DESIGN AND IMPLEMENTATION OF REIGNS DENTAL CLINIC MANAGEMENT SYSTEM

PC KINYANJUI TECHNICAL TRAINING INSTITUTE

DEPARTMENT OF COMPUTING AND INFORMATICS

TRADE PROJECT

BY

NAME: ONYANGO ANTONY OCHIENG

CENTER NUMBER: 405024

INDEX NUMBER: 4050240090

SUPERVISED BY: NICHOLAS JUMA ALOO

SUBMITTED TO: THE KENYA NATIONAL EXAMINATION COUNCIL

A RESEARCH PROJECT SUBMITTED IN PARTIAL FULFILMENT OF REQUIREMENTS FOR THE AWARD OF DIPLOMA IN INFORMATION COMMUNICATION TECHNOLOGY OF KENYA NATIONAL EXAMINATION COUNCIL (2920/307)

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PREFACE

As the dental clinic industry continues to evolve, clinics have to implement effective and organized systems that streamline patient care, appointment scheduling, record keeping, and general practice management. The Reigns Dental Clinic Management System has been created and refined to meet the specific needs of dental clinics in response to the changing needs.

ACKNOWLEDGEMENT

First and foremost, I want to thank God Almighty for granting me the gift of life, for the strength He provided me with to go this far, for the wisdom He gave me to approach this project effectively, and for the knowledge He gave me to work on this project. Secondly I want to thank KNEC for giving me this chance to apply the knowledge I have gained in this course. Thirdly, I would like to express my gratitude to my parents and family members for always being there for me to encourage me. Finally, I would want to thank my lecturers, friends for everything they have done to help me where needed, and Dr. Clifford Odiero for allowing me to do survey in his clinic and use it as case study.

DEDICATION

This project is dedicated to dental professionals who work tirelessly to bring smiles to the world. Their commitment to patients, care and passion to dentistry inspire us all.

DECLARATION

I, Antony Ochieng, declare that the work presented in this Reigns Dental Clinic Management System is the result of my own effort and research. I affirm that no part of this work has been plagiarized.

STUDENT'S DECLARATION

STUDENT'S NAME: Onyango Antony Ochieng.

SIGNATURE: …………………………………………..

DATE: ………………………………………….

SUPERVISOR'S DECLARATION

SUPERVISOR'S NAME: Nicholas Juma Aloo.

SIGNATURE: ………………………………………………………

DATE: …………………………………………………….

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CHAPTER 1

1.1 Introduction

Reigns Dental Clinic Management System is a web-based application designed to streamline clinic operations and to improve patients care. It offers a centralized platform for managing appointments, treatment records, billing and prescriptions.

1.2 Background

Reigns Dental Clinic Management System is created in response to the changing demands of modern dental clinics. Traditional paper-based patient management, appointment scheduling, invoicing and record keeping procedures has shown to be ineffective and prone to mistakes. A complete system that solves these issues has to be developed due to the increasing patient volume and the need for efficient operations.

The primary purpose of Reigns Dental Clinic Management System is to provide a centralized platform that enables the clinic to manage its daily operations more efficiently, by digitizing patients' records, appointments, billing and prescriptions. This system aims to enhance patient care, improve the workflow of clinic and facilitate data-driven decision making.

1.3 Problem Statement

Dental clinics have found the old paper-based method of maintaining patient records, appointments, billing and prescriptions to be ineffective and error prone. Using these outdated methods present a number of difficulties that limit efficient clinic management and patient care. Some of these difficulties include;

a) Lack of data accuracy

Paper records are prone to errors made by individuals, loss and damage. Incomplete or inaccurate patient data may result in poor treatment choices, compromised safety, and difficulties with legal compliance.

b) Limited access to information

Clinic dentists and receptionists, may find it difficult to quickly access patient records and treatment history, affecting their ability to provide personalized and informed patient care.

c) Ineffective analysis and reporting

The lack of centralized digital system makes it difficult to analyze clinic performance, identify trends, and make informed decisions for improving operational efficiency.

1.4 Justification of the New System

Reigns Dental Clinic Management System is being implemented because there is a critical need for an effective and modern solution to solve the drawbacks and difficulties presented by current paper-based clinic management system. The primary justifications and benefits supporting the adoption of the new system are outlined below;

i.   Improved patient experience.
ii.   Enhanced operational efficiency.
iii.   Accurate and centralized data.
iv.   Streamlined billing and financial management.
v.   Enhanced decision making.
vi.   Data security and compliance.
vii.   Overall cost savings.

1.5 Objectives

i.   Appointment Scheduling.

The system aids in effective appointment scheduling, making sure that patients are seen at the proper times, reducing waiting times, and maximizing the use of dental resources.

ii.   Patient Management.

Patient records, including personal data, medical histories, treatment plans, and progress notes, can be effectively managed thanks to the system. This promotes greater communication and care continuity while retaining accurate and current patient data.

iii.   Billing and Invoicing.

The technology streamlines the billing and invoicing process while also keeping track of payments, managing insurance claims, and creating bills automatically. By doing this, manual errors are decreased, financial management is enhanced, and prompt and accurate refunds are guaranteed.

iv.   Inventory Management.

Different materials and supplies are needed in dental clinics. The management system aids in creating purchase orders, keeping track of stock levels, and monitoring inventory levels.

v.   Reporting and Analytics.

The system produces statistics and insights on a number of clinic operations-related topics, including patient flow, revenue expenses, and treatment outcomes.

vi.   Compliance and Security.

It is essential to maintain data security and abide by privacy laws because Reigns dental clinic handles sensitive patient information.

1.6 Significance of the study

The Dental Clinic Management System's adoption is crucial for updating and enhancing clinic operations. The relevance of this study rests in its potential to completely change how dental clinics conduct their daily business and provide patient care in a time where technology is playing a significant part in the advancement of numerous industries. The system offers a wide range of advantages that extend to all stakeholders by switching from current paper-based procedures to a digital platform.

The technology simplifies and accurately records dental professionals' and staff members' workflows. Dentists and their teams are able to dedicate more time to patient care and less time to administrative work thanks to simplified appointment scheduling, simple access to patient records, and automated billing procedures. Better patient interactions result from this, enabling dental

1.7 Scope

The Dental Clinic Management System has a wide range of features that are intended to improve and streamline several facets of clinic operations and patient care. Incorporating patient administration, appointment scheduling, medical records, invoicing, prescription management, and reporting, the system provides a comprehensive solution. The system seeks to establish a unified and effective environment that benefits dental professionals, staff, patients, and administrators equally by digitizing and centralizing these essential tasks.

When it comes to patient administration, the system makes registration simple, keeps thorough patient profiles, and provides access to treatment histories, enabling dental professionals to give individualized care and make wise choices. By enabling online booking, real-time availability checks, and automated appointment reminders, the appointment scheduling component increases patient comfort by lowering wait times.

CHAPTER 2

2.1 Literature Review

In order to address issues with manual record-keeping and administrative procedures, previous studies have emphasized the growing need for digitization in healthcare operations, including dentistry clinics. Numerous studies emphasize the importance of switching from manual to digital platforms, highlighting the advantages of increased accuracy, faster processes, and improved customer experience.

