



## DentaSeal Frequently Asked Questions (FAQs) (Updated: February 2015)

### **System Information**

**Q: I've tried to complete a visit and get an error message or the system tells me that my information was not saved.**

A: Do not try over and over to get this information saved. Email [dhssealasmile@wisconsin.gov](mailto:dhssealasmile@wisconsin.gov) and include a screen shot (if possible) along with the visit/school name and dates and also include the approximate time the error occurred so we can review the issue logs in DentaSeal and fix this issue. This is only happening with handful of visit closures but please bring it to our attention.

**Q: Some information is not viewing properly on my computer screen. There are choices that I know I should have according to the user guide but I am not seeing them or my drop down menu is blank.**

A: You may be using a web browser not supported by DentaSeal. Please review the system requirements in the user guide to ensure you are using the appropriate hardware and software.

**Q: I have tried multiple times to log on and even reset my password and cannot access the system.**

A: Your local program administrator must first set you up as a user in DentaSeal. Make sure you send the local program administrator your username and that they entered you in the system.

**Q: I am a local user, and upon logging on, I cannot see any visits or search for a child.**

A: Your local program administrator has not set up any visits yet and until they do so local users will not be able to search for existing children in DentaSeal.

**Q: Why does my log in screen have an orange background sometimes and other time it does not?**

A: The test environment has an orange background and navigation bar to remind you that you are not in the production or live environment. Only enter real data into the production site which can be accessed at <https://sealasmile.wisconsin.gov>. We are encouraging programs to continue using the test environment for training purposes and to try different things that they do not want to be permanent in the production environment. The test site can be accessed at <https://sealasmiletest.wisconsin.gov>.

**Q: Do all dental providers need a username and password for DentaSeal, even if they will not be accessing DentaSeal?**

A: Yes, all dental providers who treat children will need to set up a username and password so their name can be selected on the child dental record page and tied to a visit. This also will be tied to reporting and billing.

**Q: What I'm seeing on my screen is not matching with what is in the user guide?**

A: You may be using an outdated version of the user guide and should download the most current version from the [Wisconsin Seal-A-Smile website](http://www.wisconsin.gov/sealasmile). Local program administrators will not see an

administration tab on the top navigation bar, only application administrators have this function. Likewise, local users will not see the visits and program tab, as only local program administrator have this access.

## **Visits**

### **Q: I am finished seeing children for a specific visit, what is next?**

A: You can now begin completing a visit. Visits that are not yet completed are on the right side of the screen. From the visit screen you should click “complete” and fill in the appropriate information on the complete visit screen.

- Ensure the number of consent forms distributed matches the approximate enrollment of the targeted grades and only enter this number for the first visit at each school in a school year. Do not re-enter this number when you return for additional visits (i.e. follow up varnish applications).
- Enter “0” for all the equipment and instrument boxes. We will no longer capture this information at the visit level but only at the program level. You still need to enter equipment and instruments in the Program tab but do not need to account for them at the visit level. There is no need to go back and edit any visits you have already completed Make this change when completing visits from this point forward.
- We have encountered some programs that are having trouble closing out a visit. If you encounter a problem with completing a visit please email [dhssealasmile@wisconsin.gov](mailto:dhssealasmile@wisconsin.gov) and let us know the name of the visit, dates and when this problem occurred. We are working to resolve this issue that appears to only be affecting a handful of visits.
- DO NOT complete any visits that you need to make corrections to a child’s encounter in. The edit feature will be available soon and you’ll need to keep the visit open until you update all your information.

### **Q: Should I set up one visit per school that lasts the entire year?**

A: No, a visit is a short duration of time in which a program is at a school. Previously in SEALS you used “Events” which spanned across an entire year, this is different in DentaSeal. A program will have multiple visits per school throughout the year and should set up a visit for each time they are there in DentaSeal. For example, if you are at a school in September to screen and seal children and again in December to apply 2<sup>nd</sup> varnish applications and again in March for 3<sup>rd</sup> varnish applications you would set up three separate visits.

## **Child information / Dental Record**

### **Q: I have made a mistake on the child information page and need to correct it, what should I do?**

A: You should not go back and create another entry for this child to correct any information. Please keep a running log of any errors that need to be updated as in the future there will be an edit function that will allow you to edit information about that visit specifically (i.e. forgot to mark the fluoride varnish check box or marked the wrong tooth as sealed). Going back into the system multiple times will impact your data.

