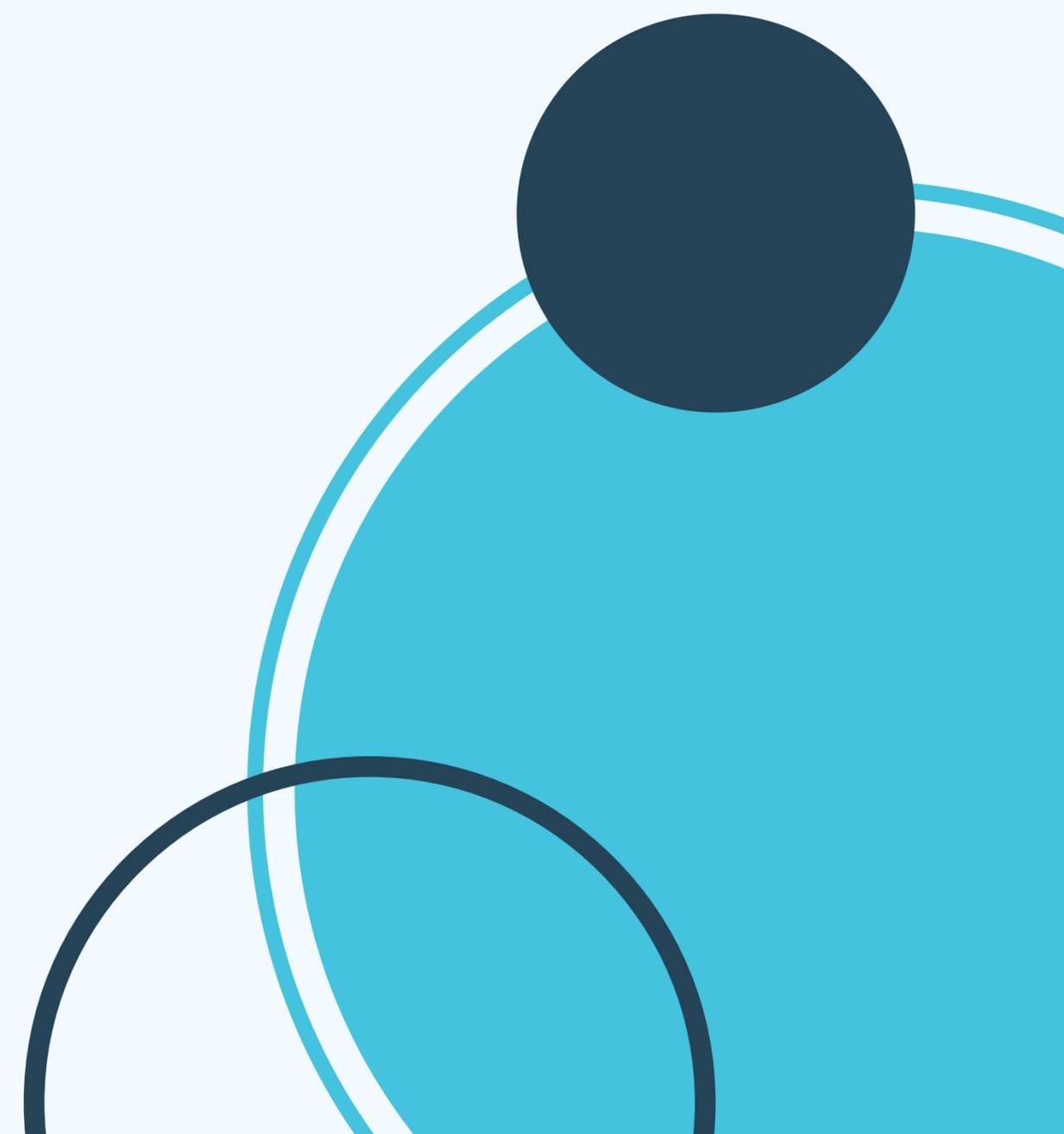


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DENTAL **WORKFLOW**

Improving dental service delivery in a digital age



DENTAL WORKFLOW OUTLINE

DENTAL WORK GROUPS

Front Desk

Dentist

Dental Assistant

Admin

Management



WORKFLOW TASKS

ACTIVE V PASSIVE

Many tasks require manual input and so can be referred to as ACTIVE tasks. As Information Technology improves many tasks have the potential to be made PASSIVE where staff are not needed for data capture.

Dental Workflow

Data Capture status

| 01 | 02 | 03 | 04 | 05 |
|---|--|---|---|---|
|  |  |  |  |  |
| Booking Check In | Treatment Lab | Payment Check out | Follow Up | Marketing |
| Current ACTIVE | Current ACTIVE | Current ACTIVE | Current ACTIVE | Current ACTIVE |
| Potential PASSIVE | Potential PASSIVE | Potential PASSIVE | Potential PASSIVE | Potential ACTIVE DRIVER |



**Healthcare is becoming part of
information technology.**

- BILL MARIS

Patient Journey Workflow

Follow Up

- Recall booking
- Short notice list
- Enquiry referral request
- Treatment query
- Financial update

Booking

- Follow up and ongoing treatment appointment
- Customer feedback request
- Promotion update

Payment

- Transaction process
- Payment plans
- Dental finance
- Discounts

Enquiry

- Online
- Offline
- Onsite
- Promotions Offers
- Discounts

Booking

- Bio data capture
- Reason for Attendance
- Medical information
- Exemption validation
- GDPR

Appointment

- Reception Assistant handover
- Treatment SOPs
- Promotion emails



OPPORTUNITY AREAS



SERVICE DESIGN

Objective, to assess areas of active data capture. With the use of Online resources to allow the process to become passive.

TECHNOLOGY

Work groups could then be allowed to create value in patient service delivery. Using on demand Video learning modules to educate staff workgroups.

COLLABORATIVE TEAMS

Harnessing the skill sets of various Dental service providers with a synergistic approach to create consistency in staff performance.

DIGITAL HEALTH INDUSTRY FUNDING

\$11.5B

SPENT WORLDWIDE IN 2017

THE REAL RETURN OF INVESTMENT

PATIENT SATISFACTION



STRATEGIES FOR IMPROVEMENT

REDESIGNING PATIENT EXPERIENCES

Engaging the patient in an immersive journey that allows them to feel empowered by the decisions they make.

STREAMLINING PLATFORMS

Online resources and solutions can be used to capture data and embellish staff training.

MAXIMIZING TECHNOLOGY

Integrating various online platforms in alignment with the patient journey. The components would vary according to the Clients requirements.

REDESIGNING PATIENT EXPERIENCES

THE VALUE OF FEEDBACK LOOPS

DESIGN AND TEST

Specific
Measurable
Attainable
Realistic
Timebound

GET FEEDBACK AND REVISE

Survey
Promotions
KPI Footfall Qualitative Quantitative
Data engine to improve footfall

Streamlining Platforms

ACTUAL PATIENT INTERACTION

Onsite education and infomercial material easily accessible
Meaningful passive data capture.
Online assistants.



ONLINE EXPERIENCE

Consistent message in line with Clients objectives.
Allow patients access to information on Services and Products in an interactive way.



OFFLINE SUPPORT

Horizontal consistency across workgroups.
Using media resources staff training can become on demand and passive.
Front Desklessness.

MAXIMIZING TECHNOLOGY

BENEFITS OF DIGITAL HEALTH



Individualized Information



Patient Empowerment



Quicker Service Delivery

The Impact of Good Design

- SAVINGS FROM EFFICIENCY

- CUSTOMER RETENTION

- PREDICTABLE GROWTH

- PATIENT SATISFACTION

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