Successful clinic management system implementations across a range of medical settings have been documented by studies in healthcare informatics and technology adoption, indicating the system's capacity to improve patient care, lower errors and more effective utilization of resources. Research on patient satisfaction also highlights the value of effective appointment scheduling and individualized care, two functions provided by Reigns dental clinic management system.

Healthcare data management security and compliance issues are also widely discussed, highlighting the necessity for robust measures to safeguard patient information. In order to ensure patient trust and clinic reputation, the research underlines the significance of systems that follow data privacy standards.

The review of this research also discusses difficulties encountered when implementing the system, such as resistance to change and usability issues. Findings from earlier studies help to improve our comprehension of potential obstacles and methods of overcoming them. Furthermore, articles on system scalability and adaptability stress how crucial it is to create systems that can adapt to new technological developments.

In conclusion, the research analysis emphasizes the values, of Reigns dental clinic management system in promoting care, boosting operational effectiveness and overcoming the shortcomings of conventional manual approaches. The creation, deployment and effective acceptance of such systems in dentistry practice are supported by previous study results, including usability, security, patient satisfaction and adaptability to evolving healthcare landscapes.

2.2 Discussion of the Existing System

The evaluation of the current system highlights the need for a more effective and modern approach by evaluating the shortcomings, difficulties and drawbacks of conventional manual management techniques for dental clinic.

Traditional paper-based methods have a number of drawbacks. Errors, inconsistencies and data loss are common when patient data, treatment histories and appointment schedules are manually recorded. The quick delivery of patient care might also be hampered by the time consuming nature of going through physical files to locate patient records. Due to these inefficiencies, patients and clinic staff may experience scheduling conflicts, treatment delays and frustration.

Security concerns also arise with paper records as they are vulnerable to physical damage, loss and unauthorized access.

2.3 Description of the Proposed System

The proposed system is developed to solve the drawbacks faced by existing system.

The proposed system is being developed to solve the major problems faced by the existing system.

The system will be accessed online. This will reduce the queue at the local clinic since users will opt for online services rather than going to the clinic physically. The proposed system is trying to curb the problems of transactions' files unauthorized access and for this the files will always be safe.

The system will enable adding, updating and deleting of services offered by the clinic. It will enable the admin to group dental services by category making them easy to search.

The system will include a search bar where the user will use to search for desired service.
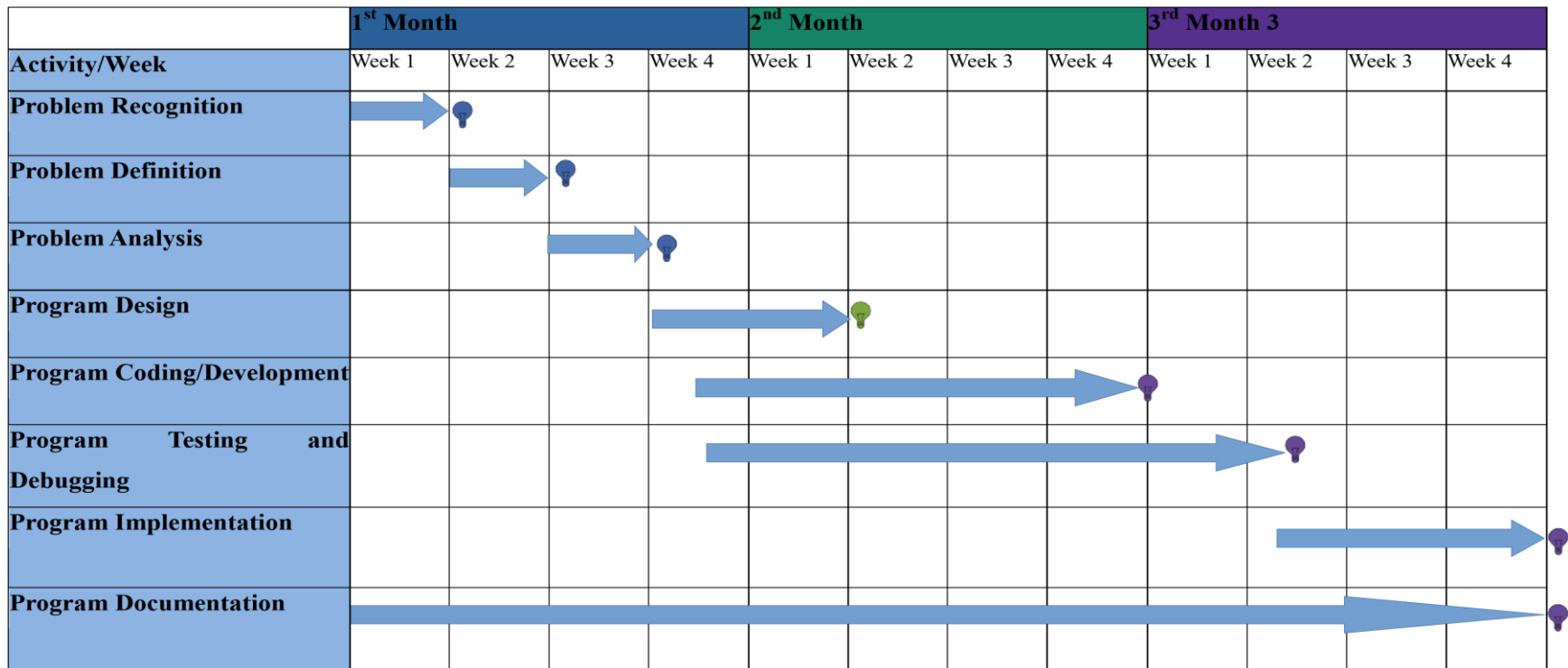
The receptionist will be able to deny or approve an appointment. He/she may mark an appointment as in progress and pending also.

2.4 Description of the Unique Features of the Proposed System

- **Password Encryption:** The password will be encrypted with a one way encryption technique known as the **MD5** encryption. This will make sure that no hacker gains access to the account they are not supposed to.

- **Digital Storage of Data:** The user, transaction and other data will be stored in a database digitally hence making it easy to back up the information and also minimizing use of large office space since no files will be used.

- **Easy and Fast Data Retrieval:** Since the data is stored in database it is easy and fast access a specific data since no one will be going to the shelves to search for a specific file then search for the specific transaction again.

- **Access Authorization:** All the users will be required to login to the system before making any changes to the system. This will make sure that the data is always safe.

- **Data Retrieval:** The user will be able to retrieve previous receipts and even print them if needed.

2.5 Project Planning

Project planning is among the functions of the project management. And therefore I have used a Gantt chat to represent the scheduling of the project modules and milestones.

Activity/Week	1st Month				2nd Month				3rd Month 3			
	Week 1	Week 2	Week 3	Week 4	Week 1	Week 2	Week 3	Week 4	Week 1	Week 2	Week 3	Week 4
Problem Recognition												
Problem Definition												
Problem Analysis												
Program Design												
Program Coding/Development												
Program Testing and Debugging												
Program Implementation												
Program Documentation												

CHAPTER 3

3.1 Methodology

This chapter describes methods, tools and techniques that were used to develop Reigns Dental Clinic Management System from early stages of development to implementation.

