Feature enhancements

Automated Message Delivery Window: 8:00 AM – 8:00 PM

What's new

Automated messages sent through Patient Communications are now only delivered between 8:00 AM and 8:00 PM in your practice's local time.

Why this matters

Federal TCPA regulations restrict when automated messages can be sent to patients. This update ensures your practice stays compliant automatically.

Who this affects

All Denticon practices using Patient Communications for automated appointment reminders, recall campaigns, and marketing messages.

What to expect

Automated messages triggered outside the 8:00 AM – 8:00 PM window will not be delivered and will be marked as Not Sent in your Patient Communications campaign tracking report.

Action required: No action required

Unsigned Progress Note Report Includes Date Selection

What's new

Providers can now review unsigned progress notes for up to 7 prior days directly from the Unsigned Progress Note Report. Existing unsigned notes within the lock period can be reviewed and signed; if no note exists for a prior date, adding a note is also supported.

Why this matters

Makes it easier to sign notes from past dates so they don't go unsigned due to inconvenience.

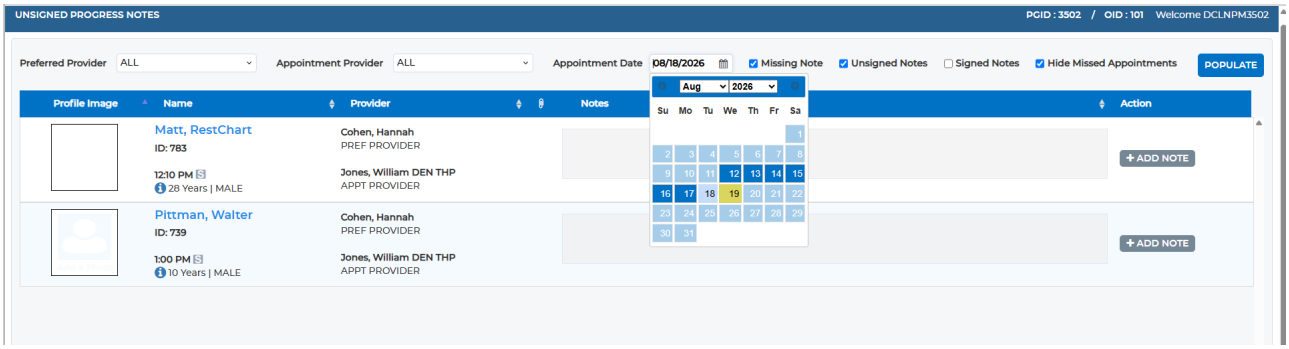
Who this affects

All Denticon providers using the Unsigned Progress Note Report.

What to expect

A date selection option is now available on the Unsigned Progress Note Report, allowing review of unsigned notes up to 7 days back.

Action required: No action required. Make users aware of this new capability.



Prescription Page Now Shows Pharmacy Name for Dosespot eRx

What's new

For practices using Dosespot, the pharmacy name that an e-prescription was sent to is now displayed directly on the Denticon Prescription page.

