Case Study – Dental Clinics Chain in Mumbai

No. of centers: 27 as of August 2012
User since: February 2012

About

Mydentist is a multi speciality chain of Dental Clinics in Mumbai, India offers most advanced Cosmetic, Implant, Conventional and Preventive dentistry. They have more than 120 expert Dentists & Dental Technicians working for all types of Dental Treatment**.**

They currently have 27 centers (as of August 2012) across Mumbai, India at places like Borivali, Kandivali, Malad, Goregaon, Andheri, Vile Parle, Santacruz, Bandra, Mahim, Dadar, Prabhadevi, Mulund, Sion and are expanding rapidly. Their plan is to have over 50 centres before end of 2012.

Problems & Requirements

1. Mydentist has many centres all over Mumbai; it was practically difficult for them to control centre wise revenue and also needed systems to prevent the leakages. They did not want local centre people spending time sending revenues and cash data through Excel files.
2. Patients should be able walk-in to any center and get the treatment they want. The EMR data and the current deposits and pending payments information should be available at all locations.
3. They should be able to open new centres with less than 2 hours of training on system. They have standards processes across all centres with common rates plan, schemas, print formats
4. Facility of dental charting
5. Easy centre-wise user management and reports
6. Centralized help line for scheduling of all appointments across all centres. Local centres will also be able to do scheduling on their own. Incentives to call centre people based on successful visits by the patients.
7. Centralized monitoring of all inventory and centralized indent management and procurement.
8. Centralized monitoring of complaints against dental chairs and coordination with vendors. Reports of complaints against dental chairs.

Why Insta

Insta Health provided cloud based dental solution to automate the key processes of the customer - clinical, financial, and operational and management processes. Insta uses single server architecture with a single database. The customer has their own virtual server in the cloud so that they know their data is not shared with any other customer and they can monitor who all are accessing their server. The processes have been standardized such that any new centre can be started in just few hours. Centralised scheduling and registration reduced waiting time for the patients. One point centralised purchase and procurement of the consumables had made their work functionality easy. With audit trails of all transactions, the chance of pilferage is reduced. Insta also provided feature rich report builder module that enables the management to take variety of reports on performance of various centres.