3.2 Defining the Nature of Activity

Here we are going to see how the activities that the system performs and at what level.

3.2.1 Client

Reigns Dental Clinic Management system is designed to be user friendly, and the client does not have to go through a lot of processes to book for services they require. In the system, the user clicks the "book appointment" button which will take him/her to the appointments page. The client can then choose the service he/she requires, fill in their details and submit their appointment request. The client will then receive an email confirming their appointment.

On the home page, the client can scroll through services the clinic offers, the infrastructure and also the clinic's contacts and location. The client can also click the blog which is on the navigation bar to read more about dental diseases and learn more about dental care.

3.2.2 Admin

An admin can login to the system. The admin can add or delete an account by signing in. This means that they can only be added to the system.

After login in, there is a dashboard section where the admin is notified of appointments booked, services the clinic offers, the accounts created, the revenue brought since the beginning of the clinic.

The admin can then decide to go to the services page where he/she is able to add, update or delete a service. He/she can add or delete a receptionist account and change passwords

On the menu section the administrator can also choose to logout.

3.2.3 Receptionist

This is the person who the client will refer to on the day of appointment. He/she will direct the client to respective dentists. He/she is able to login and logout to the system though with limited access.
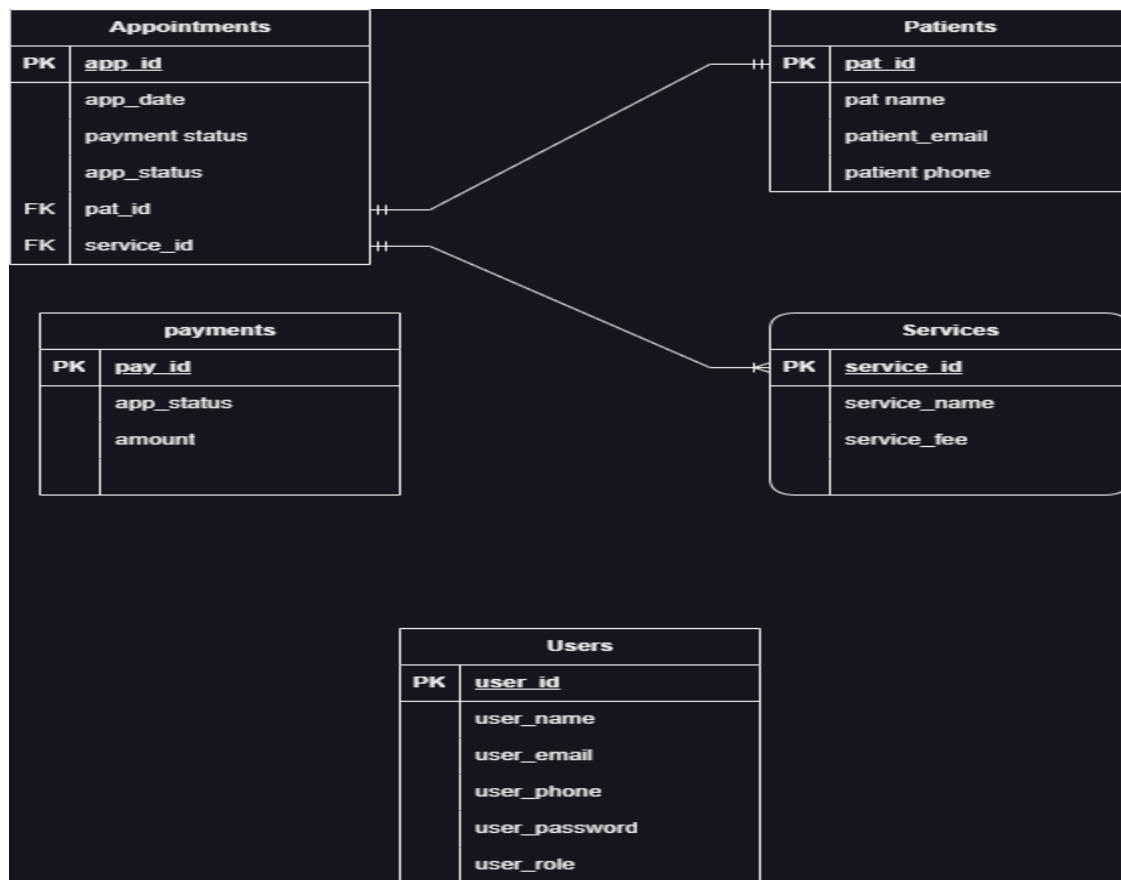
The receptionist is able to go to the appointments page to cancel and update appointment status as delivered, pending, in progress or serviced/done.

3.3 Preparations of Drawing and Design

The development tools are defined as the basic required devices that are used during the design of the computer based processing and publishing system to enable the programmer design effective and efficient software. There were five components that were needed to be added in the system when the development of the system was yet at an initial stage. These components can be referred to as the software development tool. The under listed tools were chosen and used because of their features and ease of accessibility.
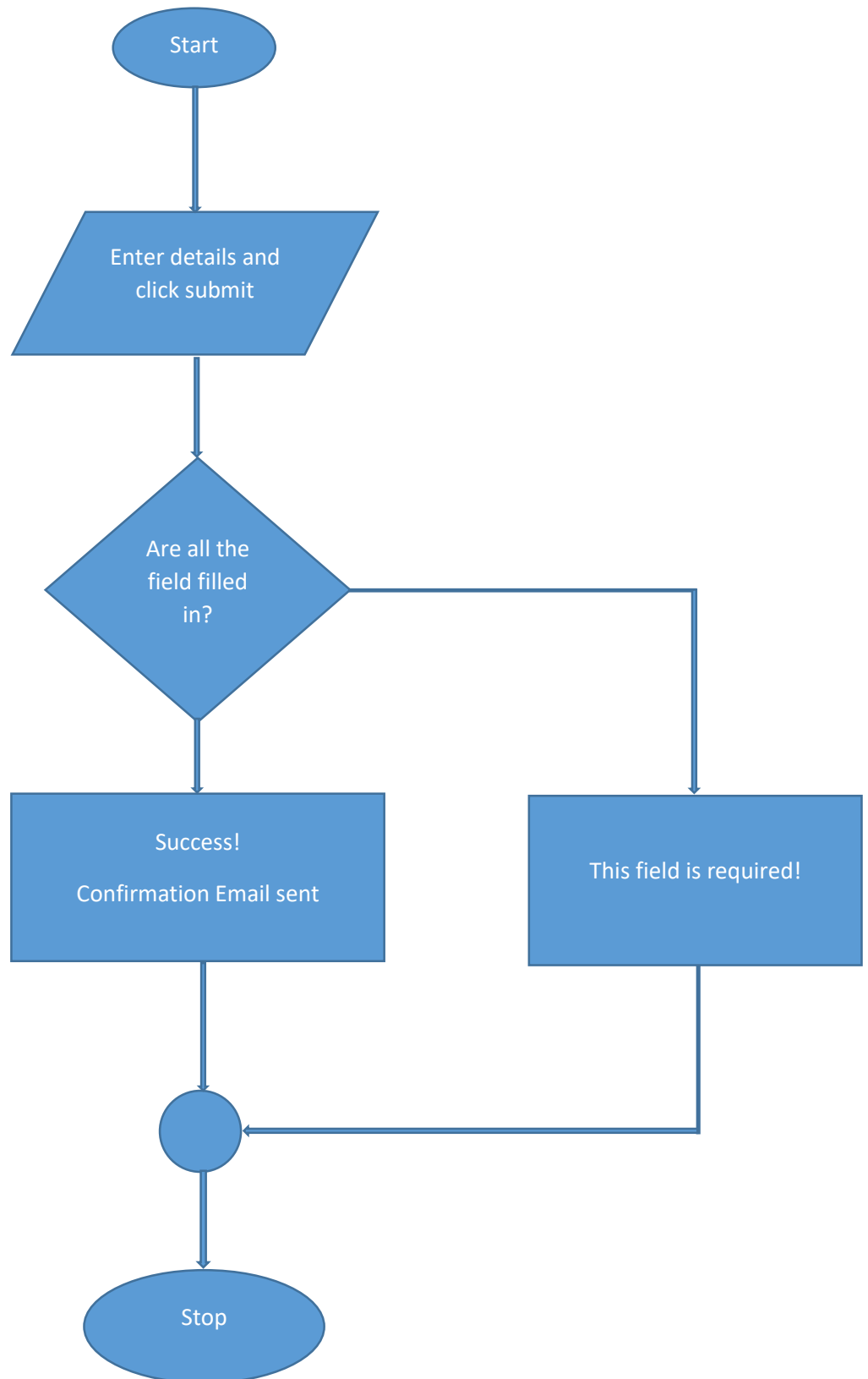
These tools are briefly discussed below:

