

# SIDEXIS SYNC SERVICES

**SIDEXIS SYNC SERVICES as an universal tool to set up a 2<sup>nd</sup> practice site with mixed SIDEXIS XG and SIDEXIS 4 installations and novel integration into existing PMS workflow**

Dental practice U. Scholtz, Gernsheim, Germany

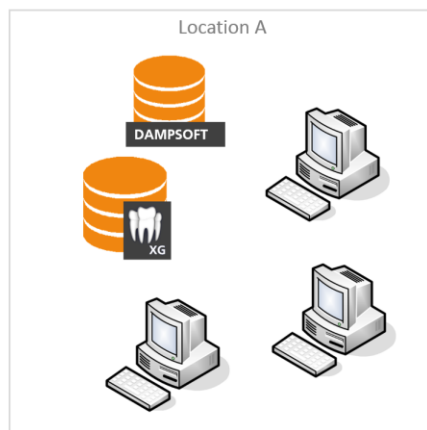


### Current situation

An existing dental practice was expanded to include a second location. This is located a few kilometers from the main location. The central practice is equipped with Sidexis XG and a practice management software (PMS). The second practice will be equipped with Sidexis 4 only. A large number of patients have already been treated in the central practice and will visit the new second location in the future.

### The problems

The following challenges posed when implementing customer requirements:



1. The new Sidexis 4 location should have the existing patient and 2D image data from the Sidexis XG installation right from the start.
2. This location may operate *offline* for a (short) time before the planned Internet connection is implemented at the branch location.
3. During operation, all patient and image data should be synchronized bidirectionally and fully automatically so that they are directly available both at location A under Sidexis XG and at location B under Sidexis 4.

4. The different SIDEXIS systems (XG and 4) are also to be continued at both locations.
5. The registration of new patients as well as the establishment of new exposure readiness should take place exclusively from the existing PMS (Practice management software). This runs at the central location on an existing workstation and can be reached from the branch via Windows Remote Desktop (RDP).

**SIDEXIS SYNC SERVICES is an add on product for the DentsplySirona Sidexis Software**

**Additional information about RSWE add on products can be found at [www.sidexisplugins.com](http://www.sidexisplugins.com)**

SIDEXIS XG und Sidexis 4 are products of DentsplySirona  
SIDEXIS SYNC SERVICES is a RSWE product

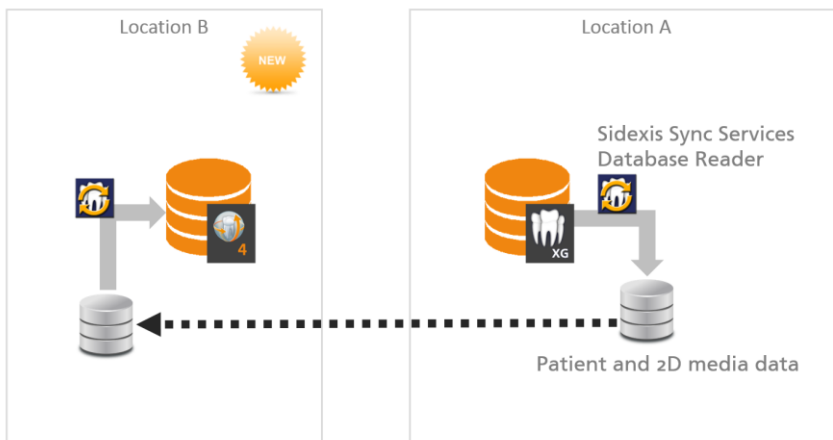
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## The solution

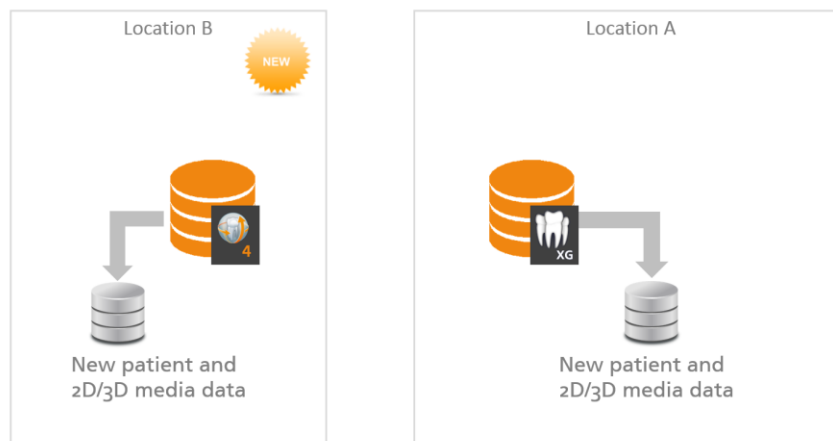
By planning and installing SIDEXIS SYNC SERVICES in stages, the customer requirements could be implemented without exception.



In **phase 1**, the existing Sidexis XG patient and 2D image database was read using the SIDEXIS SYNC SERVICES database reader tool and transported to the second location via data carriers. There the reading of the inventory data could be realized with simple means. After Sidexis 4 start, all inventory data was also available at the new location B.

