

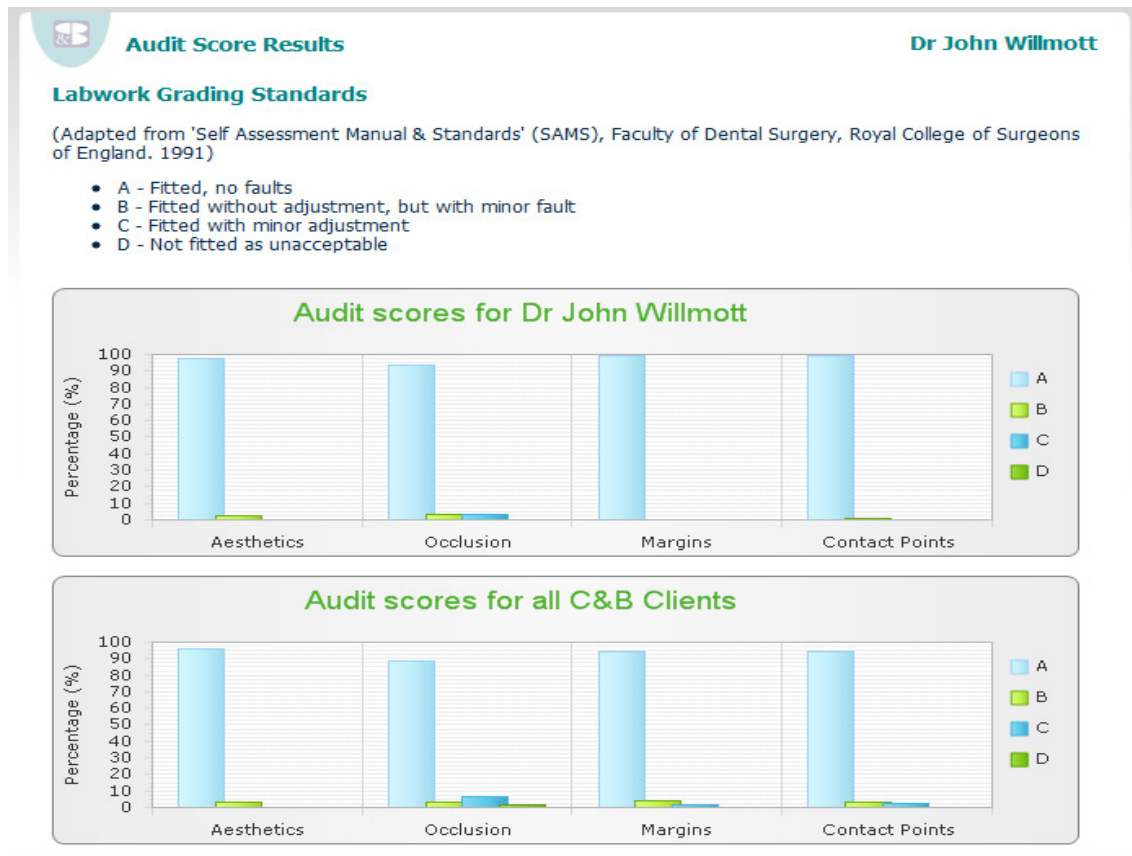
Crown&Bridge

Crown & Bridge Ltd Client Access Web-site

Welcome to the Crown & Bridge Ltd client access site. This unique dental laboratory facility will permit you to see real time information about your patients' cases, your account and much more.

The notes below will help you to get the most from the features on the web site. But we also like human contact, so feel free to talk to our support team on **0845 026 2116** for help with any queries that you may have.

Home Page – Audit Scores – this displays the statistics compiled from the Audit Cards that we send out with every case.



The top graph shows the result of any Audit Cards that you have returned. The bottom graph shows the accumulated scores from our whole client base as a comparison.

These Audit Scores are fed back to our GDC registered technicians and are vital feedback to ensure that our quality assurance level is constantly rising.

If the green banner below is seen in the Audit screen, this means that we are missing some contact details. Please click on 'completing you details' in the text, or click the 'My Details' navigation button and ensure that your details are correct and complete. This will ensure that we can contact you if we need information to help us with any of your cases.

Audit Scores for Dr John Willmott


The information we have for your account is incomplete. Please help us keep our records up-to-date by completing your details.


Orders & Tracking – all your cases, current and complete, are listed here.

The screenshot shows a web interface for 'Orders & Tracking'. At the top, there is a 'Reports' dropdown menu. Below it is a search bar with 'Clear Search', a patient name dropdown 'Willmott, John, Dr', a practice address dropdown 'Oasis Dental Care, 8 Regent Street, Long', and a status dropdown 'Current Orders'. The main area is a table with the following data:

| Job | Patient | Dentist | Status |
|--------|--------------|------------------|-------------------|
| > 4988 | Kevin Wilson | Dr John Willmott | Despatched By Lab |

At the bottom of the table, there are navigation icons (Home, Previous, 1, Next, End) and a 'Page size: 15' dropdown. On the right, it says '1 items in 1 pages'. A small icon is visible in the bottom right corner of the table row.

 Click this icon to download a copy of the lab card you sent us with any case. Crown & Bridge support your Clinical Governance by ensuring that you to have permanent access to this important part of your patients' records.

 Click on this icon to see the tracking history of any case. For current cases, your Reception staff can use this to quickly check progress of a case. This is also your access to any additional letters or photographs that came with this case.

If you have sent us cases from more than one dental practice, the Practice Address field will be blank and all cases from all practices will be displayed. Use the drop down and select a practice to display only cases from that practice. You can also select current or completed cases using the drop down on the right of this screen.