3.3.1 ERDs (Entity Relationship Diagrams)

Appointments

PK	app_id
	app_date
	payment status
	app_status
FK	pat_id
FK	service_id

Patients

PK	pat_id
	pat name
	patient_email
	patient phone

payments

PK	pay_id
	app_status
	amount

Services

PK	service_id
	service_name
	service_fee

Users

PK	user_id
	user_name
	user_email
	user_phone
	user_password
	user_role

The ERD above was drawn to show the structure of Reigns Dental Clinic database and the relationships between the tables.

3.3.2 Flowchart

```
                    ┌─────────┐
                    │  Start  │
                    └────┬────┘
                         │
                         ▼
              ╱───────────────────╲
             ╱  Enter details and  ╲
             ╲    click submit     ╱
              ╲───────────────────╱
                         │
                         ▼
                      ╱─────╲
                     ╱ Are all ╲
                    ╱ the field  ╲──────────────────┐
                    ╲ filled in? ╱                   │
                     ╲─────────╱                     │
                         │                           ▼
                         ▼                    ┌──────────────┐
              ┌────────────────────┐          │  This field  │
              │      Success!      │          │ is required! │
              │                    │          │              │
              │ Confirmation Email │          └──────┬───────┘
              │        sent        │                 │
              └──────────┬─────────┘                 │
                         │                           │
                         ▼                           │
                       ( ● )◄──────────────────────┘
                         │
                         ▼
                    ┌─────────┐
                    │  Stop   │
                    └─────────┘
```

3.3.3   System Requirements

    i.   Software requirement
   ii.   Hardware requirement
  iii.   Functional requirement
  iv.   Nonfunctional requirement

Software Requirement

Computer software is a collection of computer programs and related data that provides the instructions for telling a computer what to do and how to do it. In other words, software is a set of programs, procedures, algorithms and its documentation concerned with the operation of a data processing system. Program software performs the function of the program it implements, either by directly providing instructions to the computer hardware or by serving as input to another piece of software. The following list of software are needed for adequate implementation of the system;

Requirements Specification

During the research, the requirements to entail what the system in question would do was used. This study therefore provides detailed documentations of requirements applicable and this was categorized into collection and analysis of user requirements, functional requirements, nonfunctional requirements and system requirements. This section includes the analysis of the system requirements.

User Requirements

- The system is able to provide access to accurate and updated information.
- The system is user friendly and interactive to be used by clients to complete their tasks.
- The system respond when the buttons are clicked and all links are be able to lead to the intended destination.
- Administrator and receptionist are able to access the client details in terms of those who made bookings.

Functional Requirements

- The system allows the admin and receptionist to get direct access to patients' records.
- The system allows generation of different types of updates.

Non Functional Requirements

The system can easily be maintained by other developers.
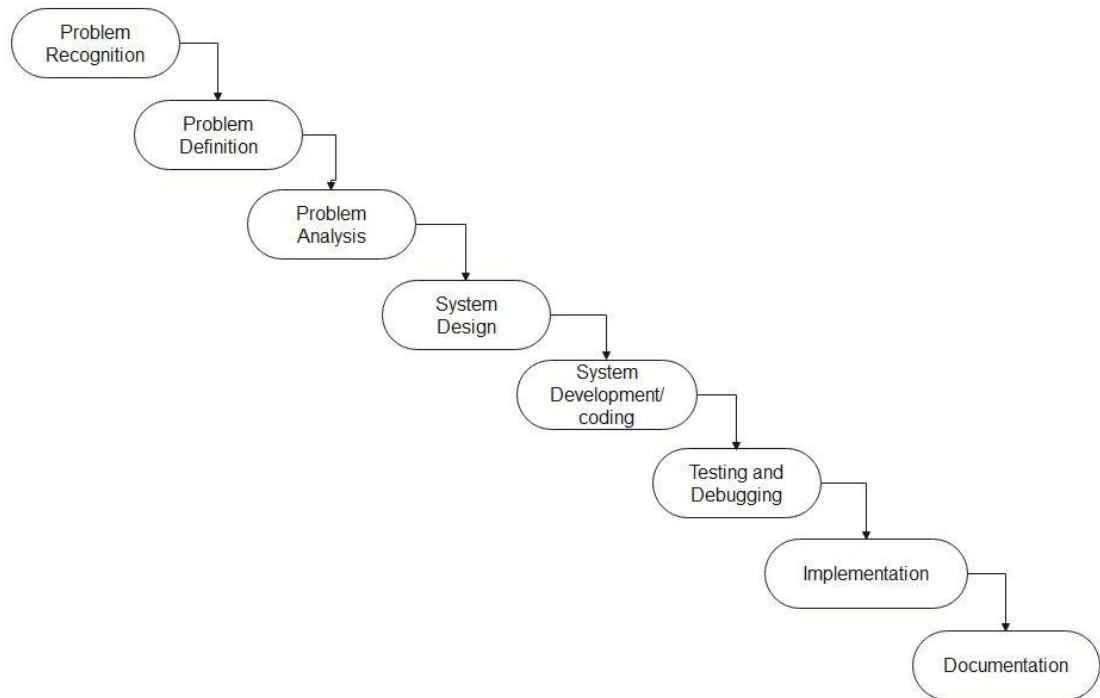
Performance Requirements

- **Response Time**

  The system response to requests should not exceed ten seconds.

