RAM Team

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Q&A:

1) Can you describe your typical workflow in a dental clinic, from patient check-in to treatment planning and follow-up?

A. Booking, collecting the examination fee, then examining patients and knowing their complains after that I try to treat the problem at the same day but if it will take more than one session I describe some medication till next session and so on .

2) How do you prioritize patient appointments and manage your schedule efficiently?

A. The priority is determined by booking or by the severity of what the patient is suffering from.

3) What are some common challenges you encounter in managing the clinic?

A. Appointments sometimes overlap when the clinic is crowded.

4) What type of clinic management system are you looking to implement?

A. A system for booking, paying, and knowing the patient's history

5) What specific features are essential for your clinic needs?

A. A way to organize the appointments.

6) What software or tools do you currently use for managing patient appointments, records, and billing?

A. I use a notebook.

7) How do you use your current system to manage patient appointments, records and payments?

A. I use a notebook and I make a table that conclude appointments, records, and payments.

8) Can you discuss any specific features or functionalities you find lacking in your current dental clinic system?

A. There is no specific thing but a system to organize everything related to the clinic will be great it will make things go more smoothly and easily.

9) How do you determine treatment services prices for your patients?

A. Based on materials, price of laboratories, and dollar prices

10) What level of technical support and training will your staff require for system implementation?

A. Non, they are qualified to handle the system on their own but a training day won't hurt.