Evolving Periodontal Care

An Integrated EMR and Restorative Charting Software Case Study

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Agenda

This case study delves into the development and implementation of a sophisticated Electronic Medical Records (EMR) and Restorative Charting software solution tailored specifically for Periodontists. who are specialized in periodontal disease treatment and dental implantology. They require a specialized system to manage patient records, treatment plans, and restorative procedures efficiently.

- The Client
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The Client

PANDA DENTAL SOFTWARE, INC., headquartered in **Seattle, Washington**, is a dental software company specializing in solutions tailored for Periodontists. Their flagship product **PANDA PERIO** is an exceptionally comprehensive and adaptable Electronic Medical Records (EMR) system. Panda has been at the forefront of automated Letter Generation since 2001, ensuring rapid creation of Clinical records and producing detailed Charts. It encompasses a wide array of features, including Practice Management, Letter Generation, Advanced Charting, Treatment Planning, Progress Notes & Diagnosis.

Business Challenge

Fragmented Patient Records

- Disorganized and paper-based patient records, making retrieval and updates cumbersome.
- Lack of integration between medical and dental histories posed challenges in treatment planning.

Streamlining Restorative Procedures

- Tracking restorative dental procedures in alignment with periodontal treatments was challenging.
- Coordination with restorative dentists for seamless care needed improvement.

HIPAA Compliance

- Ensuring HIPAA compliance and maintaining patient data security was a paramount concern.
- The Client sought a solution to address the evolving regulatory landscape.

Efficient Workflow

- Optimizing workflow, reducing paperwork, and minimizing administrative overhead was vital.
- Enhancing patient care coordination was a primary goal.

Business Challenge

Distributed Workforce

- Before partnering with SoftServ, their IT team was dispersed across various countries, leading to challenging coordination efforts.

Missing 24*7 Support

- The client faced difficulties in establishing 24/7 support for their 200+ customers.

Absence of Customer Portal

- Customers had to rely on traditional methods like check payments, emails, and phone calls for subscription renewals and support.

Manual Financial Processes

- The client was manually handling invoicing, account management, and subscription renewal reminders, which proved to be highly labor-intensive.

Solution

Comprehensive EMR Software

- Developed a specialized EMR software designed to consolidate patient data, including periodontal and restorative information.
- Enabled secure and instant access to patient records for both in-house and referring dental professionals.

Integrated Restorative Chart

- Designed a seamlessly integrated restorative chart within the EMR software to track restorative dental work alongside periodontal treatments.
- Improved coordination with restorative dentists through real-time data sharing.

HIPAA-Compliant Security

- Implemented stringent security measures, including data encryption, user authentication, and audit trails, to ensure HIPAA compliance.
- Conducted regular staff training on data privacy and security.

Workflow Optimization

- Redesigned practice workflows to leverage the EMR system's capabilities, reducing paperwork and administrative tasks.
- Enhanced patient care coordination through automated reminders and alerts.

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Solution

Centralized Resource Hub

- Established an all-inclusive team in a single location, encompassing Project Managers, Developers, Quality Assurance, and Support staff for enhanced collaboration and efficiency.

Enhanced Subscription Renewal Mechanism

- Improved and migrated the software subscription logic to a cloud-based platform for increased accessibility and scalability.

Integrated Customer Portal

- Implemented a unified customer portal enabling clients to log in, submit support tickets, access the latest software updates, make online payments, and receive instant invoices.

24/7 Customer Support

- Established a dedicated team to provide round-the-clock support to highly esteemed Periodontist customers, ensuring prompt and competent assistance.

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Outcome

Unified Patient Records

- Centralized digital records led to more efficient patient management, eliminating the need for paper records.
- Seamless integration of medical and dental histories improved treatment planning.

Enhanced Restorative Procedures

- The integrated restorative chart improved communication with restorative dentists, leading to more effective treatment plans.
- A streamlined process reduced the chance of treatment gaps.

HIPAA Compliance

- Successfully navigated regulatory requirements and maintained the security of patient data.
- Regular audits confirmed compliance with evolving healthcare regulations.

Workflow Efficiency

- Optimized workflows reduced administrative overhead and improved staff efficiency.
- Better patient care coordination resulted in higher patient satisfaction and loyalty.