- **Security**

  The system is maintained to only authenticate administrator and receptionist.

3.4 Indication of steps Followed

Steps followed is as follows respectively: Problem Recognition, Problem Definition, Problem Analysis, System Design, System Development, Testing and Debugging, System Implementation, Documentation.

3.5 Provision of Service or Data Collection

When a client wanted to book appointment, he/she had to come to the clinic to make the booking. This was tedious since one had to wait on long lines which wasted a lot of time. The confirmation letters were issued but not saved digitally which made it vulnerable to theft, loss or even fire. Searching for patients who had already booked appointments was tedious as the receptionist had to go file by file looking for the patient name.

3.5.1 Data Analysis

After the data collection procedure is over, data analysis would follow immediately. This is to establish exactly what must be done in order to solve the problem. This would be possible by defining the boundaries of the system and determining how the proposed system would work with other related system for the success. The collected data would be keyed in tables for analysis to ease the analysis as the data will be summarized in tables which are related. This is because with tables, one is able to interpret them easily and understand them faster as well as they are easy to use and draw.

	Respondents on developing a new system	Respondents against developing a new system	Total Participants
Number	20	5	25
Percentage	80%	20%	100%

The table above indicates that 80% supported the idea of developing a new system.

3.5.2 Feasibility Study

i.   **Operational Feasibility**

Both the clients and the Clinic felt they wanted the system operational as fast as possible due to the many disadvantages of the existing system. They are also ready to be trained on how to use the system.

ii.   **Economic Feasibility**

The proposed system will save a lot of money when implemented. This is because there will be no receipt books required since user will generate their receipts through the system by just clicking on print receipt.

3.5.3 Intended Benefits

The proposed system aims to following benefits:

i.   Improved patient experience.
ii.   Enhanced operational efficiency.
iii.   Accurate and centralized data.
iv.   Streamlined billing and financial management.
v.   Enhanced decision making.
vi.   Data security and compliance.
vii.   Overall cost savings.

3.5.4 Input Design

Adding records to the system is as follows:

The administrator adds and updates:

- Services.
- The Users i.e. The Receptionist.
- Prices/ Costs of Services.

The receptionist can:

- Update appointment status.
- Cancel appointments.
- Update customer and appointment details.

The Client can:

- Book Appointment.

3.6 Testing

The system required testing in order to:

- Check if the system meets its objectives or not.
- Check the output of the system if it is valid, if it is the one expected and that it is error free.
- Check if the system meets its functional requirements or not.
- To be ensured that there are no malfunctions in the components and any part of the system.

Different approaches were used to test the system.

These approaches are:

- **Valid data** - this is the most appropriate to ensure that the correct output is realized from the system. The correct data can be printed and used for future reference.
- **Test data** - this will be used in order to ascertain that the various components of the system are properly working because they will display if there is an error or not.
- **Acceptance testing** - this is where the users are involved in the testing so that they can see for themselves whether the system meet their needs and their objectives.

Other Approaches used for Testing

Black Box Testing

This is a method of software testing that examines the functionality of an application without looking into its internal structures of working. This method is applied at every level of software testing: unit, integration, system and acceptance.

This method was used to test and examine the functionality of the system without looking into its internal structures.

BLACK BOX TESTING APPROACH
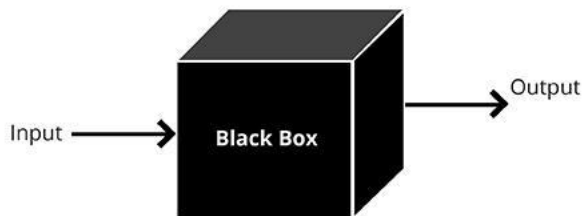
White Box Testing

Here, testing is based on an analysis of the internal structure of components of system. It can be applied to all levels of SDLC.

Most of the defects one found in unit, integration levels is through the white box.

White box testing was used to test the internal structures of the components system.
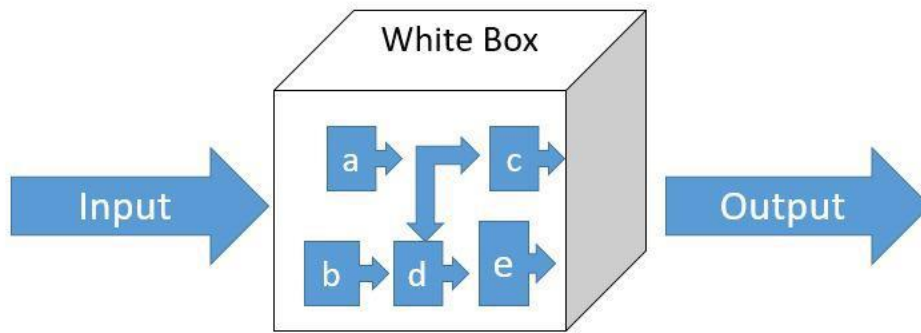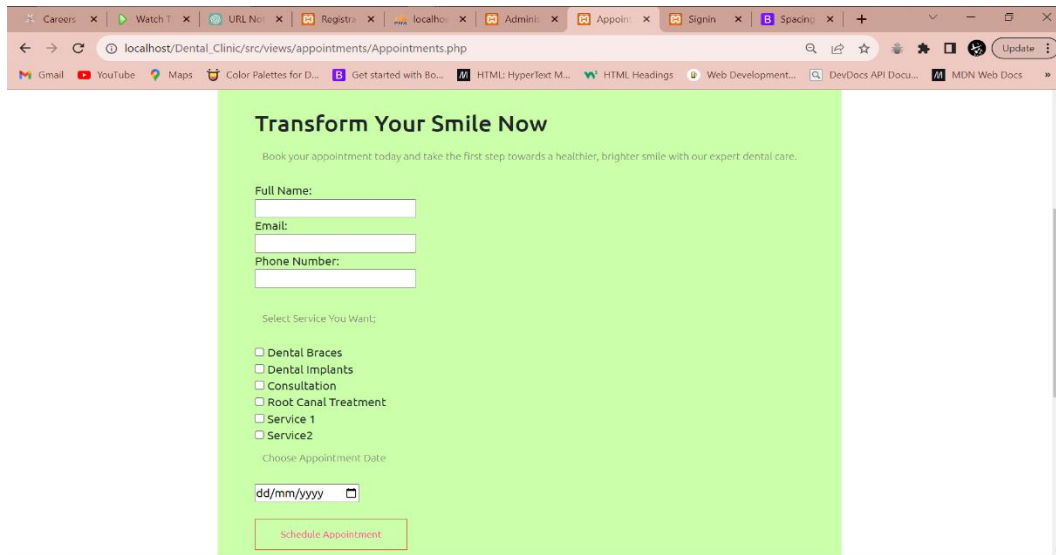
3.7   Demonstration of Services

