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## Introduction

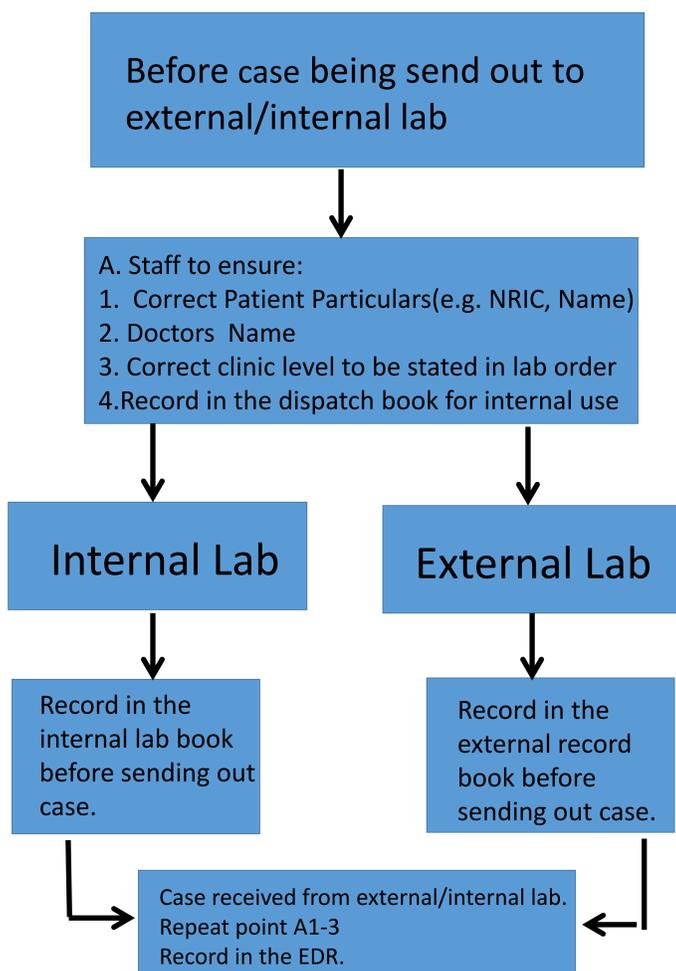
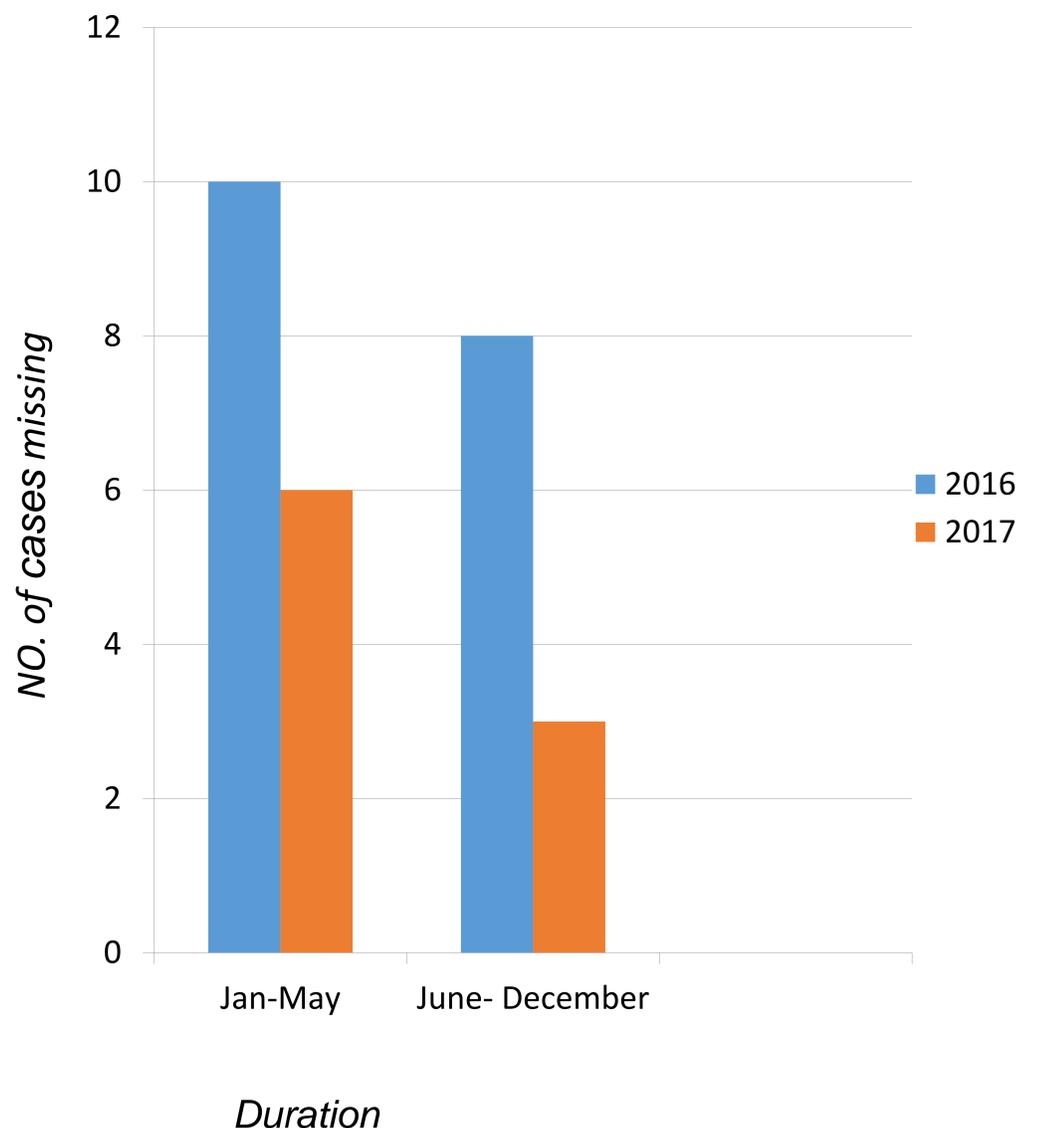
- Missing dental models and prostheses can cause frustration for the dentists, dental assisting staff and patients.
- A lot of time may be wasted searching for these items resulting in poor delivery of clinical care which leads to inefficiency and potential patient complains.
- To further reduce the incidence of missing prostheses in NDCS.

## Understanding the root causes

- Creating lab order for the wrong patient
- Clinic level was not specified on the lab card thus the health attendants return the case to the wrong clinic level.
- Cases from private lab mistakenly sent back to a different clinic hence box are not able to be located.

## Result

- The missing cases has been reduced from June 2017 to December 2017
- From January 2018 to May 2018 there's no missing cases reported
- 1 or 2 missing or misplaced case could be due to no proper recording by staff or wrongly labelled.
- The appointed staff will follow up with the patient's appointment
- Case will be returned back to respective clinic level if patient fail the appointment and will be recorded in EDR(Electronic Digital Record).



## Conclusion

Through this data collection and implementing of this process, locating the case was easier for dental assistants by the respective clinics. Misplacing of cases was reduced. Patients were seen in their appointment date on time. Received good feedback from staff.