

SoftDent Software

Creating Recare Postcards

This one-page job aid, designed for all dental office team members, lists the steps that will enable you to define the parameters and generate recare postcards in Carestream SoftDent practice management software. Recare postcards can be sent to patients notifying them to schedule an appointment for their next recare visit.

Generating Postcards

1. Select **Reports > Recare/Appt > Hyg Recare** to open the **Report Format** window. (Your recare system might be named differently.) **Postcards** is selected by default.
2. Click **OK** to display the **Output Options** window. **Laser Postcard File** is selected automatically.
3. Click **OK** to open the **Recare Postcard Setup** window.
4. Enter the beginning and ending date in the **Dates** field. The software searches only for patients whose due date falls within the time frame entered. For example, to include both due and overdue patients, enter one month ago and one month in the future.
5. In the **Notices** section of the **Recare Postcard Setup** window, you can select the following:
 - **Update Notices Sent Count** is an optional field used to keep track of the number of notices sent to each patient.
 - **Include Patients with ___ Previous Notices** enables you to recall patients who have received a certain number of recare notifications. These fields enable you to track the number of notices and to send different messages with each notification. For example, to send postcards to patients who are due for their first notice, select the **0 Previous Notices** box. To send recare notices for all patients, regardless of how many notices they have received, select all four boxes.
6. Select a **Recare Tracking** option, if desired:
 - **Post a RECARE SENT code to the patient's ledger**
 - **Add a RECARE SENT contact to the patient's list of contacts**
 - **Add a RECARE SENT clinical note to the patient's chart**
7. From the **Options** section of the **Recare Postcard Setup** window, you can select **Use Motivated Recare** if you want to print different messages based on the number of notices the patient has received.
8. Click **OK** to generate the laser postcard file.

Printing Laser Recare Postcards

1. Select **Reports > Print Laser Postcards** to open the **Laser Postcard** window.
2. Select the checkbox next to **Hyg Recall Postcards**, and then click **Print Selected** on the toolbar to print the Hyg Recall postcards.
3. Click **Yes** to clear the count of Hyg Recall postcards once all of the postcards have printed.