



Frequently Asked Questions ICE Health Systems

Please find below a list of introductory questions we are often asked by professionals considering ICE Health Systems.

If you have a question you would like to add to this list, please feel welcome to contact us at info@icehealthsystems.com and we will be pleased to receive and address your questions.

You can also view a system overview video [here](#).

CLOUD & SECURITY

- Is it in the Cloud?
 - Yes. ICE Health Systems is delivered entirely via the Cloud.
- How can you verify the system security and compliance?
 - We are audited by third party auditors to ensure security and compliance. For more information please see our website at: <https://icehealthsystems.com/technology.html>
 - A related document can also be found [here](#).
- Can I access my system from anywhere on any device?
 - Yes.
- Does the system work on data connections (tethering) as well as Wifi?
 - Yes.
- Is my data backed up?
 - Yes. Your data is constantly being backed up in our secure Cloud environment.

ACCOUNT ACCESS AND BRANDING

- Is there any way I could access the system without having to use another username and password?
 - Yes. There are multiple single sign-in options available that respect security and simplify your access to ICE Health Systems.
- Branding is important to businesses. Is there any way we could brand the front screen and customize the system colors?
 - Yes. There are branding and customized color options for each account.

CLINIC SUPPORT

- Does the system support multiple locations in a single account?
 - Yes.
- If so, how many?
 - Unlimited.
- Can we refer to doctors and/or clinics throughout our practice?
 - Yes. There is a referral module within ICE Health Systems.
- Can we book appointments for patients in other locations of our practice?
 - Yes.
- Can we build reports that are specific to each clinic?
 - Yes.
- Can we build reports that group people?
 - Yes.
- Can we build group-wide reports?
 - Yes.
- Can we communicate on-demand among the group in different locations?
 - Yes.
- Can we communicate in real-time among the group in different locations?
 - Yes.
- A document outlining ICE Health Systems for multi-clinic groups can be found [here](#).

FORMS/DOCUMENTS

- Does the system come with forms included?
 - Yes. There is a growing [library](#) of forms available for ICE Health Systems customers.
- Is there an additional cost for this feature?
 - No additional cost.
- Can I create my own forms or do I have to rely on the company to do that?
 - We have a form builder within ICE Health Systems enabling you to create your own forms at any time.

DIRECT CAPTURE OF IMAGES/RADIOGRAPHS

- Does the system capture radiographs directly from scanners?
 - Yes.
- With what sensors is it integrated?
 - We have a sophisticated TWAIN driver that is reliable and fast. The vast majority of sensors on the market today use TWAIN. We are continuously testing new sensors to ensure success with each.
- Am I able to view .stl files in the system if I were to upload and have ICE Health Systems host the data?
 - Yes.

TELEHEALTH

- Does the system have a telehealth system within it?
 - Yes.
- Do I or my patients and/or colleagues need to download or register separately for the telehealth module?
 - No downloads or separate registration needed.
- How many people can be included in a single meeting?
 - 30.
- If I am demonstrating a procedure or doing a consultation with a colleague, multiple cameras are important. Does the system support more than one camera per participant?
 - Yes.



- What is the limit on cameras per participant?
 - No limit.
- Is there an additional fee for the telehealth module?
 - No additional fee.

APPOINTMENT REMINDERS

- Does the system have a patient reminder module within it?
 - Yes.
- If so, does the module send email or text?
 - Yes, both.
- Can we customize and brand the communications?
 - Yes, both.
- Can my patients confirm appointments directly from the reminder?
 - Yes.
- Is there an additional fee for the appointment reminder module?
 - No additional fee.

OTHER REMINDERS/NOTIFICATIONS

- Can the system notify me if someone sends me a message and I am not currently logged in?
 - Yes.
- Is there an additional fee for this module?
 - No additional fee.

MEDICATION INFORMATION

- Does the system have a medication dosage calculator?
 - Yes. ICE Health Systems is integrated with LexiComp.
- Can the system inform me if medications the patient is taking are contraindicated?
 - Yes. This is tracked and alerts show in real-time in the patient record.
- Can I get access to updated medication information through ICE Health Systems?



- Yes, via the integration with LexiComp.

INVENTORY MANAGEMENT

- I am always overspending on inventory and then running out of things. Can this system help?
 - Yes. ICE Health Systems has an inventory management system and can provide reports to show you the status of your inventory.
 - ICE Health Systems is also able to integrate with systems at Midway Dental Supply in order to further track and recommend optimal efficiency in ordering.

PATIENT PORTAL

- Does the system have a patient portal?
 - Yes.
- Can I message with patients via the portal?
 - Yes.
- Can patients make payments via the portal?
 - This will soon be available.
- Can patients review patient education animations via the portal?
 - Yes.
- Is their access to the portal tracked so that I have a proper and complete record to protect me?
 - Yes.
- Is there an additional fee for this module?
 - No additional fee.

REPORTING AND DATA ACCESS

- Are there any “canned” reports in the system or Sharing Center?
 - Yes. There is a growing library of readily available reports for all users to access.
- Can I create my own reports in the system or do I have to rely on the company to build reports?

- There is a reporting module within the system that enables you to create your own reports.
- Is there an additional fee for this module?
 - No additional cost.
- How does the running of reports work?
 - You can run reports at any time or have them automatically update in real-time.
- Can I export reports?
 - Yes, in multiple formats (Excel, CSV, JSON, PDF).
- How can I view reports?
 - Graphically or numerically.
- Can I create and run reports on the whole practice and get as granular as running reports on individual items for single patients (e.g., risk assessments over time for a single patient)?
 - Yes.

INSURANCE AND FINANCIALS:

- Can I take payments directly into the system from credit cards?
 - Yes.
- Can patients make payments directly from their patient portal?
 - Yes.
- [General Questions about the financial system within ICE Health Systems](#)
- [Questions for an Integrated System](#)
- [Financials in Comprehensive Health Records: Part 1 - Patient Workflow](#)
- [Financials in Comprehensive Health Records: Part 2 - Insurance Workflow](#)
- [Financials in Comprehensive Health Records Part 3 - Payment Options](#)
- [Financials in Comprehensive Health Records: Part 4 - Additional Features](#)

PRICE:



- Is ICE Health Systems competitively priced or do these features increase the base price?
 - ICE Health Systems is competitively priced and clients of Midway Dental Supply may also qualify to have Midway cover their license fees. Please contact your Midway representative for more information.

ADDITIONAL INFORMATION

Please find these titles linked to associated material:

- [About the Collaboration for Health IT](#)
- [Dental Diagnosis and Treatment Planning](#)
- [Swipe-free Mobile Validation](#)
- [Q&A about ICE Health Systems](#)
- [Structured Content](#)
- [Telehealth and distance supervision \(Community Based Clinical Education\)](#)
- [Telehealth in Comprehensive Health Records](#)
- [Scheduling](#)
- [Periodontal Charting](#)
- [Reporting and Data Exposure](#)
- [Individual and Patient Management](#)
- [Patient Education](#)
- [Data Warehousing](#)

To learn more about other features available in ICE Health Systems, browse the training materials in our Knowledge Base at <https://help.icehealthsystems.com/kb>

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