Clinic 4 is a residency and specialist clinic. For specialist, they have assigned assistants. As for residency programme, they have different specialties that come in on different days shown in the above table. Residents are to share assistants.

**OBJECTIVES**

- Reduce the number of ad-hoc requests by the doctor
- Better management of patient treatment cases
- Allows assistant to perform four-handed dentistry and provide patient care

**RESULT AFTER IMPLEMENTATION**

1) Lesser ad-hoc request of instruments.
2) Less time taken to prepare for the next treatment case.
3) Less time spent retrieving instruments.

<table>
<thead>
<tr>
<th>Intervention</th>
<th>Date of intervention</th>
<th>Learning from PDSA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Preparing of multiple sterile instruments and materials at one time</td>
<td>June 2018</td>
<td>Inventory of sterile instruments and expiry date of the materials</td>
</tr>
<tr>
<td>2 Pre-pack of instrument and materials according to different procedures a day before</td>
<td>June 2018</td>
<td>Organizes the instrument and materials according to procedure in one zip lock for effective assisting</td>
</tr>
<tr>
<td>3 Workflow and duties allocation schedule a day before</td>
<td>June 2018</td>
<td>Assistant are clear of their duties allocation, so that they can plan and prioritize the different tasks on hand</td>
</tr>
</tbody>
</table>

**CONCLUSION**

1. Implemented across different disciplines at clinic 4
2. Generated positive feedback from doctors and assistants