### **Q: Do I have to check the box next to sealant placement if I mark teeth on the tooth chart as “sealed today”**

A: Yes, each entry affects various data calculations so it is important that you check both the box and mark the tooth as sealed. If you did not do this please DO NOT go back in and create another encounter

for this child. In the near future you will be able to edit an encounter and go back in to check a box you forgot to check or make any other corrections needed.

**Q: Do I really need to mark all the teeth as primary, unerrupted or missing?**

A: No, you only need to ensure that the tooth status (primary or permanent) is correct for any teeth you mark with decay, as filled or sealed so they will print out properly on the follow up form. If a tooth is sound, you are not required to change the status to primary as this doesn't impact your data at all. If you prefer to keep an accurate record of the child's dental chart, DentaSeal gives you the ability to chart some additional but optional tooth status.

**Q: Do I need to enter Wisconsin ID numbers and are these the same as a school ID number?**

A: All students in Wisconsin are assigned a Wisconsin Student ID number by the Wisconsin Department of Public Instruction. This is the only number that should be used in this field. We are not requiring that this information be entered in year 1. If the school is not able to provide the Student ID number, you can leave the field blank. In the future, we hope to provide additional communications to school administrators on the sharing of this information and making this a required field. Programs are encouraged to begin working with schools now to get the Student ID numbers.

**Q: I've used an older version of the consent form that does not ask for race and ethnicity separately.**

A: You should begin using the new consent form template that is available on the [Wisconsin Seal-A-Smile website](#). If the parent marks only a race (i.e. White, Black, etc) and not an ethnicity, such as Hispanic, you should mark "unknown" in the ethnicity questions. The same would be true if a parent only marks Hispanic and not a race. You would then mark "unknown" in the race question.

**Q: How do I know if a child has a dental home?**

A: If the parent/caregiver answers that the child has seen a dentist in the last 12 months this would constitute having a dental home. If the visit was more than 12 months ago, for the purposes of DentaSeal, we would not consider this having a dental home.

**Q: When in the patient record, there is only one option in the drop down for date of service. How can I get more date options?**

A: You have most likely set up your visit to either span across an entire school year or extend from one calendar year to another (i.e. Sept 2014 – June 2015 or Dec 2014 – Jan 2015). If you have set up your visit for the entire school, please review how to set up a visit in the user guide and watch the webinar on this topic. If your visit truly does span across a calendar year, you should set the end date for Dec 31 and then start a new visit on Jan 1 until developers can fix the calendar bug that currently exists in the program.

## **Follow up form**

**Q: Can I edit the information on the follow up form before printing it?**

A: Currently, the only thing which can be edited or done on the follow up form is checking the boxes next to why sealants may not have been placed. In future versions, we hope to add additional features on this page.

**Q: Can I change the name of my program on the printed follow up form?**

A: You must contact [dhssealasmile@wisconsin.gov](mailto:dhssealasmile@wisconsin.gov) to request this change. Please allow two business days for this to be updated.

**Q: My follow up form is printing on multiple pages, can this be fixed so that it only prints on one page?**

A: This can be changed in your browser settings. You will want to either change your settings to “fit to page” or change your options to print double sided to conserve paper.

## **Retention Data**

**Q: How do I mark that a tooth has a retained sealant?**

A: If this is the first time you are entering data for this child in DentaSeal, you will simply mark all the teeth with program sealants that were placed last year as “sealants present.” You also need to check the “retention check box.” If you are checking the retention of sealants on a child whose charting was entered at a previous visit in DentaSeal and all sealants are retained you only need to check the “retention check” box. This indicates to the program that all program sealants placed at previous visits were retained. If you have to re-seal a tooth you would mark that tooth as “sealant placed today.” And the retention check box which indicates all other sealants were retained aside from the one re-sealed today

**Q: Do we need to enter retention data into DentaSeal for children seen in 2013-14?**

A: Yes, all children who are seen for retention checks must be entered into DentaSeal. Programs are required to complete retention checks on at least 10% of the children per school they sealed the previous year, but can do more. Programs are required to enter ALL retention checks into DentaSeal regardless of how many they provide.

## **Other**

**Q: Will there be additional DentaSeal Training available?**

A: A series of webinars have been developed on specific topics and are available on the [Wisconsin Seal-A-Smile website](#). There may be additional live training and technical assistance sessions in the future. Please watch for correspondence via email or check the SAS website for a schedule with call-in/registration information.

**Q: I emailed a question to [dhssealasmile@wisconsin.gov](mailto:dhssealasmile@wisconsin.gov) and haven't gotten a response. When will my question be answered?**

A: You will receive a response to your question in 2 business days. Please do not send your DentaSeal questions to any other SAS administrator email addresses.