



# Dental Schedule Communications

August paid  
September  
2022

**Welcome to the Schedule Communications where you will find all our latest news and useful information.**

**Access the schedule close dates and prior approval timescales [here](#)**

## **FINAL REMINDER - Web form ceasing 30 September 2022**

The eDental web form will cease from 30 September 2022. The web form was a solution to allow practices who did not have a Practice Management System (PMS) to submit claims electronically when eDental became mandatory in 2018. If you do not currently use a PMS and do not have a plan in place for when the web form ceases you will be unable to submit claims to us.

## **Phase 3 multiplier**

Humza Yousaf, Cabinet Secretary for Health and Social Care sent an [email](#) to all Dental Teams to provide details about the immediate next steps for the multiplier and wider engagement programme with sector on reform. Please familiarise yourself with this communication and share it within your practice.

## **Changing NHS connection**

If you're changing your eDental technical set up for any of the following reasons, then you are required to advise us so we can help maintain your eDental connection.

**Changing practice management software (PMS)** - We must be advised of the old and new PMS and the date you will go live; discuss the management of open treatment claims with your PMS supplier and on any requirement to follow the

continuation case process. We will send you the code of connection documentation to be completed and arrange for the EPOC to be sent to your new supplier. EPOC is the password your PMS requires to access the NHS network.

**Changing location** – contact us to advise of the move details and depending on the situation we will offer the appropriate support and advice.

### **Changing Internet provider or replacing your internet router**

As soon as you have replaced an internet router or plan to change internet provider you should ask your IT support to look at the guidance for [managing eDental connections](#) which refers to updating the CAT20 with the new default gateway IP details. You should contact us with details of these changes, and we are also here to provide support if required.

## **Accessing and maintaining your eSchedule access**

New application forms for eSchedule access are now online, any applications using outdated forms will be returned.

1. If you're a General Dental Practitioner, Orthodontic Contractor, or Public Dental Service Practitioner you can request online access to your payment schedule and practice reports. Complete the dental online reporting application form called [eSchedule dentist registration form - OLR001](#)
2. A practice can authorise one nominated General Dental Practitioner or Orthodontic Contractor to access all the dentist's monthly payment schedule reports within a practice. The form can also be used to change access for an existing eSchedule contact. Complete the dental online reporting application called [eSchedule contact form - OLR002](#)
3. For Health Boards only, if you're a Clinical Director or a Clinical Lead you can get access to the PDS payment schedule and activity measure reports in your NHS Board. Normally the number of accounts is limited to 2/3 staff per board and the form can also be used to inform us to remove and designate new access. Complete the application form called [NHS Board registration form - OLR003](#)

Please ensure you read the [eSchedule access terms and conditions](#). We also have guidance on managing your reports and how to use eSchedules [here](#).

## **Program to digitize online forms**

We are commencing the delivery of our Online Forms Project with a first phase that will digitise all forms over the next 18 months.

Digitising web forms will reduce time spent keying in information, will improve communications with the business teams over form submissions.

You will receive a link to register, authenticate and create a personal profile on Service Now when the forms are live. You will then be able to submit your forms digitally, saving time, and contributing towards reducing the carbon footprint by removing paper from this process.

The portal will include easily accessible online guidance to locate and complete the new forms that will include guidance notes and a demo video.

If you would like further information or support with this new approach, please contact: [NSS.primarycare@nhs.scot](mailto:NSS.primarycare@nhs.scot)



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