

Case Study

Kliknite ovdje za hrvatski

Croatian dental clinic drives efficiencies with up to 15% time savings and enhances patient care with Motorola Solutions WAVE PTX™

Dragaš Dental Design

Adria Dental Group is a large chain of dental clinics, with nine clinics in Croatia and Slovenia and over 600 employees. Dragaš Dental Design d.o.o. is part of this group. It is a growing dental clinic located within Piora hospital in Čepin, Croatia and incorporates seven dental offices in one building with over 30 employees. The modern premises cover 500m². The clinic offers dental and orthodontic services and the experienced, professional team aims to always provide the very highest level of care across a wide range of services including implants, dentures, crowns, bridges, whitening, oral surgery, and periodontology.



Dragaš
Dental
Design

Adria Dental Group



Customer

Dragaš Dental Design d.o.o.
(Adria Dental Group)

Partner

RADIO MOTO d.o.o.

Industry

Healthcare

Solutions

- 5-year WAVE PTX Push-To-Talk (PTT) subscription
- WAVE PTX TLK 110 two-way radios
- WAVE PTX dispatch
- Accessories including multi-unit desktop chargers and swivel earpieces with in-line microphones and PTT
- 5-year service and support package



MOTOROLA SOLUTIONS

Challenge

Dragaš Dental Design recently moved to larger premises, so communicating with staff and locating individuals and assets became more challenging, especially as there are multiple treatment rooms and staff are very mobile. Receptionists also often need to broadcast messages to all staff. The practice had previously been using business mobile and desktop phones for its intra-clinic communications. However, valuable time was being wasted repeating messages and tracking team members down, especially if mobile phones were switched off, on silent or had run out of battery; and, as dental staff also wear gloves, using mobiles was also not practical or hygienic. Therefore, to improve clinic efficiency whilst maintaining patient privacy, Dragaš Dental Design was looking for a system that could offer discreet, instant, group, hands-free communications and enhanced features and functionality. Dragaš Dental Design approached RADIO MOTO, a long-term partner of Motorola Solutions regarding deploying a Push-to-Talk (PTT) system utilising its on-premises broadband network. Following initial discussions about requirements, RADIO MOTO conducted a detailed WAVE PTX presentation and on-site testing.

Solution

Following the positive user feedback during this trial, Dragaš Dental Design has signed a 5-year WAVE PTX agreement with RADIO MOTO and Motorola Solutions for integration, training, maintenance and ongoing service and support. The clinic has equipped all its dentists, dental hygienists, assistants, and nurses with TLK 110 radios connected to the practice's broadband network. The reception area, meanwhile, also has two TLK 110s, as well as a computer running the WAVE PTX dispatch software, so the receptionists can centrally manage communications. The dental laboratory, which is an open space, also has one TLK 110 to connect into the system, when needed.

The system is used heavily all day, every day for instant, PTT practice-wide communications, for improved information flow and vital time savings when reaching relevant staff members. Most calls are group communications, often between the dentists and their teams, or receptionists communicating when patients arrive to quickly ascertain which dentists are available, so minimising waiting times; however, receptionists also use WAVE Dispatch to find direct channels for individual calls, when they need to send information to a specific team member.

Teams use the WAVE PTX earpieces to communicate hands-free and discreetly, which minimises noise levels and helps maintain patient confidentiality. There is also the option to communicate with VOX PTT, the voice activated functionality offered by the TLK 110s.

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I attended a presentation on Push-To-Talk technologies which convinced me this was the best solution for our practice, view our new, bigger premises; and, following a successful trial, we deployed WAVE PTX. We now have reliable, instant communications across our whole practice for improved real-time collaboration. The main benefit is our gain in efficiency, as we no longer waste time tracking people or assets down. This means we have more time to focus on delivering the best possible patient care and appointments are running on time. The discreet communications mean I can professionally prioritise patients appropriately too. Throughout the process RADIO MOTO has been very hands-on and they will continue to offer us ongoing support and service. This is a great long-term investment for our business and I would happily recommend WAVE PTX to other parts of the hospital and to other clinics in the Adria Dental Group.

– Dr. Zoran Dragaš, Member of the Board and Owner,
Dragaš Dental Design d.o.o.



Benefits

The improved, real-time information flow and collaboration across the clinic is optimising workflows and driving efficiency and productivity. The clinic is saving a huge amount of time with PTT group communications and by being able to reach people and find assets quickly; in fact, it estimates it is achieving between 10 – 15%-time savings in most standard procedures. Dentists can attend patients faster so appointments run on time. They can also be quickly informed of any issues, call for assistance, or hear of a patient arrival, all in a discreet manner for patient confidentiality and a positive patient experience. All of this goes towards enhancing patient care. User feedback, meanwhile, has also been very positive, especially regarding the professional design, connectivity, robustness, battery life and reliability of the radios.

