

Express Dental Clinic with Automated SMS Appointment System

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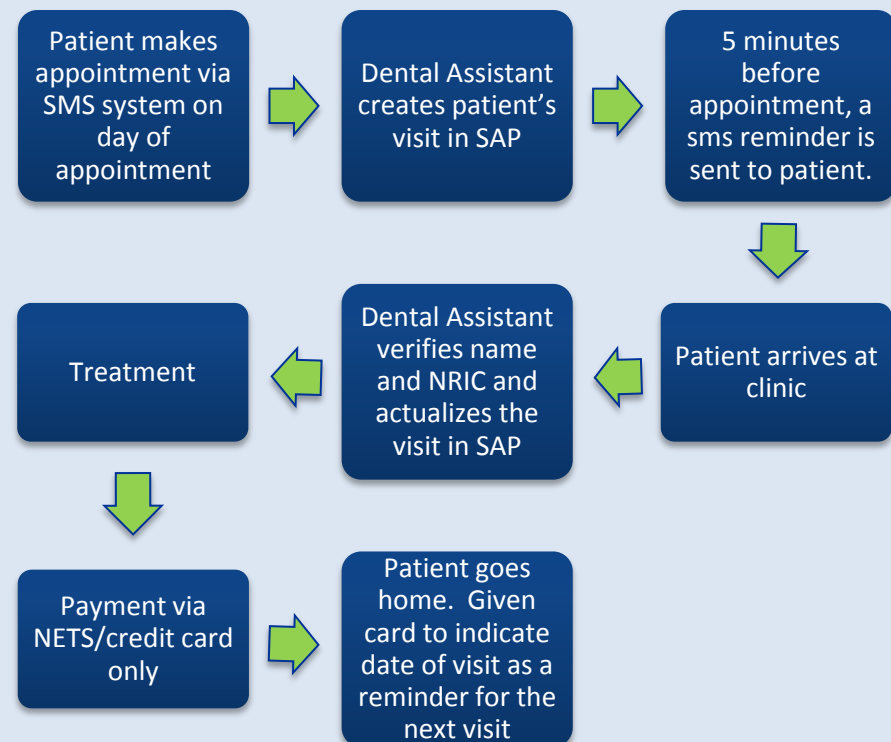
1) Introduction

- Demands for dental services have been increasing since April 2011 and workload has increased by 34%.
- Patients had to book an appointment 3-6 months in advance for their routine check-up.
- An innovative express dental clinic was started in July 2012 to address some of the needs.


2) Objectives

- To provide same day access dental services, e.g. scaling and polishing, using an automated SMS booking system.
- To create standardisation of workflow that will lead to quick turnaround time (TAT) and enhanced patient satisfaction.

3) Method



B1 Dental Call Card

 <p>B1 Dental</p> <p>Same day appointments for scaling: SMS scaling to 8511 2025</p> <p><small>Registration starts from 12am and ends at 5pm daily Payment by NETS or Credit Card only</small></p>	<p>How to get there? Proceed to Basement 1. B1 Dental is located next to the waterfall.</p> <p>Scaling was done on: <input type="text"/></p> <p><small>You may experience sensitivity in your teeth after scaling. This should resolve after a few days. We encourage you to get your teeth cleaned once every 6 months.</small></p>
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4) Automated SMS Appointment System



Patient

SMS scaling to 85112025

SMS reply: "You have requested for a scaling appointment. Times available: 0900, 1000, 1215, 1530, 1615, 1715. To register, key: scaling<space>time<space>NRIC<space>name"



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Patient

Patient: "scaling 1530 S1234567D Andy Lim"

SMS reply: "Your appt at 1530 on 22/06/13 is confirmed. We will attend to you at B1 Dental, Basement 1. Payment by NETS/credit card only. To cancel, key: cancel<space>IC"



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Reminder will be sent 5 minutes before appointment: "Dear Patient, we are ready to attend to you in 5 mins. Kindly proceed to B1 Dental entrance area and wait to be called. Payment by NETS/credit card only."



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5) Results

- With the express dental clinic, patients were able to book same day appointment.
- Feedback was solicited from a survey and out of 51 patients, 98% of patients were satisfied with the prompt treatment.
- Productivity improved by having 1 staff manage registration, assisting doctor and payment collection.

Measurements	Before	After
Leadtime (Median)	159 days	0 days
No-show	33.7%	2.8%
Turnaround Time	56 minutes	17 minutes

6) Conclusion

Same day access using automated sms appointment system allows quick and easy access for patients, better management of TAT and reduced no-show rate without compromising the quality of care.