

R4+ Workflow Changes in Version 9.0.4

This 7-page handout provides information on enhancements and workflow changes in regard to NHS Treatment Planning and FP17 Claim Submission when you upgrade your R4+ software to Version 9.0.4.

This handout is intended for England and Wales R4+ users, in the roles of Dental Nurse, Clinician or Receptionist.

Workflow Changes for NHS England Only

Role: Dental Nurse

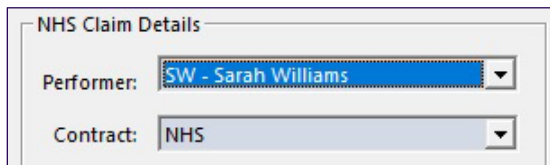
Introduction of Nurse Applied Fluoride Varnish

For courses of treatment with an acceptance date from April 1st, 2026, there are changes to the Dental Nurse user role. Dental Nurses with an NHS Number can now be selected as Performers on claims and apply fluoride varnish (Code 711) for children up to the age of 16 years old between examination appointments. They also have the ability to open and close this course of treatment within the NHS contract.

When a Nurse has been assigned a Personal ID and assigned to an NHS contract from the Main Screen Edit menu (Edit > NHS Contracts > [Select a Contract] > View / Edit > Add Performer), their Initial - Forename / Surname is available for selection in the following R4+ software locations.

- Performer field in the Clinical Chart > Create New Plan Form
- Provider field in Treatment Tab > Add New Course
- Provider field in Treatment Tab > Change User
- Dentist Filter List in EDI Search
- PIN Entry Screen to facilitate PIN entry to allow for Claim Transmission

Note: A Nurse can be assigned as either Claim Performer or DCP on a claim, but the same nurse cannot be recorded as both. If the Performer is set to a Nurse, the DCP should be set to **N/A** as a Nurse Owned Fluoride Varnish course cannot be assisted.



The screenshot shows a form titled "NHS Claim Details". It contains two dropdown menus. The first is labeled "Performer:" and has "SW - Sarah Williams" selected. The second is labeled "Contract:" and has "NHS" selected.

When charting a course of treatment that has a Nurse assigned as the Claim Performer, the CDS values on the FP17 claim can only contain Fluoride Varnish (i.e., Code 711 - Topical Fluoride Application).

When the claim contains CDS Values other than fluoride varnish, a warning message is displayed when you attempt to mark the claim as Ready to Send. Remove all other treatment items or change the Performer to proceed with sending the claim.

When fluoride varnish is charted (and a Nurse is assigned as the Performer), **Nurse Fluoride Treatment** is displayed in the Treatment Plan and Treatment Tab Description.



Nurse-applied fluoride varnish is for patients under 16 years old only. A message is also displayed when you try to submit a claim for a patient who is 16 years old or older on the date of acceptance, warning you that the claim will be rejected.

Role: Receptionist

Nurse Applied Fluoride Varnish

When a Nurse has a Performer Number set and has been assigned Contract membership, they are displayed as a Clinical Provider in the Diary. They automatically inherit the clinic's Default Opening Hours, allowing for Patient Appointment Bookings in an Appointment Book.

They are also included in the Default Opening Hours and Closures & Holidays screens. You can use these screens to alter the nurse's hours and Appointment book as needed.

Role: Clinician

Fissure Sealant & Preformed Crowns moved from Band 2b to Band 2a

Fissure Sealant (Code 1441 & 701) and Pre-formed (Codes 4402 & 6002) Crown Treatments now start as Band 2a treatments and allow the Chart to calculate up through 2b and 2c when needed. This corrects for NHS Courses of Treatments, immediately jumping to Band 2b and skipping Band 2a during the Appointment.

Workflow Changes for NHS Wales Only

Role: Clinician

The following changes apply from April 1st, 2026.

Support for Stabilisation Care Package

The Stabilisation Care Package is now supported in the R4+ software. This Care Package is meant for patients with unstable dental disease with seven or more carious teeth, and at least two teeth that have caries extending close to or into the nerve of the tooth.