**Phase 2** was characterized by a temporary offline work of both practices, since the internet connection at the new location was not yet established. In this phase SIDEXIS SYNC SERVICES, installed at both locations, was able to offer a convincing bridge:

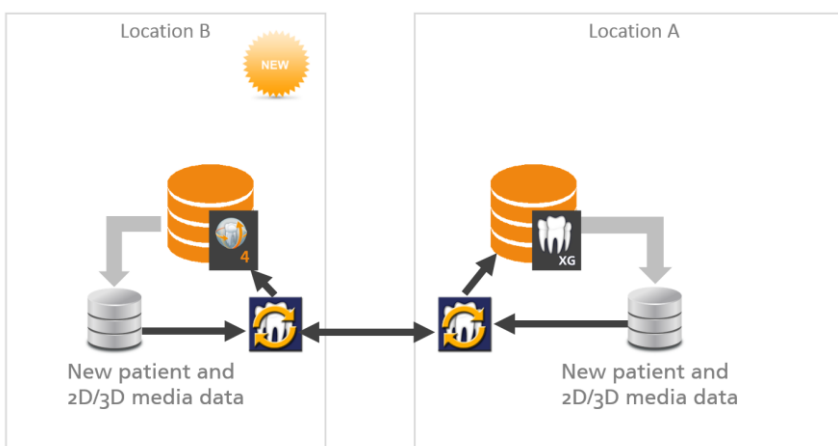
SIDEXIS SYNC SERVICES receive new patient and admission data at both practice locations and "buffer" them locally. This temporary storage takes place automatically until a final data transport to the respective remote location took place after the Internet



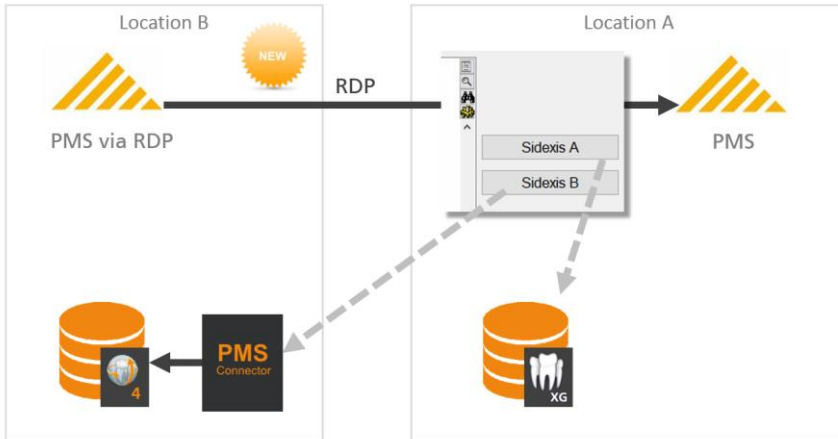
VPN connection was established. This enabled a seamless database to be implemented despite the lack of a VPN connection.

**Phase 3** was finally completed after the Internet VPN connection of the new practice location was fully available. SIDEXIS SYNC SERVICES was configured accordingly for fully automatic, bidirectional data contribution of new patient and image data.

In this phase it was also possible for the first time to optimally integrate the existing PMS into the new customer workflow, which was spread over two locations, to create new exposure readiness.



The starting point for this is the operation of the PMS "remotely" via RDP from the new location B. PMS is accessed on an existing workstation at location A. The new patient is registered here. In the case of a request for exposure readiness, this should now be automatically delegated to Sidexis XG or Sidexis 4 and the respective Sidexis should be automatically put on standby.



The PMS allows you to configure your own buttons. This option was used to define a separate exposure readiness button for each location. If the user presses the "SIDEXIS A" button, the (unchanged) local production of the Sidexis XG exposure readiness takes place at the main site.

However, if he presses the "SIDEXIS B" button, a new SIDEXIS SYNC SERVICES PMS Connector Tool takes over the transfer of the exposure readiness order to the remote location B. The following actions now take place:

- Receive the registered patient data
- Transfer of this patient to the installed Sidexis 4 system
- There, this one is optionally created
- Automatic Sidexis 4 activation and branching into patient-oriented exposure readiness

From the user perspective, the process looks as if he only works locally with both PMS and the new Sidexis 4 at the new location B.

## Benefits

The use of SIDEXIS SYNC SERVICES was able to show its strengths in all phases of the establishment of the second practice.

Immediately after commissioning the practice operation without a continuous VPN Internet connection, the practice staff was already able to access the existing Sidexis XG patient and 2D image data. Since many patients at location B were previously visitors to the main location, re-entering patient data and the associated problems (including missing or incorrect PMS card numbers) were effectively avoided.

Immediately after establishing the VPN connection, two central customer requirements could be met immediately:

1. The post-synchronization of patient and 2D image data from ongoing practice operations at both locations without an established VPN connection.
2. The ongoing, fully automatic data contribution of this data in the normal course of practice.

This data contribution could also be implemented in the heterogeneous Sidexis environment with the required mixed operation of both Sidexis XG and Sidexis 4.

Last but not least, by using the new SIDEXIS SYNC SERVICES PMS Connector, a customized connection to the existing PMS was implemented in a Windows Remote Desktop scenario. This novelty allows the practice staff at the newly established location B to maintain the usual workflow when creating new X-ray images via Sidexis 4.



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