3.7.1 Admin and Receptionist Login
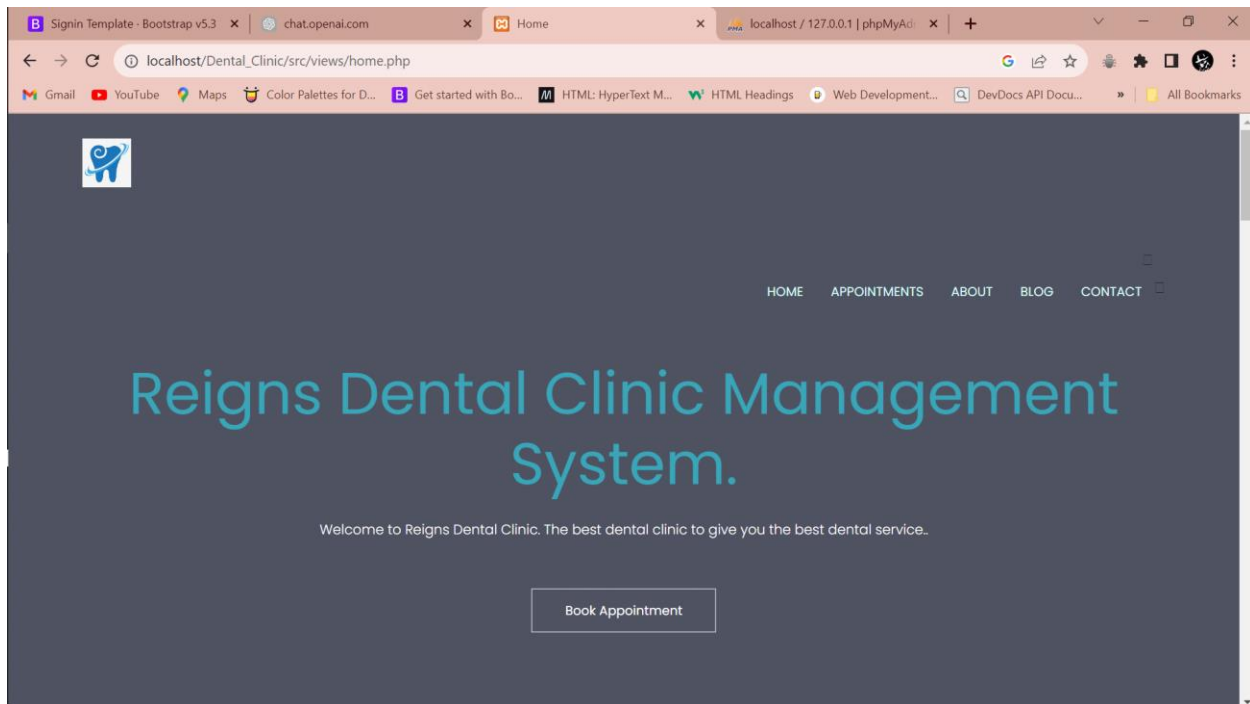
3.7.2 Client Appointment Form
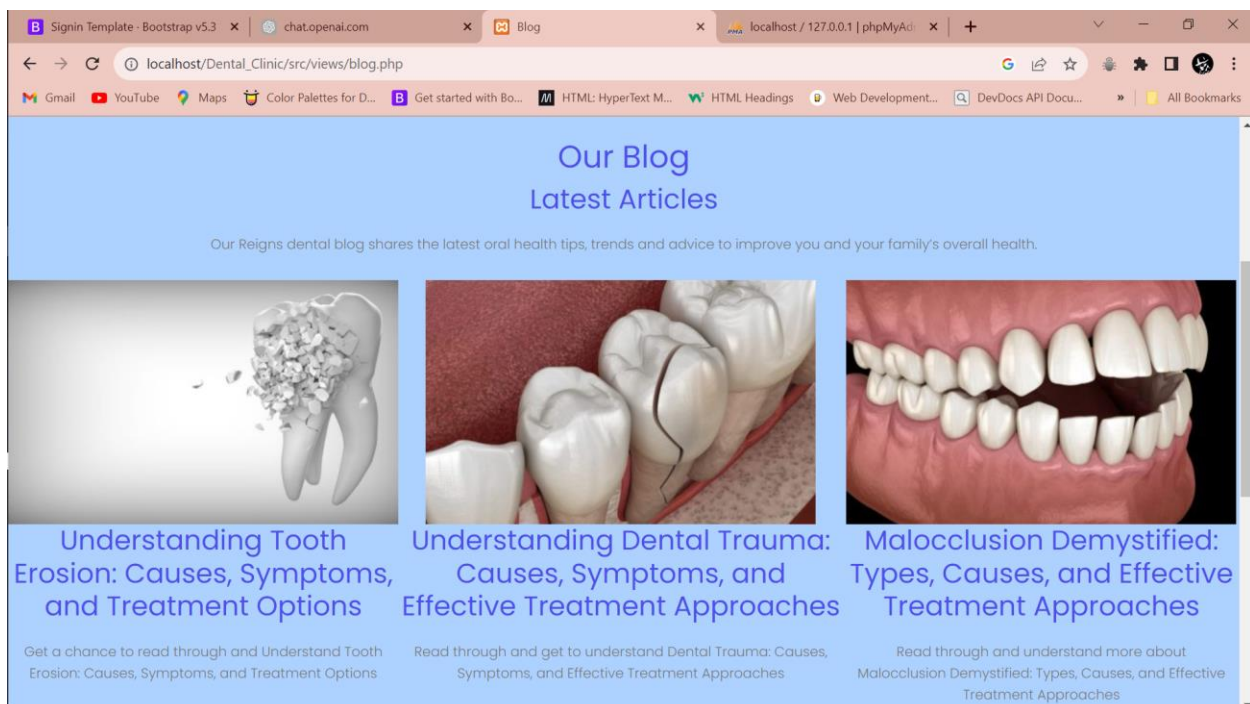

