes must be attached to a recare type. For this reason, one of the default recare types, Non Recare, is attached to procedures automatically when no other recare type is attached.

For additional information about attaching procedure codes to recare types, select the Help menu and search for the *Setting up recare types* and *Adding/editing recare information* topics.

Setting Recare Intervals

The intervals at which patients should be seen for recare types can be changed from the default interval and customized to fit the needs of your practice. You can easily change the number of days, weeks, or months for the intervals.

For additional information about setting recare intervals, select the Help menu and search for the *Setting up recare types* topic.

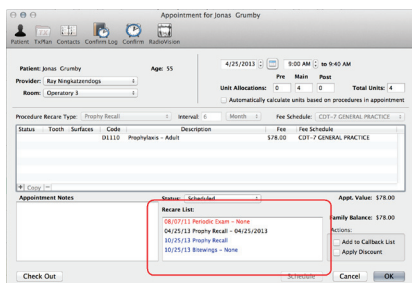


Figure 2.

Scheduling Recare Appointments

Once you have set up your recare types and assigned them to procedure codes, each time that procedure code is used for a patient appointment, that same procedure is automatically added to the patient's Recare List with a due date for the next appointment. Items listed in the Recare List are color-coded (Figure 2) as follows:

- Blue - An appointment for the recare type needs to be scheduled on or after the displayed date.
- Black - An appointment for the recare type has been scheduled for the displayed date.
- Red - An appointment for the recare type is overdue.

For additional information about scheduling recare appointments, select the Help menu and search for the *Scheduling an appointment* and *Adding/editing recare information* topics.

More Information

Click the Help menu in Viive and search for the Help topics dealing with recare management. You can also follow links within Help topics to related material.

For technical assistance, contact Viive Support at 1-855-MAC-VIIVE.