

Training Overview – ChairSide Suite Training

Overview: (For offices who currently have Tracker and are adding ChairSide Suite [Imaging, Charting])

The Bridge Network’s ChairSide Suite applications are sophisticated programs with a wide range of features. Professional training is offered by The Bridge Network to give your staff the skills necessary to efficiently use these applications. The training is divided into multiple phases. The information in each phase is presented in one or more training sessions. Although the length differs for each type of session, a training session is typically no longer than four hours.

These are guidelines only and time between phases and points covered vary depending on each office’s requirements and abilities. We often modify the training schedule and the points covered depending on each practice’s requirements. Also depending on the computer skill level of the staff, the level of comfort with the items covered and the progress of the session, more or less information may be covered than scheduled. **The Bridge Network will be more than happy to accommodate the office with additional training upon request.**

Pre-Training Preparation

A 30-minute video introducing the concept of Visual Charting can save up to one hour in training time if it’s viewed by everyone attending the imaging and charting sessions. The video is provided via [this link](#).

The digital X-Ray hardware and native software should already be in place and staff should be trained to use it by the supplier prior to the training on the ChairSide Suite.

I. Phase #1 – ChairSide Imaging

Each office will be able to pick which type of mount setups that they would like to use before the ChairSide Imaging training session. The office will be reminded of this via an email with instructions.

Due to the different hardware that may have to be configured with CSI, as well as the amount of information to be presented, the ChairSide Imaging training is sometimes divided into two sessions. The first session introduces the concept of Visual Charting and gives an introduction on properly getting images from different devices including digital x-rays, digital imaging and case presentation. The second training session usually takes place two or three weeks after the first session and can be done online. Since staff members are more experienced with CSI by this time, the trainer can discuss more advanced topics. In general, this session guides clinical staff members through CSI so it’s used as efficiently as possible and is producing powerful imaging information.

II. Phase #2 - ChairSide Charting Clinical Notes & Forms Training (doctors and decision makers only)

The ChairSide Charting training process begins with the discussion of digital [notes and forms](#). The notes and forms used by any particular office are unique. As such, this session is used to customize the forms and setup phrases to your needs. In the next session, with this foundation in place we can smoothly transition and focus on teaching the staff how to use them in their day-to-day procedures in the most efficient manner. Online training for this session is ideal.

III. Phase #3 - ChairSide Charting Training Session

During this session the clinical staff members are given detailed (Advanced) CSC training for both restorative and perio-charting. We use data/info from current patient charts to enter into CSC. The concept of “Visual Charting” is reviewed. Treatment plans, scheduling and patient flow will be discussed. Voice activation can be covered in this session, or in a separate session depending on the needs of your office. Due to the amount of comprehensive information presented, a follow-up session is highly recommended.