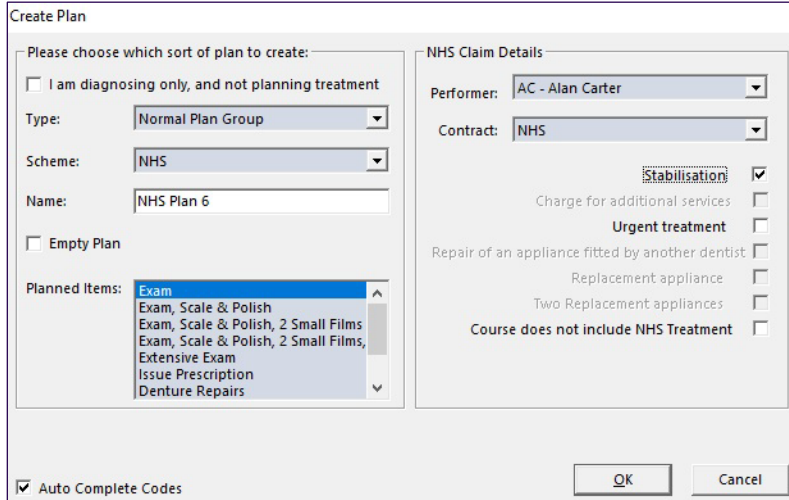
This package includes the following treatments:

- Extractions
- Glass Ionomer / Silicate Fillings
- Pulp Extirpation
- Pulpotomy

For the specific codes that result in a Stabilisation Care Package, refer to the R4+ NHS Wales Care Package Code Lookup document.

Note: This package is not expected to be commonly used. The clinical notes must justify the claim.

Select the new **Stabilisation** option when creating an NHS treatment plan from the Create Plan window. This option is disabled if the treatment plan is non-NHS or if the plan is orthodontic in nature.



If a treatment code is added that is not allowed under the Stabilisation package, a warning message is displayed and the addition is blocked.

On the FP17 claim form, the Stabilisation Package check box is selected in the CDS Tab > Care Packages Sub tab. The Clinical Data tab must be populated for Risks, Perio Health, Tooth Decay Status, Other Dental Needs, and an ACORN Assessment Carried Out to ensure successful Stabilisation claim transmission.

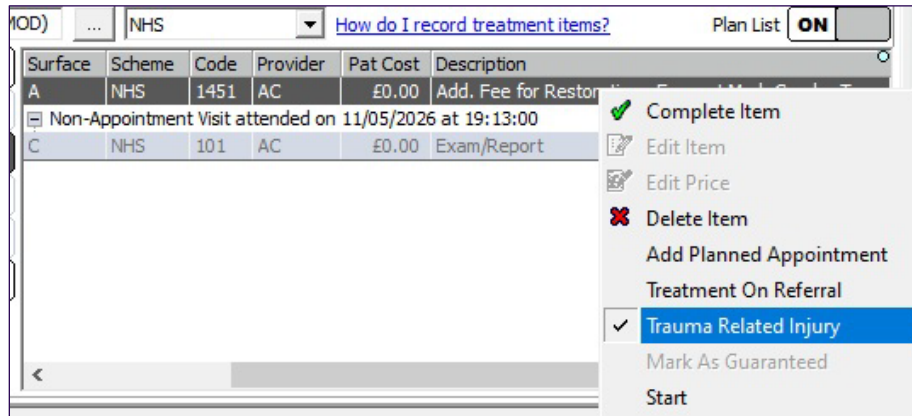
Note: Recall Assessments and Patient New Examinations are not allowed to take place in the same Course of Treatment as Stabilisation Care Packages. In cases where one or more is necessary, you must create a Separate Course for the additional Care Package, as the Payment Reform Regulations expect Stabilisation to be carried out before any other care is provided.

Trauma Related Injury Flag for Care Packages

A **Trauma Related Injury** flag option is now available from the Clinical Chart to mark any treatments that stem from trauma related injury. Since Trauma Related Injury could be recorded from the Exam, Advice, or Treatment, and is not derived from any specific item, the new Flag option provides flexibility.

When you are charting an NHS Course of Treatment, right-click on an item in the Treatment Plan, and a new **Trauma Related Injury** option is available.

Select this option to mark the Treatment Plan item as Trauma Related Injury.

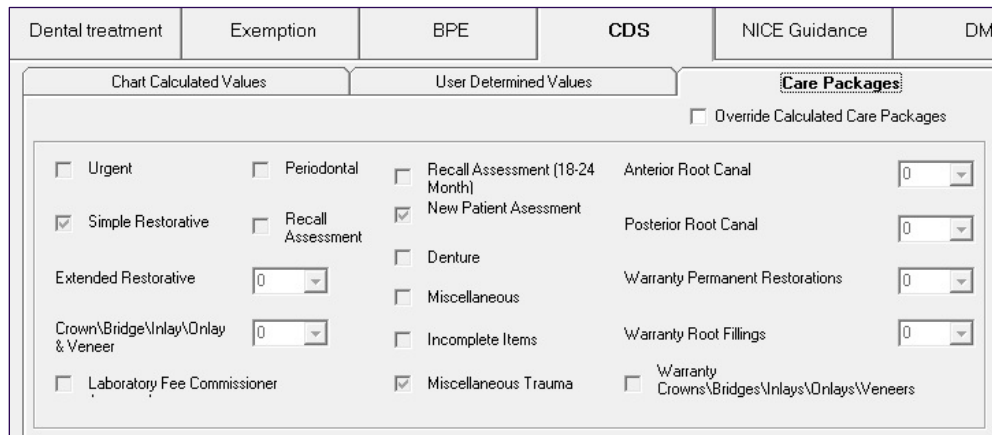


The description for the item updates and is appended with “- **Trauma Injury**” to distinguish which treatments in the course relate to Trauma Care. The **Trauma Related Injury** option is disabled for non-NHS Scheme treatment items.

