

# Ramallah Dental Inc.

## Dental Care, All Services, One Location

Ramallah Dental Inc. is a specialized dental care clinic operating 7 days a week. We are specialized state-of-the-art dental services for all family members. Our clean air and safe clinic location shows our commitment to safe operating environment.

We provide all services of dental care such as treatment of tooth loss, tooth repairs, tooth implants, dental cosmetics, as well as delta emergency services. Our clinic center is located at the heart of Ramallah city, and incorporates over 16 employees. Further, we currently serve several dozens of registered patients. Our clinic has 4 rooms for dentists, 2 rooms for X-Ray operations, a room for inventory, and reception with large waiting room for patients. We currently have 6 doctors, and 6 nurses, all operating on the basis of certain days, depending on their availability and schedule. We also have 2 employees working at the reception, 1 for the inventory management, and 2 specialized personnel for operating the X-Ray services.

Our current system that manages our employees, patients, inventory, and purchases is outdated and is composed of islands of information scattered between the employees. The current system is largely manual, however, some employees use Excel sheets and MS Access for storing their information. Our current web site is largely static showing basic information about our clinic, plus, we have a Facebook page. Each doctor has his/her own list of data about every patient dental session. Patients appointments are stored manually on papers, and doctors and nurses' schedule is manually built every week.

Our current system is useless in terms of generating important reports regarding patients, doctors, nurses, appointments, inventory, and many others. We are in desperate need of a modern software system that unites all our employees data, offering modern and state-of-the-art technologies that can streamline all our business operations, patient management, reports, inventory purchases, that is also secure and highly reliable.

The following section provides more details on our current system and the problems we face. Of course, we are open for new suggestions by your side given that you are a specialized team in software development. We rely on our technical experience and expertise in developing a new

software system incorporating modern technologies that can solve our problems and also provides smart features that can increase our work efficiency and, reduces employee times and effort, and be more patient-oriented.

## Current work environment

Our management is concerned with detailed reports regarding our patients' transactions, automatically building employees' work schedules, categorized inventory reports, and so forth.

Currently the schedules for nurses and doctors are built manually, and you can imagine the large effort when doing so, especially when one doctor or nurse has to compensate another colleague because something came up. Reports are very time consuming to generate because of the data that is scattered between the employees and in different formats such as Excel sheets, MS Access, hard-copies, and guess what, just yesterday we knew that one of the doctors is now using Google sheets!

Our website is largely static showing our location, part of our services, telephone numbers, and that is it.

Patients have to call the receptionists to make an appointment. And when they arrive for the first time, they have to manually fill a hard copy registration form. This has to be revolutionized to meet modern patients expectations.

Regarding the doctors and nurses, they work on daily bases, and we have to manually build their work schedules every week. An important note here is that doctors record all patient session information after they leave the dental room manually. So next time the patient arrives, the doctor has to search manually for patient last visit to see what was diagnosed, what did the doctor do exactly, medications, and what the doctor was supposed to do in the next patient visit (follow ups).

As you know, dental service in most times requires several visits before the doctor finishes serving the patient. We are very concerned about providing a family discount, but using the current system, we have no idea how to do this.

Sometimes we suddenly run out of inventory, imagine the embracement we face in front of our patients. All requests and communications between our employees, for example between doctors and inventory employee is done verbally, and this is a disaster. We need a new solution that can link all patient data together in terms of patient information, medical record, medical history, all visits information along with medications prescribed, follow ups, x-rays, and so on. Of course, only authorized personnel can access certain parts of this information.

Sometimes we suddenly realize that the doctor is not available because we forgot to update the work schedule. Add to all of that the patients have to call in order to cancel or change the appointment. And since we have dozens of patients, the whole system is falling down and we cannot keep up with the large demands and our manager is about to get crazy (he is working till late hours).

It is very hard to manage the work procedures between doctors, X-Ray employees, schedules, and inventory employee. For example, several times we could not find patient X-Ray sheets because they are stored manually as hard copies, and such format making it vulnerable to loss and getting corrupted. And since many customers choose to pay as installments, it is very hard to keep track of their payments.

Another important aspect is that we do not have another way but calling the patient when we need to remind them of their follow ups. This can be very time-consuming, and the patient can be in a situation that can't answer the phone.