Moving forward, Dragaš Dental Design is aware of other capabilities the WAVE PTX system could offer in terms of communications recording, multimedia functionality, GPS and integrated emergency or lone worker features. However, the key impact for the clinic at this point, is the time savings for internal communications over their new wide-area premises and the efficiency gains the improved information flow brings. Indeed, Dragaš Dental Design would happily recommend WAVE PTX to the wider hospital where its new premises are based, as well as to other clinics within the Adria Dental Group.



Benefits

- Fast installation with no infrastructure required
- Reliable, seamless instant communications across the clinic
- Real-time information saves time, optimises workflows, and increases efficiency (estimated 10 – 15%-time savings in standard procedures)
- Discreet communications protect patient privacy whilst enabling greater productivity and prioritisation of patients as appropriate
- Fixed subscription with no usage-based call charges for easier budget management





To learn more, visit:
www.motorolasolutions.com



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Hrvatska dentalna klinika povećala je učinkovitost uz do 15 % uštede vremena i poboljšala je skrb o pacijentima pomoću Motorola Solutions WAVE PTX™ rješenja

Dragaš Dental Design

Adria Dental Group je velika grupacija dentalnih klinika koja obuhvaća devet klinika u Hrvatskoj i Sloveniji s preko 600 zaposlenika ukupno. Dragaš Dental Design d.o.o. je dio ove grupacije. To je brzorastuća dentalna klinika koja se nalazi u prostoru Piora bolnice u Čepinu u Hrvatskoj i obuhvaća sedam dentalnih ordinacija na jednom mjestu s preko 30 zaposlenika. Moderan prostor klinike raspoređuje se na 500 m². Klinika pruža dentalne i ortodontske usluge, a njezin iskusan i stručan tim nastoji uvijek pružiti najvišu razinu raznih dentalnih usluga, uključujući implantate, proteze, krunice, mostove, izbjeljivanje, oralnu kirurgiju i periodontologiju.



Dragaš
Dental
Design

Adria Dental Group



Klijent

Dragaš Dental Design d.o.o.
(Adria Dental Group)

Partner

RADIO MOTO d.o.o.

Industrija

Zdravstvo

Rješenja

- 5-godišnja WAVE PTX Push-To-Talk (PTT) pretplata
- WAVE PTX TLK 110 dvosmjerni radiouređaji
- WAVE PTX dispečer
- Dodaci, uključuju stolne punjače za više uređaja i slušalicu s ugrađenim mikrofonom i PTT funkcijom
- 5-godišnji paket usluga i podrške

Izazov

Dragaš Dental Design nedavno se preselio u veći prostor, te je komuniciranje s osobljem i lociranje pojedinaca i imovine postalo izazovnije, pogotovo zbog većeg broja ordinacija i veće mobilnosti osoblja. Recepcionari su također često morali emitirati poruke za svo osoblje. Klinika je prethodno koristila poslovne mobitele i fiksne telefone za komunikaciju unutar klinike. Međutim, navedenim se metodama gubilo dragocjeno vrijeme na ponavljanje poruka i praćenje članova tima, pogotovo ako su mobilni telefoni bilo isključeni, stišani ili bez baterije, a budući da dentalno osoblje nosi rukavice, korištenje mobilnih telefona nije bilo praktično niti higijenski. Uprava Dragaš Dental Design klinike tražila je sustav koji može pružiti diskretnu, trenutnu, grupnu komunikaciju bez korištenja ruku s poboljšanim značajkama i funkcijama, kako bi se poboljšala učinkovitost klinike uz održavanje privatnosti pacijenata. Dragaš Dental Design kontaktirao je RADIO-MOTO, dugogodišnjeg partnera tvrtke Motorola Solutions, u vezi s distribucijom Push-to-Talk (PTT) sustava koji koristi vlastitu širokopojasnu mrežu na lokaciji. Nakon inicijalnog razgovora o našim potrebama, RADIO-MOTO proveo je detaljnu prezentaciju WAVE PTX sustava i testiranje na lokaciji.

Rješenje

Nakon dobivanja pozitivne povratne informacije od korisnika tijekom testiranja, Dragaš Dental Design potpisao je 5-godišnji ugovor za WAVE PTX s tvrtkama RADIO-MOTO i Motorola Solutions za integraciju, osposobljavanje, održavanje i povezane usluge i podršku. Klinika je svim svojim stomatolozima, stomatološkim tehničarima, asistentima i medicinskim sestrama osigurala TLK 110 radiouređaje, povezane na širokopojasnu mrežu u klinici. Recepcija također ima dva TLK 110 radiouređaja i računalo na kojem se koristi WAVE PTX dispečerski softver, kako bi recepcionari mogli centralno upravljati komunikacijom. Dentalni laboratorij, koncipiran kao otvoren prostor, također ima jedan TLK 110 uređaj koji je povezan na sustav prema potrebi.