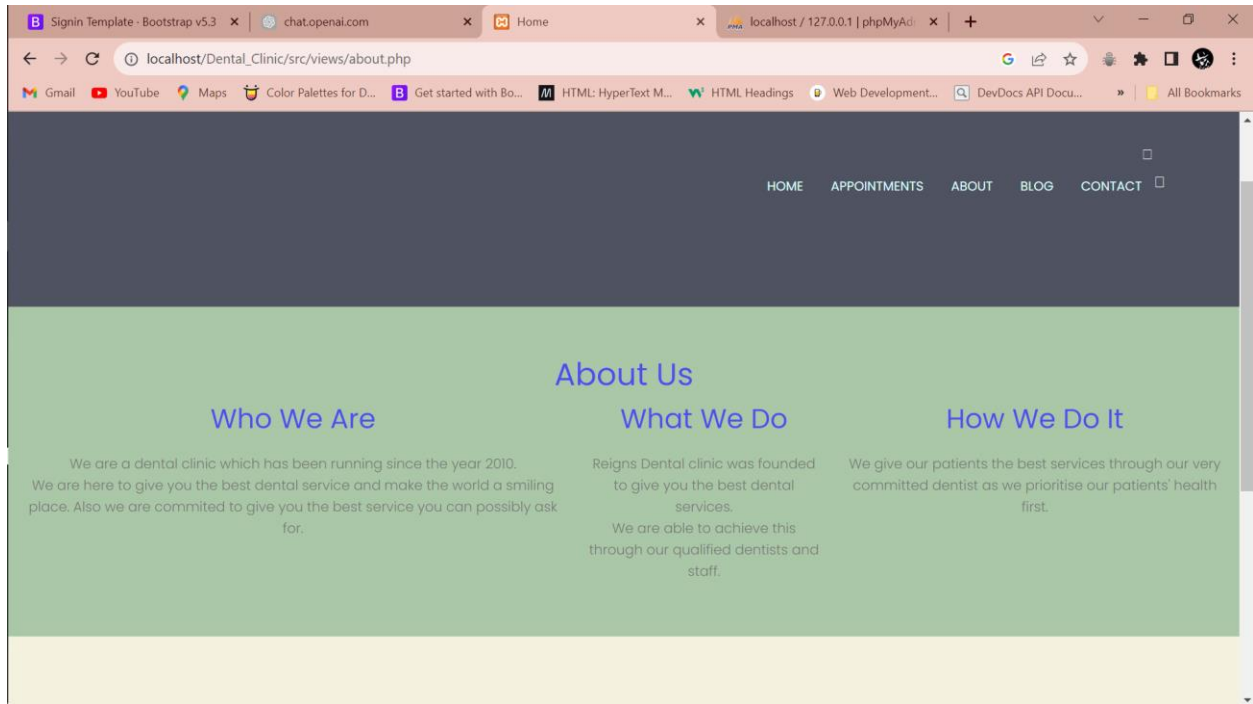### 3.7.3   Admin's Page

3.7.4   Services Page
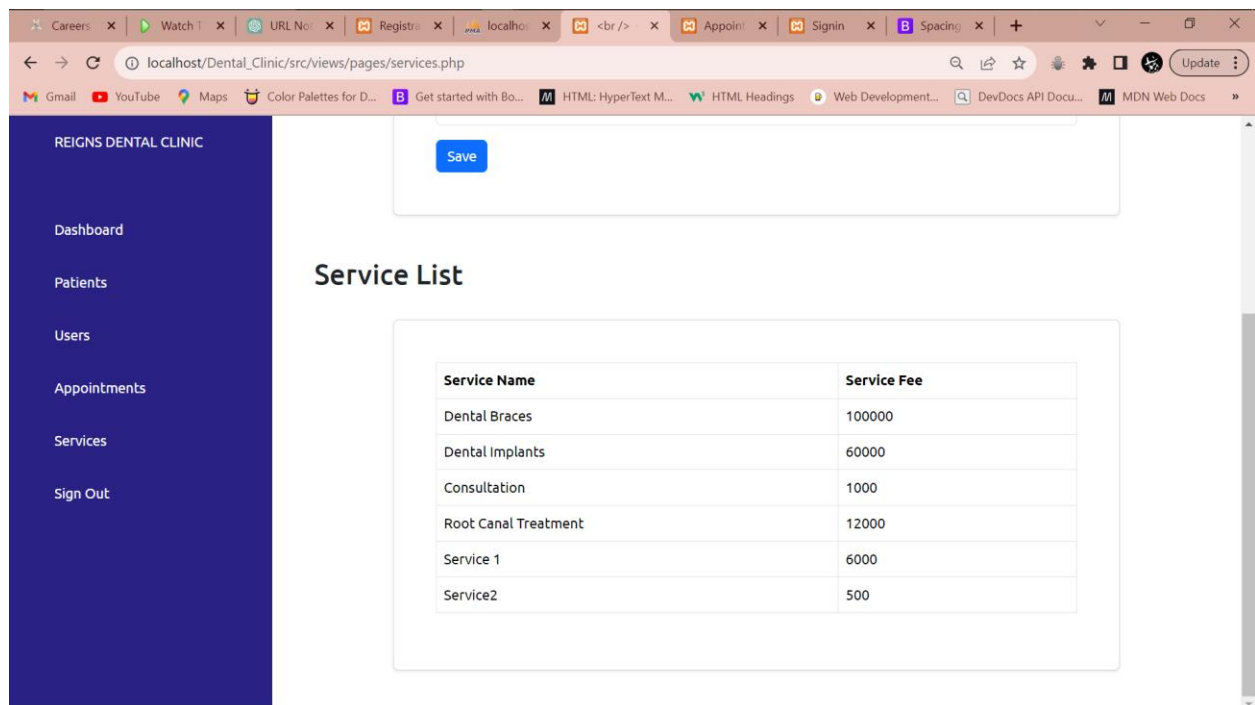
3.7.5   Client's Home Page

3.7.6   Clients' Blog Page

3.7.7 About Page

CHAPTER 4

Findings, Data Analysis, Conclusions and Recommendations

4.1 Discussion of the Findings Service

Discussion of the finding is as follows:

4.1.1 Population Study

A population refers to an entire group of individuals, events or objects having a common observable characteristic.

Table 1: Showing *the Number and Type of Respondents*

Categories of Respondents	Number of Respondents	Percentage (%)
Top level managers	3	12
Employees	10	40
Clients	12	48
Total	**25**	**100**

The Population study selected above indicates that everyone was included, that is from the top level managers down to the workers and also some of the clients in the Clinic. This was to allow us to come up with an exact finding that will allow us to know if both the Clinic and its clients are up on the idea of developing a new system.

4.1.2 Gender of the Respondents

Gender	Number of Respondents
Male	11
Female	14
Total	**25**

The Respondents were selected randomly and it turned out that there were no bias to any specific gender. This was to know specifically how both genders felt about developing a new system for Reigns Dental Clinic.

4.1.3 Respondents' Education Level

Level	Number of Respondents
PHD	1
Masters	2
Degree	8
Diploma	8
Others	6

The tabulated data above show the education level of the respondents.

The information gathered was correct since most of the respondents were people who had a good education background.

4.1.4 Sources of Data

Two sources of data to get the right information was used.

These were:

- *Primary source*

    In the context of data, a primary source refers to the original source of information collected directly from firsthand experience. Primary sources are considered more reliable. The primary source of data in Reigns Dental Clinic management system would typically be the information directly entered by users during their interactions with the system.

