

Appendix 1- Analysis of current system

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Interviewer: What is your current business and how do you run it?

Client: I am a dentist and I run my own private clinic in Mumbai. I have 4 staff working for me currently in my clinic and they are the ones that handle scheduling of appointments, finance and also assist me in dentistry.

Interviewer: Currently what are the issues you are facing

Client: The main issue that I am facing is with my clinic's overall management skills. Whenever I need to schedule an appointment, it is done manually by one of my assistants on pen and paper and maximum of the times the staff and myself tend to forget about the scheduled appointments or sometimes we give the patient the incorrect time which leads to two patients coming at the same time or a patient ends up coming to the clinic and I myself am not there. These mis-coordination happen quite frequently which reduce the efficiency of the clinic. And another issue that I face is with my x-rays which go to labs for processing they don't come on time, or the incorrect ones are sent which leads to a lot of confusion which diverts my focus from dentistry.

Interviewer: How are you carrying out these procedures right now?

Right now I am scheduling my appointments on pen and paper and we inform our patients via call. We call and inform the lab via phone calls. All tasks are carried out manually.

Interviewer: Do you think these problems are affecting the quality of your work?

Yes, these problems are heavily affecting my work, instead of working on dentistry I have to look into these management issues which waste a lot of my time. When 2 patients come at the same time for instance, I do not know what to tell the other one since they are already at my clinic. This is a big problem for me as it ruins my reputation as an organized and professional dentist. Even when I send X Rays to the lab for processing the staff from the lab often get my x-rays late because of which I cannot hand them over to my patients on time which again leads to delay and confusion. All these issues constantly require me to look into them because of which I am not able to focus on my main area of profession, reducing the efficiency of my clinic.

Interviewer: Anything you would want in the system that will personally help make your work easier? - leaving out your staff

Yes, I would like it if I could get reminders about 2 hours prior to my appointments so that I could get to the clinic in time and avoid any delays. I would also like my staff to have cards and they should have to tap themselves in every time they enter and leave the clinic which should notify me. The same thing for my equipment, I should be notified every time an instrument goes for servicing and when it is returned. I would also like to have a method to maintain staff salaries and any advances or personal requests made by them.

Interviewer: Do you have a fixed schedule of working hours or do you go to your clinic only if you have an appointment?

Client: No, I tend to only go to my clinic if I have a scheduled appointment. Yes, there are times I am in the clinic when I don't have any appointments due to some other work but otherwise not. So if a patient wants an appointment, they request my staff for their desired time, and we let them know if that date and time is possible or not.

Interviewer: Overall what is the main problem you are facing in your day-to-day work life? Could you tell me these problems? What is making you opt for this new automated system?

Client: Patient management appointment coordination scheduling appointments with and checking the materials required for that particular patient at that appointment and time required for each patient appointment

Interviewer: So then how do you think this new system will help you

Client: It will definitely help us in management in better management of patient's appointments or so that we schedule sufficient time for each treatment required for a patient and give us you know an update as to the expiry and the presence of the materials in my clinic. Sometimes materials which have exhausted, they are over, or their expiry is near and then we begin to start treatment and realize that this hasn't been ordered or there is you know may be an instrument which is required for that particular case but that is not there. Most importantly is patient appointment schedule we facing a lot of problem in scheduling appointments with the required number amount of time for each patient and also patient history that is another very important thing patient history the minute a patient comes in we should be able to view access the patient history at a click of a button because there are many patients who come back for you know treatment post-treatment probably saying we 'lost a filling, oh doctor you did it' but actually we haven't done it does somewhere else so if we have immediate access to the patient history the minute they sit on the chair it will facilitate us to get the faster treatment done and appropriate treatment.