Why this matters

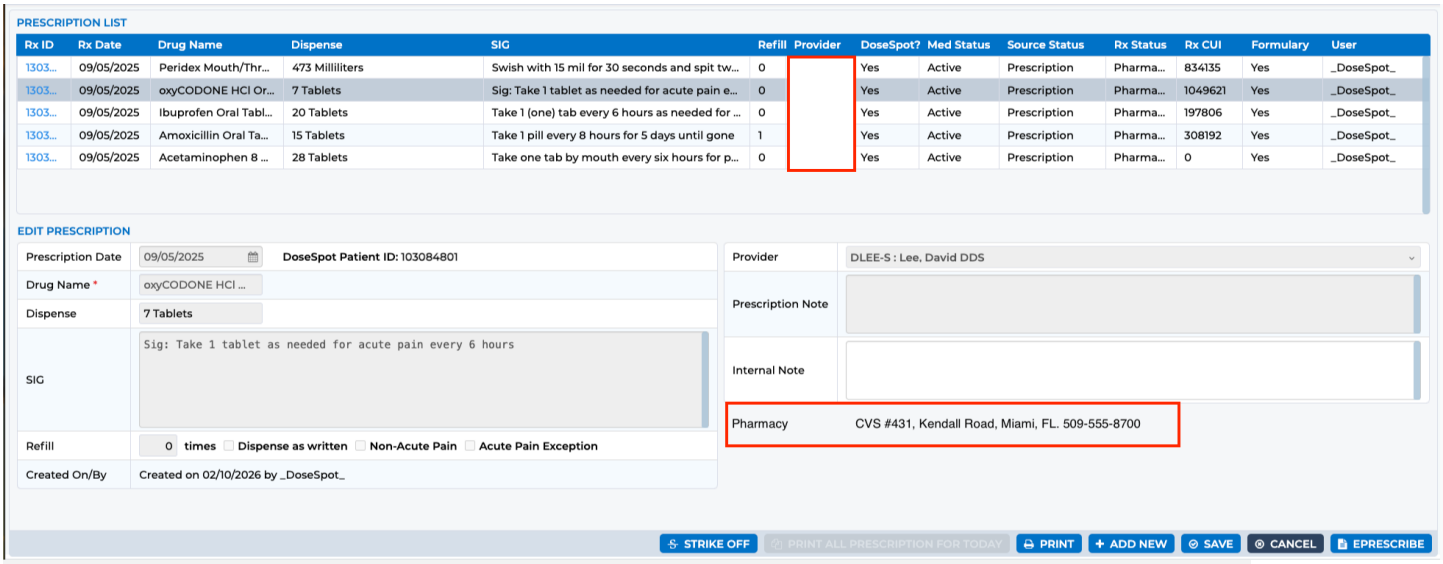
Previously, staff had to launch Dosespot to find out which pharmacy received a prescription. This change makes that information available in Denticon, reducing unnecessary system switching.

Who this affects

Denticon practices using Dosespot for electronic prescriptions.

What to expect

The pharmacy name now appears on the Prescription page for e-prescriptions sent via Dosespot. This applies only to prescriptions sent after the release date.



Action required: No action required.

Find Appointment Search Now Supports Patient Cellphone and Email

What's new

On the Scheduler page, the Find Appointment search now includes Patient Cellphone and Patient Email as search criteria options.

Why this matters

Staff can now locate patient appointments by phone or email without first navigating to the Patient Overview.

