

5th Stakeholder 1st Interview

Date : 22/5/2023
Time : 10.15 a.m.
Venue : PKU
Stakeholder Name : Dr Norannieza
Interviewer : Goh Jiale, Koh Su Xuan, Lee Yik Hong, Ong Yi Yan, Tang Yan Qing

Interview Questions and Answers

1. How do you currently manage the health and wellness records of your patients? Are there any specific challenges you face in organizing and accessing this information?
 - First timer needs to register (Give matric number, if don't have personal information record need to fill in first)
 - Most important - Need to sign for document to avoid court case
 - Challenges
 - Foreigner brings matric card of other people
 - Treatment card is given to the patient at the time of treatment and then taken back by the patient
 - Usually walk in, rarely do appointment
 - Appointment case
 - Denture
 - Root canal treatment
 - Extraction (minor oral surgery)
 - Mucocele
 - Fillings, extractions, scaling walk in
2. What specific dental services or resources are currently available to students at the university? Are there any limitations or challenges faced by students when accessing dental care?
 - Fillings, extractions, scaling, case emergency like fish spikes in the throat are all treated
 - Check the situation on the first visit, if there is no treatment available, will be referred to the hospital
 - Students don't pay attention to the operating hours of the dental department
 - come not within operating hours
 - Sometimes dentist is not available due to emergency meeting when students are in an emergency
 - Operating hours: (Come when half an hour before close will be requested to come the next day because the autoclean process is ongoing)
 - Sunday, Monday, Wednesday : 8am - 1pm, 2pm - 5pm
 - Tuesday : 8am - 1pm, 2pm - 2.30pm (after that got sharing session)
 - Thursday : 8am - 1pm, 2pm - 3.30pm

3. What kind of information do you need to collect from patients when scheduling an appointment?
 - Name, date, time, dentist on application card
 - divided into student card and staff card
 - Matric number/ Staff number, phone number for patient
4. How do you typically handle appointment cancellations or rescheduling?
 - By phone
5. What features or functionalities would you expect to see in a health and wellness management system that would benefit your dental practice?
 - Remind people to have dental checkup at least once every 6 months especially for those with many cavities in their teeth
6. How do you communicate appointment details and reminders to your patients to ensure that they are informed and arrive on time? Do you use any digital tools or platforms for this purpose?
 - Use appointment card
 - Dentist will only wait 30 minutes for the patient
 - If the patient does not come in after 30 minutes, the dentist will call the patient
 - If the patient does not come in after the call, the appointment will be rescheduled
7. Are there any potential collaborations with external dental practitioners or organizations that could be integrated into the website? How can the website facilitate such partnerships to provide additional dental services for students?
 - Kementerian Kesihatan Malaysia
 - If cannot manage the surgery, the case will be sent to KKM, KMM will call back about the case by phone
 - X-ray need to follow Akta Nuclear
8. Are there any specific regulatory or compliance requirements that you need to adhere to when it comes to managing patient health records?
 - Dental records must be kept for 10 years before they can be trashed
 - Can use to identify who the corpse is.

9. What kind of dental health information and resources would you like to be available on the website to educate and raise awareness among students? Are there any specific topics or areas of focus that you believe would be valuable to include? (health tips)
- Pop up a happy birthday message on their birthday and remind them to do a dental checkup
 - Advertisement interesting reminders
 - Eat less sweets
 - Have you done your dental checkup
10. What kind of reporting and analytics capabilities would be beneficial for your dental practice, such as patient statistics, treatment outcomes, or revenue analysis?
- Report on how many people come to pku - students, employees or outsiders
 - Categorise the patient by age, treatment method
 - Use the data for analysis

Key Findings (at least 4)

- PKU currently manages dental records using appointment cards
- Appointments are typically scheduled by phone and appointment details are communicated through appointment cards. There is a need for a more efficient system to handle appointment cancellations and rescheduling.

Issues/ Concerns / Complaints (at least 2)

Solutions (if any)