

CASE STUDY

PRACTICE MANAGEMENT SYSTEMS SOFTWARE AND FEATURES CUSTOMIZED FOR INDIVIDUAL DENTAL PRACTICE NEEDS

Client Background

The client is one of the world's largest providers of health care products and services to office-based dental, animal health and medical practitioners. Its public health software interoperates with more than 40 medical solutions through the HL7 standard – an international standard for the transfer of clinical and administrative data between software applications used by various healthcare providers. These interfaces have been replicated hundreds of times in community health centers, federally qualified health centers, correctional facilities, and hospitals. With a presence in multiple countries worldwide, the client understands the global deployment of programs and systems.

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Business Challenge

Managing a dental practice is a unique challenge. To address this, our client offers a variety of practice management systems and features created to advance a particular type of practice. Each system and feature is customizable and can be enhanced with a wide range of integrated options to provide end users a complete solution tailored to individual practice needs.

The client had a limited number of business analysts supporting the project. Dealing with US-based team members, the product manager and project coordinator resulted in transferring the requirements to the ever-growing Ukrainian team.

Project Description

The project was implemented with numerous features in order to increase the product's business value.

Improve Patient Care:

- Increase case acceptance with videos. Now end users can link instructional or educational videos directly to procedure codes. After a procedure has been added to a patient's treatment plan, he or she has the ability to select the procedure code and view the linked videos.
- Make accurate assessments. Provide better quality of care by using fall risk scores and expanded pain scale options to better assess at-risk patients.

Increase Clinical Efficiency:

- Save time by approving and signing multiple clinical notes at one time.
- Complete clinical note templates faster by viewing all of the prompts at once.
- Clinical notes created from a template can be categorized or named based on the template category and name, making the notes easier to find.

Increase Front Office Productivity:

- Keep production goals at the forefront. Now a user can quickly view or edit the clinic's daily production/relative value goals directly from the appointment book.

Use Innovative Technologies:

- Integrate technology from leading vendors in order to automate clinics.

Value Delivered

1. New features helped end users maximize organization, productivity and efficiency and save the organization time and money.
2. A list of the top customer requests were submitted through MyVoice. Resolving them gave the end user the ability to simplify and streamline their practice so they can focus on patient care.
3. SoftServe worked with the client on product maintenance and development for several years. The involvement of the requirements manager resulted in better understanding of the customer's business drivers, which allowed for implementing new functionalities within shorter time periods and higher quality.

ABOUT US

SoftServe is a digital authority that advises and provides at the cutting-edge of technology. We reveal, transform, accelerate, and optimize the way enterprises and software companies do business. With expertise across healthcare, retail, media, financial services, software, and more, we implement end-to-end solutions to deliver the innovation, quality, and speed that our clients' users expect.

SoftServe delivers open innovation—from generating compelling new ideas, to developing and implementing transformational products and services.

Our work and client experience are built on a foundation of empathetic, human-focused design that ensures continuity from concept to release.

We empower enterprises and software companies to (re)identify differentiation, accelerate solution development, and vigorously compete in today's digital economy—No matter where you are in your journey.

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