McTech Dental Lab INC.
Labstar Client Portal

Introduction

The client portal provided for you by McTech Dental Lab is an updated and secure way for your practice to communicate via messaging, send pictures, scan data, view patient profiles, view policies and prices, along with many other valuable features. This platform is completely yours and guarantees HIPPA compliance and improves record keeping. The overall purpose of this updated system is to improve the partnership between your practice and McTech, and thus, help you better accomplish your primary goal of better treatment for your patients.

Getting Started (for best results, follow these 3 steps carefully)

1. To get started, first and foremost it is recommended that you use either Firefox or Google Chrome as your web browser. In my personal experience working with this software, I have found that Chrome works best. If you are having any trouble, check to make sure you are using one of these browsers first.
2. In the main URL box on the top of the browser window, (not in a search box) type in https://mctech.labstar.com once at the site it is recommended you save this page as a book mark. You will not be able to find this landing page using a search engine. Next type in:
   a. User Name:
   b. Password: McTech01
3. At this time, if enabled on your browser, there should be an option to remember your user name and password, click ok.

The password given is not a secure one and Dr.s should take it upon themselves to create a secure username and password. If you ever forget a username or password, give Ryan a call, he can look it up for you really quick.

Overview of Home Screen

- The top of the screen displays the home button, search bar, client profile and help button. Clicking the home button or McTech logo will take you back to the home screen from wherever you are within the client portal. The search bar allows you to search for a case using patient name. Clicking on help gives you access to more resources regarding your client portal.
- Hovering the mouse over your name on the top right will activate a drop-down menu with options to logout or view your profile settings. Your profile contains your name and allows you to *change your password*. It would be highly appreciated if you would enter an email that would best reach the Dr. personally, if this is the same email already provided please reenter it here. This is also where you can view your personal fixed preferences. If there is any rule you would like to apply to any, and or all cases, you can enter the text here and it will populate automatically on the technician work ticket for all cases submitted. This can also be modified on a case by case basis in the case entry stage.
- In the top left corner, you'll notice your name. The number next to this name reflects the number of cases you currently have at McTech.

- The Calendar to the right reflects the date on which a case is or was scheduled to be delivered. Scrolling this calendar shows all your cases past and present. You can click the blue number on any particular date to view the cases listed out. The bottom left may also display the cases that will be arriving today if you have cases scheduled to be delivered.
- The bottom displays several helpful links.
    - McTechDentalLab.com will take you to our website where you can find a number of other resources, case studies, information about us, and our blog.
    - UPS / WWEX Shipping Label Login will direct those clients who require shipping to their respective login for printing out shipping labels.
    - McTech Rx allows you to download and print a copy of our Rx for submitting cases. Please fill out this Rx to its relevant entirety, paying special attention to the Record of Sanitation section.
    - Labstar and Shipping Walkthrough will allow you to view a copy of this walkthrough, minus your login information, as well as a walkthrough for printing shipping labels, again minus login information.
    - There is also a link to McTech's contact information.

Case Manager

This feature shows the current status of all your cases in the lab. Here you can view the cases which are on hold and the cases that have been submitted and are awaiting McTech to enter into the workflow. When a case is finished being manufactured it will show that the case is in the shipped tab, these are cases that are on their way to your practice. Clicking the blue refferance number on any case in this list will take you to that patients record screen.

Billing

Hovering your mouse over the billing tab pulls out a menu with various options.

- Clicking Invoices allows you to see a list of your past invoices along with the balances for each. Clicking the individual invoice # allows you to view and print the actual invoice.
- Clicking Statements allows you to see a list of past statements and respective balances. Similar to the invoices, you can click on the individual statements # to view and print each statement.
- Clicking Pricelist will allow you to view the complete McTech pricelist, a couple notes on pricing.
    - Though it reads "Confidential Price List for Dr. So-and-So" this does not mean your pricelist is any different from other doctors. McTech does not offer special pricing to any one doctor or practice. We have discounts available for certain patients. For example, a veteran patient receives a full zirconia crown discounted 20%, a member of a doctor's staff receives a 25% discount off all but alloys and implant parts.
    - Though there is an option to print this pricelist, we ask that you refrain from doing so simply out of professional courtesy.
- Clicking on the policies button allows you to view the various policies of McTech. We strongly recommend that you and any of your staff view these policies.