Click on the Reports drop down to see your options here:

Invoice – click on any case line, then click Reports/Invoice to produce an invoice for any completed case.

Product Passport – again, click on any case line, then click Reports/Product Passport. This will produce a document that is likely to become a legal requirement in the near future. This shows Crown & Bridge's address and registration details, your name and practice address and the relevant patient's details. The laboratory products fitted for that patient are listed along with the constituent materials used in their manufacture. The Product Passport also lists the materials' CE registration numbers. The document is completed with a standard MHRA (Medicines and Healthcare products Regulatory Agency) declaration.

Statement (Summary) – This report only appears at the Practice or Group level and gives a one-page summary of the amounts outstanding for all dentists and practices in that practice or group of practices. Use this report to find out the details of your account with Crown & Bridge. This is a 'dynamic' report which will show any outstanding payments on the day the report is run. Click Reports/Statement to generate this report.

Statement (Detailed) – all client levels can access this report to print a copy of their own outstanding account in detail.

Price List – click Reports/Price List to see Crown & Bridge's current, comprehensive price list.

Accounts – your account history with C&B Ltd is listed here.

Reports ▾

Clear Search Willmott, John, Dr Oasis Dental Care, 8 Regent Street, Long Ea All Transactions ▾


| | Date | Type | Ref | Job No | Debit | Credit | Outstanding | Date Due |
|---|------------|---------|--------|--------|---------|--------|-------------|------------|
| > | 17/08/2009 | Invoice | 100651 | 4984 | £105.00 | | £105.00 | 16/09/2009 |
| > | 17/08/2009 | Invoice | 100650 | 4985 | £29.00 | | £29.00 | 16/09/2009 |
| > | 13/08/2009 | Invoice | 100613 | 4946 | £85.00 | | £85.00 | 12/09/2009 |
| > | 10/08/2009 | Invoice | 100588 | 4911 | £85.00 | | £85.00 | 09/09/2009 |

> Click this icon to see how a payment you have made has been allocated against cases you have sent us. This facility is only functional from May 2009 onwards.

You can use the drop down arrows to filter information. So, for instance, you can view all transactions, or use the drop down to view only, invoices, credit notes, payments, adjustments, overdue cases or unpaid cases.

Our commitment is to ensure that payments made, or any other account changes, are recorded within 24 hours of receipt.

Schedule Pickup – the quick way to arrange a DHL courier pickup.

| | | | |
|-------------|-------------------|---|----|
| Pickup Date | 20/08/2009 |  | AM |
| Practice | Oasis Dental Care | | |

Schedule Pickup

In a busy day, your Reception staff may not always have time to telephone and book a pickup. Any member of staff can use our web site to order one and we will make a quick call back to you to confirm the pickup details.

If you have several jobs to be collected, please parcel them together and simply stick one of the DHL labels that we will supply on the box or jiffy bag and wait for the DHL driver to arrive. No need to waste lunch time standing in Post Office queues!

Order Lab Cards – the simple way to order lab cards and DHL pickup stickers

| | |
|----------------|--|
| Practice | Oasis Dental Care |
| Please send me | <input type="checkbox"/> Lab Cards <input type="checkbox"/> Return Courier Stickers |

Submit Order

Just click the box to tell us which products you need and then click the 'Submit' button. We will then send you lab cards and/or return courier stickers within a couple of days.

My Details – you can check that we have correct, up to date contact information here.

Help us to keep communication with you at the highest level. Please check and amend the details that we have and add any details we are missing.

| Contact | |
|-----------------|-----------------------------------|
| Name: | Dr John Willmott |
| Telephone: | 01159 736008 |
| Mobile: | 07958 425945 |
| Fax: | 0115 973 0152 |
| Email: | johnwillmott@crownandbridge.co.uk |
| Account | |
| Customer Since: | 26/10/2006 |
| Last Order: | 11/08/2009 |

Are these details correct?

Edit My Details

Key to our high level of service is having good, up to date information about how we can contact you, if needed. An email address is required to ensure security of access to your details, so please give us the email that you most often use.

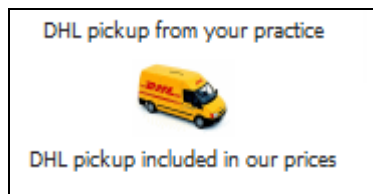
Please check these details now and update out of date information and add missing details. To add or amend details, click the 'Edit My Details' button and make any changes, then save your updated details

Crown and Bridge – click this navigation button to return to our public web site to read about our other facilities. This does not log you out of you own zone, so you won't have to keep logging in to do this. When you have seen what you need in the public web site, to return to your client access zone, just click the 'Client Login' button. You will not have to log in again

Client Zone Guide - Click the help icon to download our user guide in .pdf format

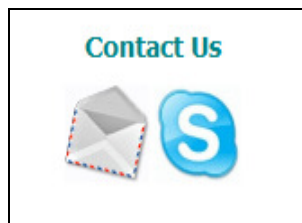


DHL Pickup



Crown & Bridge Ltd will bring you the best of service, starting with our DHL courier collection service. Simply complete the schedule form and send us the request – we will do the rest.

Contact Us



Click on the envelope to open your own email with our details preloaded. In the near future you will be able to Skype us.

If you have any worries or concerns, please telephone us on 0845 026 2116 and one of our support staff will be there to help.

Dr John Willmott
Technical Director
Crown & Bridge Ltd
M: 07958 425945