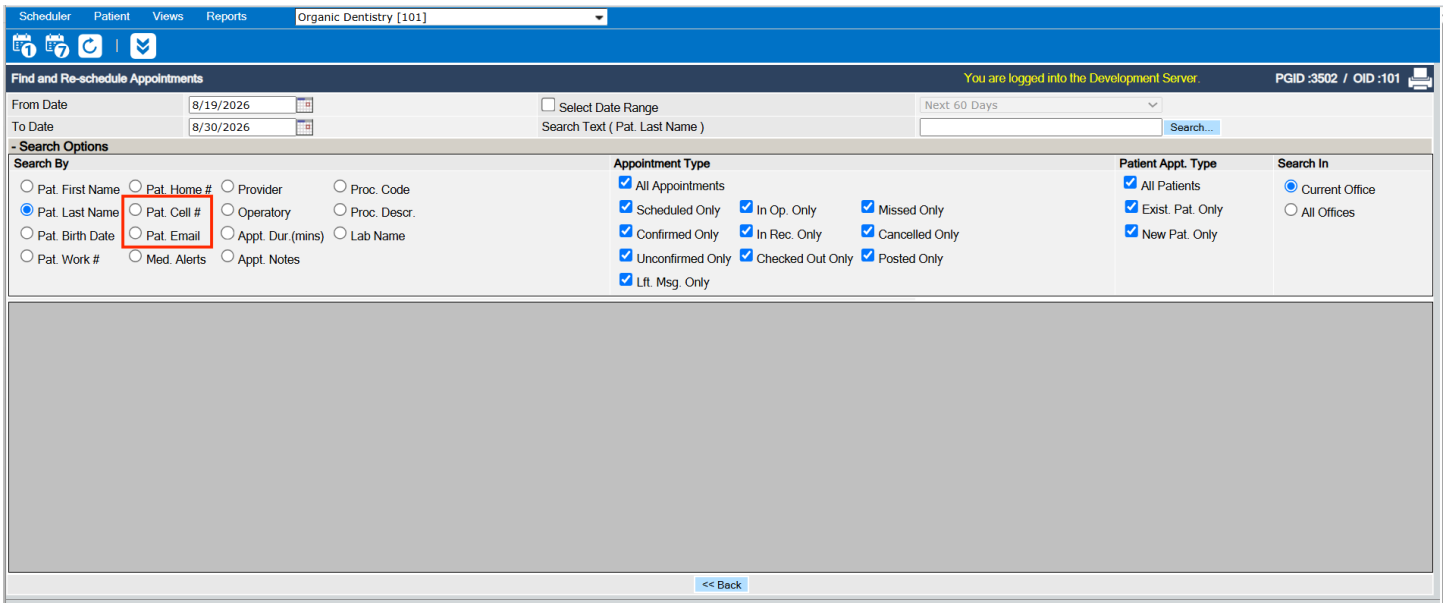
Who this affects

All Denticon users accessing the Scheduler.

What to expect

Two new search options — Patient Cellphone and Patient Email — appear in the Find Appointment criteria on the Scheduler.

Action required: No action required. Alert users to this new convenience.



Preferred Language Field Added for Responsible Parties

What's new

Practices can now set a preferred language for a Responsible Party, separate from the patient's own language preference, from the Add/Edit Responsible Party screen and the New Patient Billing tab.

Why this matters

Many patients have a Responsible Party who speaks a different language. Capturing the Responsible Party's preferred language separately keeps communication preferences accurate for that individual.

Who this affects

All Denticon practices managing Responsible Parties.

What to expect

Responsible Party records who are not the patient will start with a blank language field.

Action required: No action required.

Signed Progress Notes Now Display Signer and Timestamp

What's new

On the Progress Note history page, signed notes now clearly display who signed the note and when, replacing the edit icon that was previously shown and causing confusion.

Why this matters

Removes a confusing icon and replaces it with a clear, unambiguous indication that a note is signed — along with the signer's identity and timestamp.