Message Center

If a message is sent to us from the message center rather than the case record screen, it cannot be attached to a case. To send us a message about a patient, see the section titled Case Record Screen

Case Record Screen

By now you've no doubt noticed various ways to get to this screen. Basically, anytime you see a patient with a blue reference number attached to it you can click this number and the case record screen will populate. The following will walk you through the information provided on this screen. If there are any discrepancies about the information on this screen, you cannot edit it at this point. It is no different than if you were to send us a paper script, but now you have the option of double checking the information we are using to build your patients restoration. If you notice a discrepancy, please contact us and we will remedy the problem.

a) On the top left you will see the patient name, underneath the name you will see the current status of the case in the lab, and beneath that you will see the due date.

b) At the top right is a Send message button. From here you can send messages regarding a case. However, do send file attachments from a message. It is best to attach files to the case record itself as explained in section g) Messages sent this way will create a history of correspondence including who sent what and when.

c) Clicking on the *print* button located in the top right will initiate a dropdown menu with the options of Admin RX, Lab Bench RX, Print Case Labels and Print Address Label. Experiment with these to see what each print option offers, to decide what works best for you.

d) The case information box contains the reference number, the doctors name, and the date that the case was created, received by the lab, and shipped back to you.

e) Hovering your mouse over the information provided in the "selected teeth" section will reveal additional information.

f) You can also view the fixed preferences that may have been applied to this case. If you chose to make an exception for a particular case, the fixed preferences will reflect this when we enter it in. You cannot edit your fixed preferences from the case record screen. To edit your fixed preferences, refer to your profile instructions covered in the overview.

g) Bellow the fixed preferences is the attachments. One attachment you'll notice with any case sent after May 1 2017 is a scan of the original Rx you sent us. Implant parts had their picture taken to record lot and serial numbers. After June 2020 you will also see a scan of the sanitation record. This is where you will find any and all photos as well, including custom shades and remake or adjustment photos. This is the place where you can attach pictures yourself and be sure it is going to the right case for good and totally HIPPA compliant.

h) Below the attachments, you will find information regarding invoicing. If the case has not yet been invoiced this field will be blank.

i) Next you will see the event log, this information is recorded automatically.

j) The last field on the case record is the messages. This is an archive of any messages that have been attached to the case, the date created, where it was from, and the subject of the message. This is a way to send and receive messages and files to McTech about cases and is completely HIPPA compliant. This is also a great way to assure accountability of information given and received. Unlike messages in the message center, these messages will forever be viewable from the case records screen.

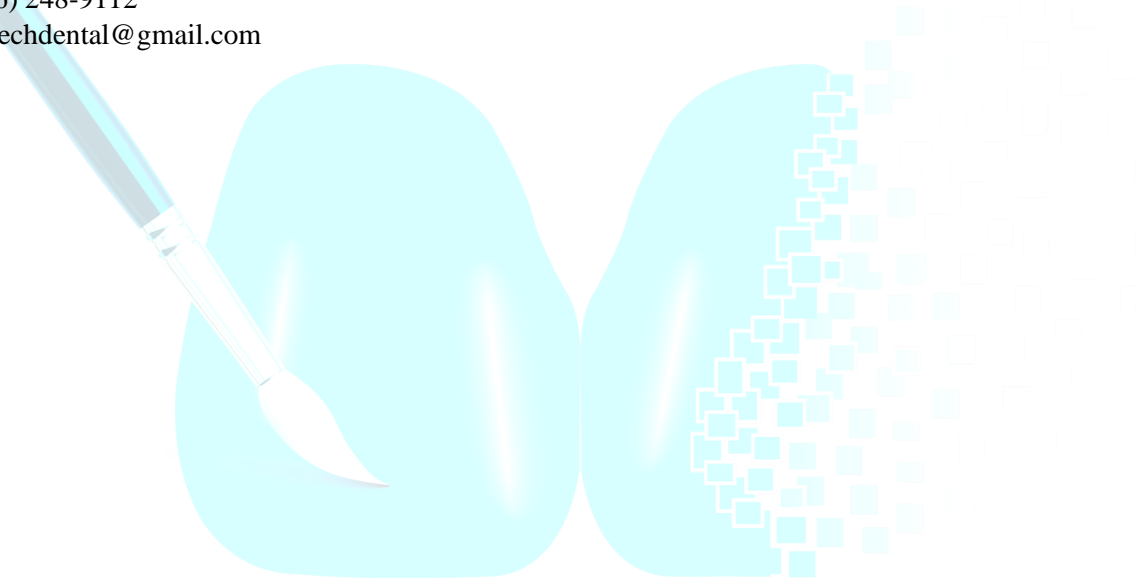## Case Entry – THIS IS FOR SUBMITTING DIGITAL CASES ONLY, PLEASE CALL RYAN TO GET ACCESS TO THIS FEATURE.

Any case materials sent to McTech must include a handwritten Rx completed with record of sanitation for all items included. For this reason, cases that consist only of digital scans and digital photos are exempt

and may be submitted by LabStar. This feature is not so cut and dry and will require at least one and typically more in-person or over the phone training.

From Ryan

I have authored these instructions myself and I will be available to give you and your staff an initial run through. I will also be on standby for help, and because this software is cloud based, I can remotely assist you with any questions or problems from anywhere at any time. Thank you.

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