

Carestream Dental Ltd  
Wiltron House  
Rutherford Close  
Stevenage, Hertfordshire  
SG1 2EF

December 2018

Dear Valued Customer,

**Great news! CS R4+ V6.6 coming soon!**

An exciting update will be with you shortly enhancing CS R4+ with some fantastic new features. Please see the enclosed 'What's New in CS R4+ V6.6' information sheet for more information and look out for the update landing at your practice from December 2018.

Further to our recent communication on the changes to the SMS service, we would like to update you and answer some of the questions we have received in response to our previous letter.

Healthcare Communications have an agreement in place where we offer the highest level of integration in CS R4+ for your benefit. The changes that are being made by Healthcare Communications will improve security of the data used to deliver SMS text messages to your patients, by introducing a new platform. This will remove the need to exchange data via email, providing you with a stronger workflow.

The benefits of our SMS text service are;

- Seamless integration, SMS text messages are sent directly from CS R4+
- A text message reply option; allowing your patients to confirm or cancel their appointment at no additional cost to your practice
- Updated appointment book markers to visually display text message reminders or confirmations received
- Automatic updates to Springboard for the confirmation and recare KPI's
- Secure and compliant to both ISO 27001 & NHS information security standards.

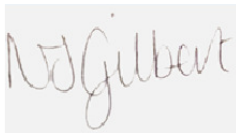
If you do not use Healthcare Communication, speak to your provider regarding continuity of their service.

**SMS Free text messaging service from NHS Scotland**

We can confirm that we have spoken NHS Scotland about their free text messaging service and we can confirm that this workflow will still be fully functional with no disruption to service.

Call us today for a quotation and to learn how using the integrated service can prove even more beneficial for your business.

Yours sincerely



Nina Gilbert  
Product Line Manager  
Carestream Dental