

Appendix 2- Discussion of potential solutions

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Interviewer: After our previous discussion I have penned down a number of solutions to assist you in running your clinic efficiently but before that I would like to ask you if you have any thoughts on How do you think you would like these problems to be solved?

Client: If there would be any method that could automate these procedures for me, this would make my work a lot easier. If these tasks can be done automatically then I wouldn't have to give my time and energy and effort to look into these matters which will help me to put my entire focus towards dentistry. If there was a method that could automatically inform myself, my staff and my patients that there is a scheduled appointment before a particular time, then it would make it a lot easier as everyone could be at the clinic at the correct time. Even with my equipment and my x-rays if there could be reminders that could automatically be sent to us then we wouldn't have to look into the scheduling of pickups and drops of equipment and x-rays. With this we can make sure that there won't be any delays and there won't be any confusion as to when the equipment has to be delivered or picked up. There should be records which will stand as evidence that the scheduled pickups or drop was at this particular time

Interviewer: If you plan on adopting such an advanced system with technological features Will you be employing trained people to operate an automated software like you have described or would you employ beginners and expect them to learn over a period of time?

Client: I would prefer employing people who are already familiar with the software so that again I do not have to waste time getting the right requirements to train them to learn the software. I wouldn't mind spending a little extra but the main purpose of this system should be to make my work as a doctor easier. Therefore I would rather employ someone who already knows how to operate the system so that I do not have to in any manner help them out sense I myself am not too handy with computers.

Interviewer: So now that I have heard what you have in mind, let me show you What I have thought would be a great solution for the scenario that you have described. There are multiple features that I have decided to incorporate in the system. The most prominent one being; suppose you schedule an appointment- all you have to do is enter the patient's name with the date and time and the appointment will automatically get scheduled without any further concerns. Similarly with equipment pickup and drops and lab reports. However, when your clinic is executing the shift from the old to the new system, to implement the new system you will have to initially enter all patient and equipment records onto the database which is a slightly tedious procedure. After that, the system will run smoothly. Also i will create a separate interface for you and a separate one for your employees, so if there is some sensitive data that you don't want your employees to have access to, that will only be stored on your login id.

As I have seen you already have a specialised software for x-ray development therefore i will not interfere with that department since it already has an efficient system.

I have come up with all these solutions by observing your workplace and watching malfunctions and errors and shortcomings everywhere.

As we keep developing the software, things will keep coming up which can be added to improve the overall system. So with your permission we will implement those along the way. Any add ons or suggestions that you would like to be added

Client: i to keep a vigilant eye on where are the areas that we really lack and where we could improve with a better a program for the clinic management and I will update you as keep a note of it and keep updating you.