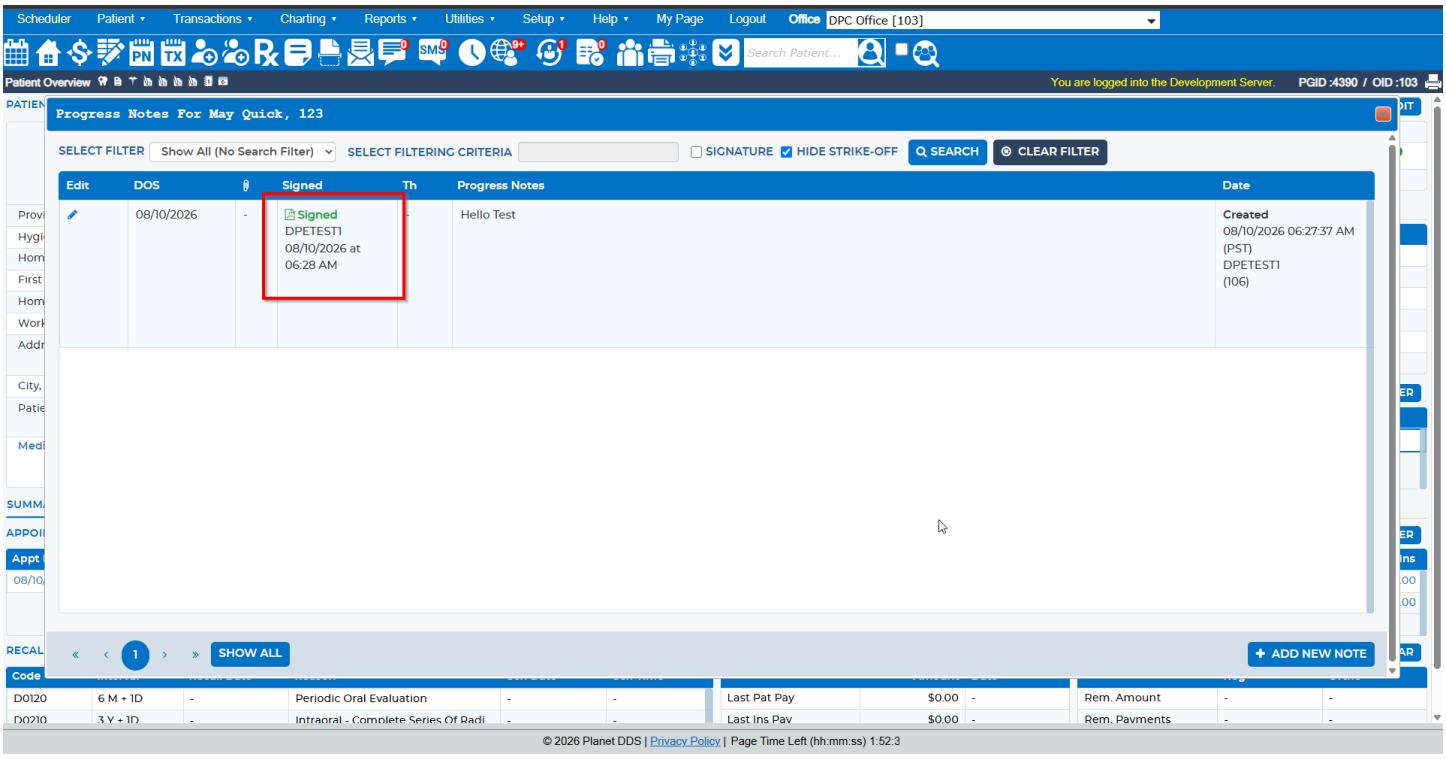
Who this affects

All Denticon users reviewing progress note history.

What to expect

Signed progress notes in the history view now show the signer's user ID and the timestamp of the signature instead of the edit icon.

Action required: No action required.



AI Referral Letters Can Now Include Perio Chart Attachments

What's new

Perio Charts can once again be attached to AI Referral Letters sent to referring dentists. This capability was previously removed in a prior release and has now been restored.

Why this matters

Referring providers need complete clinical context to provide appropriate care. Restoring Perio Chart attachments ensures the referring dentist receives the full picture.