The Miscellaneous Trauma Care Package is automatically triggered when an applicable treatment item is charted (and the Trauma Related Injury option is applied to it).

This is a single instance package (i.e., only one Care Package charge can be claimed per course of treatment, even if more than one Trauma Related Injury is recorded).

A Package charge is generated immediately, unlike normal Courses of Treatment, and can be completed while empty to allow the FP17 Claim to be generated and transmitted. On the FP17 claim form, a **Miscellaneous Trauma** checkbox is selected in the **CDS Tab > Care Packages** sub tab.



Introduction of Laboratory Fees

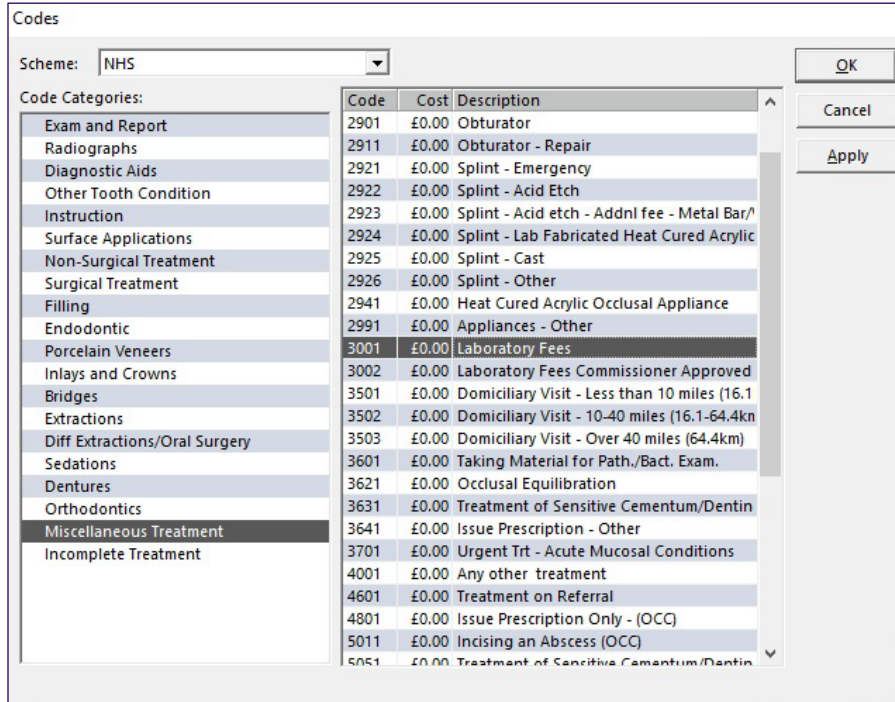
Laboratory fees can now be added to applicable Care Packages within NHS treatment plans. Lab fees are chargeable to patients in certain circumstances, and they will need to be recorded when charting.

Two new Laboratory Fee DPB Codes are now available for General Dental and Replacement Appliance Treatment Plans:

- **3001** Laboratory Fees
- **3002** Laboratory Fees Commissioner Approved

To add a laboratory fee to a patient's treatment plan:

- 1 Select **Add Code**. The Codes window is displayed.



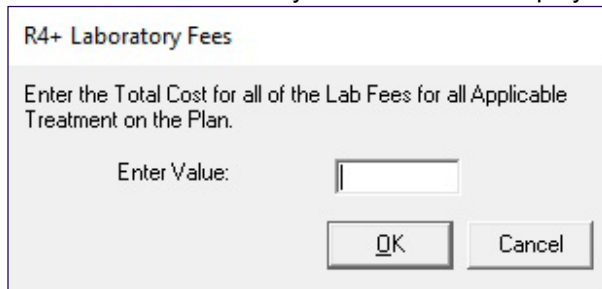
Codes

Scheme: NHS

Code Categories:

