



Frequently Asked Questions

What happened to Presentation Mode?

We have removed that mode to help simplify the workflow, but almost all of its functionality is now available elsewhere. For side-by-side photo presentation - go to Compare mode. For showing only one finding at a time - hover on any finding and click "Show only this finding." For printing/sending information to the patient - that feature is right in the main viewer and in Compare mode. And treatment diagrams are also now available right in the main viewer as well (blue button). The only feature we removed (for now) is the ability to draw on top of the radiographs, due to low usage.

What data am I seeing in the sidebar?

The new sidebar is contextual, meaning that it adapts to the image(s) currently shown on the screen. All relevant teeth and quads are covered when in FMX view, but when you filter to a single tooth or a single radiograph, the sidebar's information will filter down to match. All values in the sidebar - RBL severity and tooth damage (see below) - are summarized from data across all radiographs in the visit, to help account for slight differences in angulation across images. Individual RBL measurements per image are still available on hover.

What is "tooth damage"?

This is a more patient-friendly name for DMF (decayed / missing / filled); the calculation of this value has not changed. It is still an estimate of the percent of the tooth crown structure that has been lost or replaced.

Will more treatments be added to Patient Education?

We will consider adding new ones by popular demand! Please let us know what you'd most like to see (feedback@videa.ai).



Why is “Share with Patient” sometimes disabled?

This button is not active on the FMX / full visit screen due to the large number of images that may be present there; please open a single image or Compare mode to print, download, or otherwise send to the patient. The output will include the 1-2 images that you currently see on the screen when you click Share.

How does the QR code work?

When you use the QR code feature under “Share with patient,” VideaAI automatically generates a webpage with the patient’s images and treatment information (but no personally identifiable information (PII) or PHI like patient name), and the patient can open that page on their mobile phone by pointing their camera at the screen. The page they will see contains the AI-annotated images displayed in VideaAI as well as some information about the findings and any treatments selected by the clinician. You can share the page as it generates automatically, or you can use the settings to edit the contents, and the QR code will automatically update.