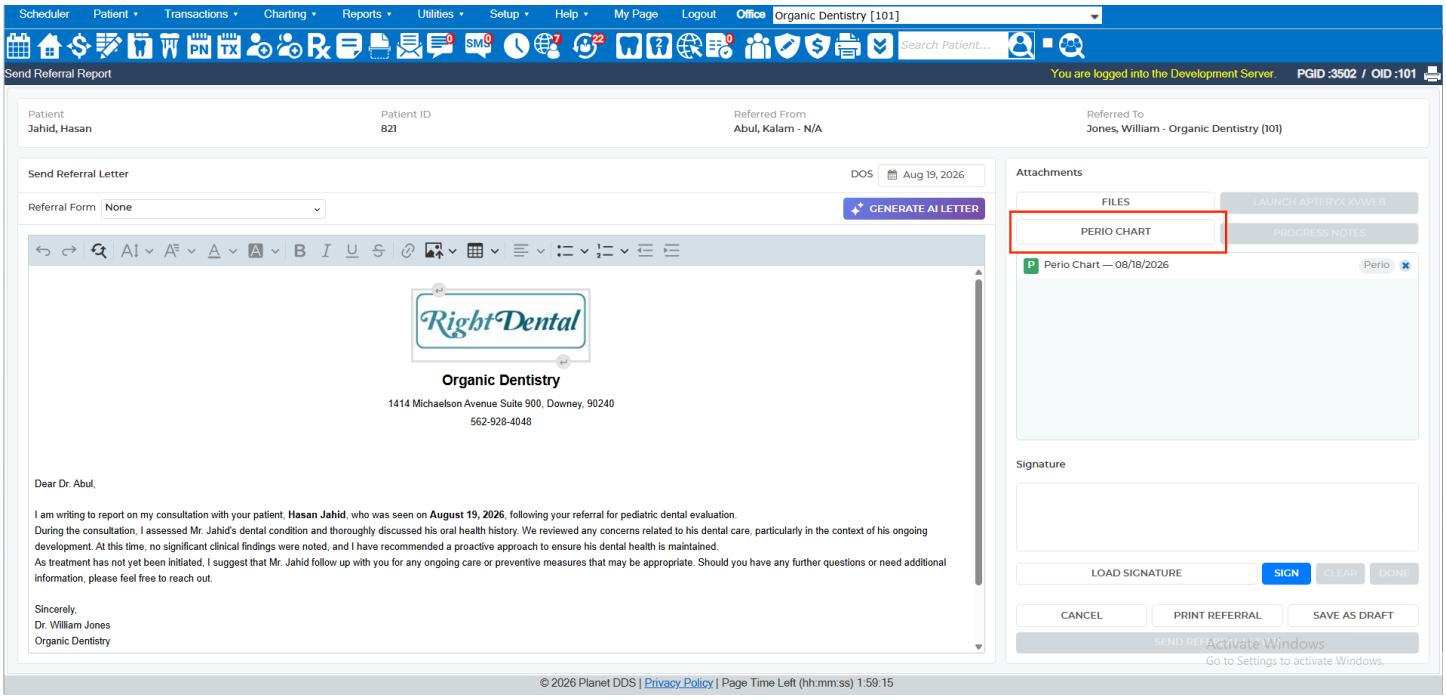
Who this affects

All Denticon practices using AI Referral Letters.

What to expect

The Perio Chart attachment option is available again on the referral letter screen.

Action required: No action required. Inform users that Perio Chart attachments have returned to the referral letter screen.



Defects resolved

- **Patient Communications**: Quick-Fill from Weekly View by operatory now opens the search screen instead of showing Page Unavailable.
- **Patient Communications**: The default Quick-Fill text preview now consistently includes "Reply 'Yes' to book the appointment."
- **Patient Communications**: Improved reliability of real-time SMS notifications.
- **Charting**: The Restorative Chart page now loads correctly when historical items contain unexpected occlusal values.
- **Charting**: Class V restoration drawings now consistently report the correct facial or buccal value that was entered.

- **Charting**: Mobility settings are now retained as expected.
- **Progress Notes**: Signing an unsigned progress note as a different user now records the correct signer.
- **Progress Notes**: The Unsigned Progress Note report now consistently excludes notes with a strikethrough state.
- **Progress Notes**: Progress Note icons remain visible on My Page.
- **Imaging**: For multi-practice group users, switching practice groups now updates the XVWeb user and PGID context as expected.
- **Imaging**: After opening the SOTA Imaging tab, Denticon stays logged in.
- **Patient Registration**: Online patient registration now saves addresses without duplicates.
- **Reporting**: Full Patient IDs are now visible in the Generate Contract Charges by Practice preview.
- **Reporting**: The Peg Board Day Sheet calendar now matches the standard calendar.
- **Reporting**: The PATPORTAL user is now available in report filters.
- **Revenue Cycle**: CareCredit payments now post to the ledger after a completed transaction.
- **Revenue Cycle**: AutoEligibility review now preserves scrolling and keeps changed rows actionable.
- **Revenue Cycle**: AutoEligibility no longer shows Accept for unchanged rows.
- **Revenue Cycle**: AutoEligibility now only updates locked insurance plans when the user has permission to update a locked plan.
- **Revenue Cycle**: Batch Claims no longer shows a false error message when claims are created successfully.
- **Revenue Cycle**: A transmission error with the medical claims feature has been corrected to handle situations where the patient is not the subscriber.
- **Revenue Cycle**: The Misc Setup page for Task Manager Actions no longer causes a page unavailable message.
- **Revenue Cycle**: The medical carriers page no longer shows a page unavailable error when no carriers have been created for the practice group.
- **Revenue Cycle**: The PayerID field on dental carriers now accepts PayerIDs longer than 5 characters.
- **Revenue Cycle**: Printing the blank medical claim HCFA template now includes Box 32 data when a service location should be included.
- **Revenue Cycle**: Medical alerts no longer block restorative-chart charge posting.
- **Revenue Cycle**: EOB attachment icons now appear for credit-card batch insurance payments.
- **Revenue Cycle**: PDDS Pay reconciliation amounts now align with Stripe.
- **Revenue Cycle**: Capitation insurance credit-card payments can now post through Stripe.
- **Revenue Cycle**: Managed-care plan coverage now displays accurately when viewing a plan.
- **Revenue Cycle**: AutoEligibility DXC frequency mappings now return to Denticon correctly.
- **Revenue Cycle**: Electronic claims now use the correct date of service.
- **Revenue Cycle**: CareCredit links from the schedule now work correctly.
- **Scheduler**: Hovering over the medical alert on a scheduled appointment now shows the alert tooltip.
- **Scheduler**: The Override Reserved Slots security right no longer triggers in unexpected situations.
- **Scheduler**: Scheduler weekly and daily user views now show consistent data.