Sustav se intenzivno koristi svaki dan, primjerice neprestano se koristi PTT komunikacija unutar cijele klinike za poboljšani protok informacija i ključnu uštedu vremena prilikom kontaktiranja relevantnog osoblja. Većina poziva upućuje se grupama, uglavnom između stomatologa i njihovih timova ili kada recepcionari objavljuju da je neki pacijent stigao kako bi mogli brzo provjeriti koji stomatolozi su dostupni i smanjiti vrijeme čekanja. Recepcionari također koriste WAVE dispečer funkciju kako bi pronašli izravne kanale za pojedinačne pozive kada trebaju poslati informacije specifičnim članovima tima.

“

Sudjelovao sam na prezentaciji Push-To-Talk tehnologija i tamo sam se uvjerio kako je ovo najbolje rješenje za našu kliniku, budući da smo se preselili u novi, veći prostor; stoga smo nakon uspješnog testiranja pokrenuli WAVE PTX sustav. Sada imamo sustav koji nam omogućuje pouzdanu i trenutnu komunikaciju u cijeloj klinici za poboljšanu suradnju u stvarnom vremenu. Glavna pogodnost ovog sustava, u našem slučaju, je povećana učinkovitost, budući da više ne gubimo vrijeme na lociranje osoba ili imovine. To znači da imamo više vremena u kojem se možemo posvetiti pružanju najbolje skrbi za pacijente, a pacijenti se primaju i obrađuju u terminima u kojima su naručeni. Diskretna komunikacija mi također omogućuje stručno i adekvatno određivanje prioriteta pacijenata. Tijekom ovog procesa, RADIO-MOTO nam je uvijek bio na raspolaganju, a i dalje nam pruža podršku i usluge ovisno o našim potrebama. Ovo je izvrsno dugoročno ulaganje u naše poslovanje i toplo ću preporučiti WAVE PTX sustav drugim dijelovima bolnice u kojoj je naša klinika i drugim članicama Adria Dental Group grupacije.

– Dr. Zoran Dragaš, član uprave i vlasnik,
Dragaš Dental Design d.o.o.



Timovi koriste WAVE PTX slušalice kako bi komunicirali diskretno i bez uporabe ruku što umanjuje razine buke i pomaže pri zaštiti povjerljivih informacija o pacijentima. Također postoji opcija za komunikaciju s VOX PTT funkcijom koja se aktivira pomoću glasa na TLK 110 uređajima.

Prednosti

Poboljšani protok informacija u stvarnom vremenu i suradnja u cijeloj klinici optimizira radne procese i povećava učinkovitost i produktivnost. Klinika je ostvarila značajne vremenske uštede zahvaljujući PTT grupnoj komunikaciji koja omogućuje brzo lociranje ljudi i imovine, štoviše, procjenjuje se da se ostvaruje ušteda od 10-15 % vremena kod standardnih zahvata.

Stomatolozi se mogu brže posvetiti pacijentima i narudžbe se odrađuju na vrijeme. Također se može brzo poslati obavijest o bilo kakvim problemima, pozvati pomoć ili obavijest da je neki pacijent stigao, a sve diskretno kako bi se zaštitila privatnost pacijenata i omogućilo pozitivno iskustvo pacijenata. Povratne informacije od korisnika su također izrazito pozitivne, posebno vezano za profesionalni dizajn, povezivanje, robusnost, trajanje baterije i pouzdanost radiouređaja.

Dragaš Dental Design je obavješten o drugim mogućnostima koje WAVE PTX sustav nudi, poput snimanja komunikacije, funkcije multimedije, GPS-a i integriranih značajki za hitne slučajeve i usamljenog radnika. Međutim, u ovom je trenutku glavni prioritet klinike ušteda vremena koje se troši na internu komunikaciju u novom prostoru i povećana učinkovitost dobivena pomoću poboljšanog protoka informacija. Dragaš Dental Design toplo preporuča WAVE PTX sustav ostatku bolnice u kojoj se nalazi njihova klinika, kao i drugim klinikama u sklopu Adria Dental Group grupacije.



Prednosti

- Brza instalacija bez potrebe za dodatnom infrastrukturom
- Pouzdana, neometana, trenutna komunikacija diljem klinike
- Informacije u stvarnom vremenu štede vrijeme, optimiziraju radne procese i povećavaju učinkovitost (procjenjuje se ušteda od 10-15 % vremena tijekom standardnih zahvata)
- Diskretna komunikacija štiti privatnost pacijenata, te u isto vrijeme omogućuje veću produktivnost i adekvatno određivanje prioriteta pacijenata
- Fiksna pretplata bez troškova poziva po minuti omogućuje jednostavnije upravljanje finansijskim sredstvima





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