Code	Cost	Description
2901	£0.00	Obturator
2911	£0.00	Obturator - Repair
2921	£0.00	Splint - Emergency
2922	£0.00	Splint - Acid Etch
2923	£0.00	Splint - Acid etch - Addnl fee - Metal Bar/
2924	£0.00	Splint - Lab Fabricated Heat Cured Acrylic
2925	£0.00	Splint - Cast
2926	£0.00	Splint - Other
2941	£0.00	Heat Cured Acrylic Occlusal Appliance
2991	£0.00	Appliances - Other
3001	£0.00	Laboratory Fees
3002	£0.00	Laboratory Fees Commissioner Approved
3501	£0.00	Domiciliary Visit - Less than 10 miles (16.1
3502	£0.00	Domiciliary Visit - 10-40 miles (16.1-64.4km
3503	£0.00	Domiciliary Visit - Over 40 miles (64.4km)
3601	£0.00	Taking Material for Path./Bact. Exam.
3621	£0.00	Occlusal Equilibration
3631	£0.00	Treatment of Sensitive Cementum/Dentin
3641	£0.00	Issue Prescription - Other
3701	£0.00	Urgent Trit - Acute Mucosal Conditions
4001	£0.00	Any other treatment
4601	£0.00	Treatment on Referral
4801	£0.00	Issue Prescription Only - (OCC)
5011	£0.00	Incising an Abscess (OCC)
5051	£0.00	Treatment of Sensitive Cementum/Dentin

- 2 From the Miscellaneous Treatment category, select Code **3001** or **3002**.
- 3 Click **OK**. The Laboratory Fees window is displayed.



R4+ Laboratory Fees

Enter the Total Cost for all of the Lab Fees for all Applicable Treatment on the Plan.

Enter Value:

OK Cancel

- 4 Enter an amount.
Note: The amount cannot exceed £9,999.99; a warning message is displayed if the amount exceeds this limit.
- 5 Click **OK**. The laboratory fee is added to the treatment plan.

Only one laboratory code can be used within the same course of treatment (and on the same claim), to convey all applicable lab fees in the patient's dental care as a single charge. A warning message is displayed with additional instructions when you try to add an additional laboratory fee to the treatment plan.

Note: If a patient's required lab fees change as treatment continues, or due to FP17 Claim rejection if an exempt patient, you must re-open the course, delete, and re-add the required Code to include any increase or decrease required in the fees.

Under the 2026 Payment Reforms, laboratory fees do not contribute towards the £384 Patient Charge Threshold Limit:

- For Non-Exempt Patients, it may seem that an NHS Course of Treatment's total Patient Charge has breached in more expensive or complex courses of Treatment.
- Where a Patient has a HC3 Partial Exemption the maximum the Patient can pay for an NHS Course of Treatment will now be governed by the lower limit between both the £384 legal maximum and the HC3 exemption value that is entered.
- Additionally, for HC3 Partially Exempt patients, any entered Laboratory Fee will be contributed against the Patient up to the Charge Limit with the remainder being covered in the FP17 Claim under NHS Contract.

When either laboratory fee is charted in a Treatment Plan, the total laboratory fee cost is displayed in the FP17 claim form Fees frame.

Fees	
Patient:	£27.21
NHS:	£27.20
Total:	£54.41
Lab Total:	£30.00

When the Laboratory fee Code 3002 Laboratory Fees Commissioner Approved is charted, the **Laboratory Fee Commissioner** option is automatically selected in the CDS > Care Packages menu of the claim form.

Workflow Changes for NHS Wales and England

Role: Receptionist

The following changes apply for NHS claims from April 1st, 2026.

PR (R11) and PRw (R13) PR eSignature Form Support

The new Patient Registration Forms are available for eSignature Users in England and Wales. R11 PR Form is being implemented for England, and the new R13 PR Form is being implemented for Wales. These forms support the New Ethnicity Groups and UK-Resident / Not Resident NHS Number Settings, as introduced in the April 2026 Payment Reforms.

The following options in the Patient Record are now supported in the Patient Registration Forms:

- Patient Record > Schemes Tab > NHS Number > Non-Registered UK Resident
- Patient Record > Schemes Tab > NHS Number > Non UK Resident
- Patient Record > Schemes Tab > Ethnicity > Not Stated
- Patient Record > Schemes Tab > Ethnicity > White: Gypsy or Traveller



- Patient Record > Schemes Tab > Ethnicity > Other Ethnic Group: Arab
- Patient Record > Schemes Tab > Ethnicity > Ethnicity Not Stated
- Patient Record > Schemes Tab > Ethnicity > Patient Ethnicity Unknown

Additional Upcoming R4+ Changes

There will be more Handouts made available in the future as new Versions of the R4+ software are released to cover updates for additional required functionality changes for the new NHS Contract.

For example, some of the future required updates involve:

- Treatment Warranties Support
- FTR (Incomplete Treatment) Support
- Management and Reporting KPIs for the New ACV Contract Metrics
- Print and Overprint Support for R11 and R13 PR Forms
- A new Role for Oral Health Practitioner for Nurse Applied Fluoride Varnish

For more information, see the [R4+ Online Help](#).