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Solution Blueprint

Client- Server Architecture
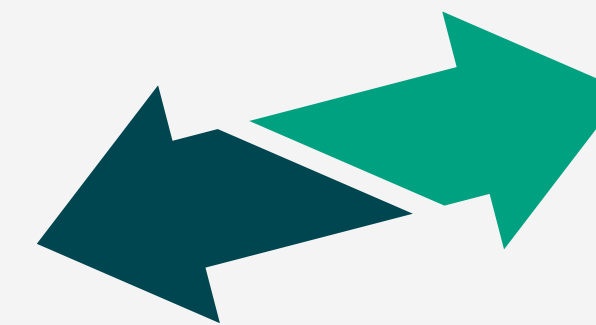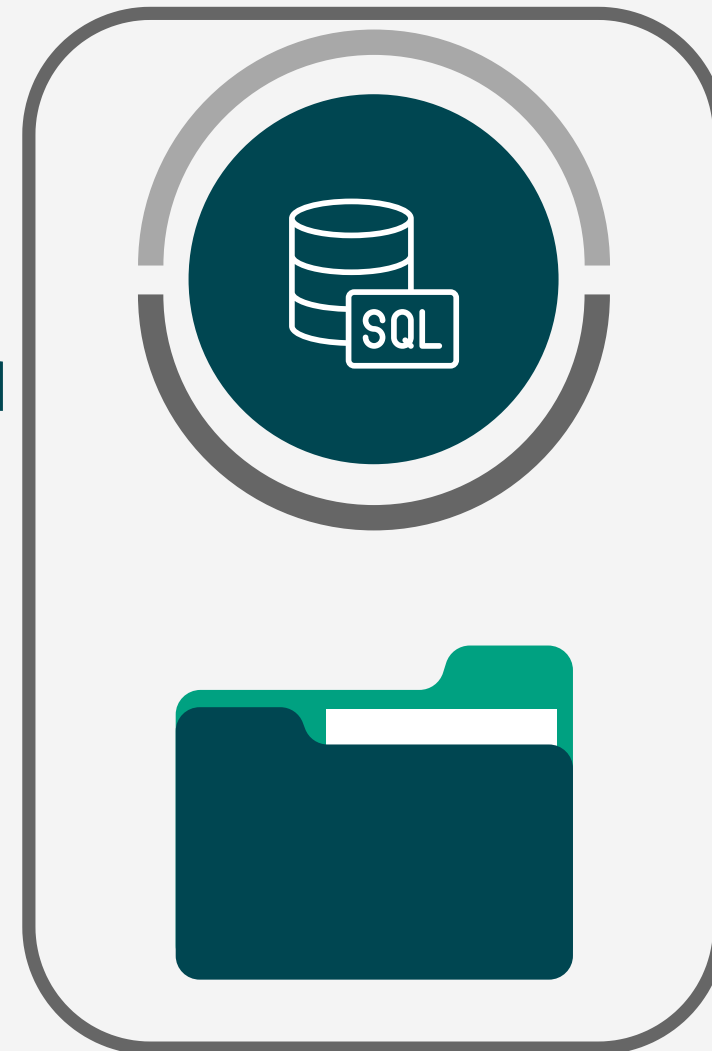
- **Panda Server Application**
  - ○ Sets Up Database on local/ Cloud Network
  - ○ Sets Up Shared Drive on Server to store and share Patients Documents & Records
  - ○ Database Auto Backup
  - ○ System Audit Reporting
  - ○ Subscription/ License Management
  - ○ Panda Bridge Utility to integrate with other PMS eg Daisy, OpenDental, PBHS, PerioVision, SoftDent, PatientGallery, PracticeWorks, DentalWare & more.

- **Panda Client Application**
  - ○ Patient Records Management
  - ○ Patient Account Management
  - ○ Treatment Planning
  - ○ Progress Notes
  - ○ Comparison View
  - ○ Clinical Charting
  - ○ Periodontal Charting
  - ○ Auto Letter Generation
  - ○ Emailing Charts/ Letters to Referring Doctors

Solution Blueprint

Conclusion

The development and implementation of a tailored EMR and Restorative Chart software solution greatly improved the efficiency and quality of care in the periodontal practices. The comprehensive software streamlined patient records, enhanced restorative procedures, ensured HIPAA compliance, and optimized workflow processes. This case study demonstrates the significant impact of technology in transforming periodontal practice management, ultimately contributing to the growth and success of the practice in delivering specialized periodontal and restorative care.

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