- *Secondary source*

    Secondary sources of data refer to information that has been collected, processed, and analyzed by someone other than the researcher. These sources provide data that already exists and were created for purposes other than the researcher's specific study.
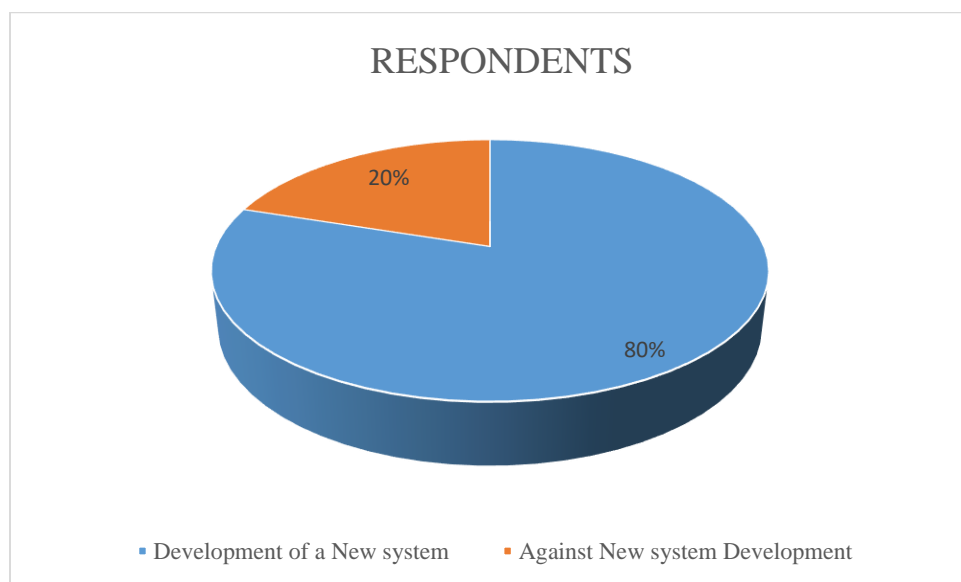
4.2 Evidence of Data Analysis

After the data collection procedure is over, data analysis would follow immediately. This is to establish exactly what must be done in order to solve the problem. This would be possible by defining the boundaries of the system and determining how the proposed system would work with other related system for the success. The collected data would be keyed in tables for analysis to ease the analysis as the data is will be summarized in tables which are related this is because with tables one is able to interpret them easily and understand them faster as well as they are easy to use and draw.

	Respondents on Developing a New system	Respondents Against Developing a new system	Total Participants
Number	20	5	25
Percentage	80%	20%	100%

The table above indicates that 80% supported the idea of developing a new system.

4.3 Conclusion Based on the Findings

Based on the findings above it was a clear indication that the existing system was so disadvantageous to both the clients and the Clinic (Katani Dental Clinic). The findings shows that 20% which represents 5 people were against coming up with the proposed system among their reasons being afraid to learn a new system, afraid of change since they were not sure of what they were expecting or how it could turn out. Alternatively the findings show that 80% which represents 20 people were on the idea of developing a new system. This is because they were tired of the existing manual system; since, the current system was so slow and so costly. They wanted to see how it would turn out, they were expecting that the proposed system will increase throughput and save a lot of time.

4.4 Recommendations Related to the Findings

Due to the demand of a new system from the above findings found. I recommended to Reigns Dental Clinic to allow me to develop a system that would enable them to offer their services online. That is, managing client appointments online.

LIST OF REFERENCES

APPENDICES
PERMISSION LETTER

PC KINYANJUI TECHNICAL TRAINING INSTITUTE

PO BOX 21280-00505

NAIROBI, KENYA

06/26/2022

KATANI DENTAL CLINIC

PO B0X 00500

NAIROBI, KENYA

Dear Sir,

Re: Permission to conduct research at Katani Dental Clinic

My name is Antony Ochieng, a student at PC Kinyanjui Technical Training Institute currently pursuing Diploma in Information Communication Technology. I am seeking permission to do a research in your Clinic.

I am conducting a research on creating a new online Dental Clinic management system, either the system will be beneficial to the organization or not.

The research will entail collecting data from the staffs and some of the clients in your Clinic.

I will invite individuals from your Clinic to participate in the study. I will ask kindly if I may collect data from the finance manager, human resource manager, procurement personnel, and some of your clients. If they agree, the type of data collection that will be used is questionnaires whereby they will be required to fill in the questionnaires.

All research data will be analyzed by myself and stored in private online repositories for future reference.

I therefore request permission in writing to conduct my research at your Clinic. Please let me know if you require any further information. I look forward to your response as soon as is convenient.

Yours Sincerely

Antony Ochieng

Name: Antony Ochieng

Contact Number: +254 713 515 437

Email: antonyochieng00@gmail.com

Supervisor's Name: Mr. Dennis Owino

QUESTIONNAIRE.
(CASE STUDY QUESTIONNAIRE AT KATANI DENTAL CLINIC – NAIROBI.)

Keenly follow the instructions and select your answer with a slash or tick where appropriate or instructed.

1. How many years the dental clinic been in operation?

   a. Less than 5 Years ☐

   b. 5 – 10 Years ☐

   c. 10 – 20 Years ☐

2. How many Dentists and Staff Members Work at the clinic?
   Dentists.

   a. Less than 10. ☐

   b. 11 – 20. ☐

   c. 21 – 30 ☐

   d. 31 – 50. ☐

   Staff Members

   a. Less than 10. ☐

   b. 11 – 20. ☐

   c. 21 – 30. ☐

   d. 31 – 50. ☐

3. Please state the Dental treatments and services the Clinic offers. (Write your answer below)

   a.

   b.

   c.

4. Is there an existing system being used at the clinic?

   a. Yes. ☐

   b. No. ☐

5. (If Yes) Are there any features or functionalities missing from the existing system?

a. Yes. ☐

b. No. ☐

6. **Current System and Challenges (Tick where necessary)**

CURRENT SYSTEM FUNCTIONALITY	GREAT	GOOD	OK	FAIR	POOR
1. Managing and scheduling Patient appointments, records and other administrative work.					
2. Patients' records storage and retrieval.					
3. Billing and financial transaction handling.					
4. Inventory management i.e. tracking dental supplies and equipment.					
5. Reporting and analytics management.					
6. Privacy and security management.					

NEEDS AND OBJECTIVES.

7. What are the specific features or functionalities that are essential for the dental clinic? (Tick where necessary)

FEATURE/FUNCTIONALITY	REALLY ESSENTIAL	CAN BE ESSENTIAL	NOT SO MUCH
1.Patient records and schedule management			
2. Employee Management.			
3. Inventory Management.			
4. Billing and Transaction Management.			
5. Patients' Record storage and retrieval.			
6. Reports and analytics management.			
7. Patients History.			

PROPOSED DENTAL CLINIC MANAGEMENT SYSTEM.

8. Has the Clinic identified any potential software providers or systems for implementation?

    a. Yes.   ☐

    b. No.   ☐

    c. Not sure.   ☐

9. Are there any specific integrations required with other systems (e.g. billing, insurance, etc.)?

    a. Yes.   ☐

    b. No.   ☐

    c. Not sure.   ☐

    BENEFITS AND IMPACTS

10. Will the new system improve patient experience and streamline clinic operations?

    a. Very Much.   ☐

    b. Not so much.   ☐

    c. Highly doubt it.   ☐

IMPLEMENTING AND TRAINING.

11. What is the timeline for implementing the new system?

    a. Less than 1 month.   ☐

    b. 1 – 2 months.   ☐

    c. 3 – 5 months.   ☐

    d. Probably more time.   ☐

Thank you for participating in this case study questionnaire. Your response will greatly contribute to our understanding and analysis of the Reigns Dental Clinic Management System.