

Evolving Periodontal Care

An Integrated EMR and Restorative Charting Software Case Study

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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- Outcome
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- Conclusion
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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.
- 6 • Enhanced patient care coordination through automated reminders and alerts.

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.
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Enhanced Subscription Renewal Mechanism

- Improved and migrated the software subscription logic to a cloud-based platform for increased accessibility and scalability.
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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.
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24/7 Customer Support

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

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.



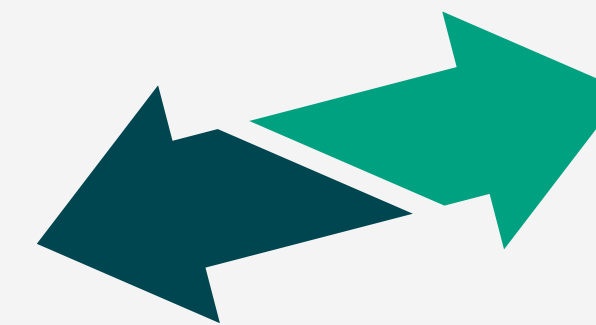
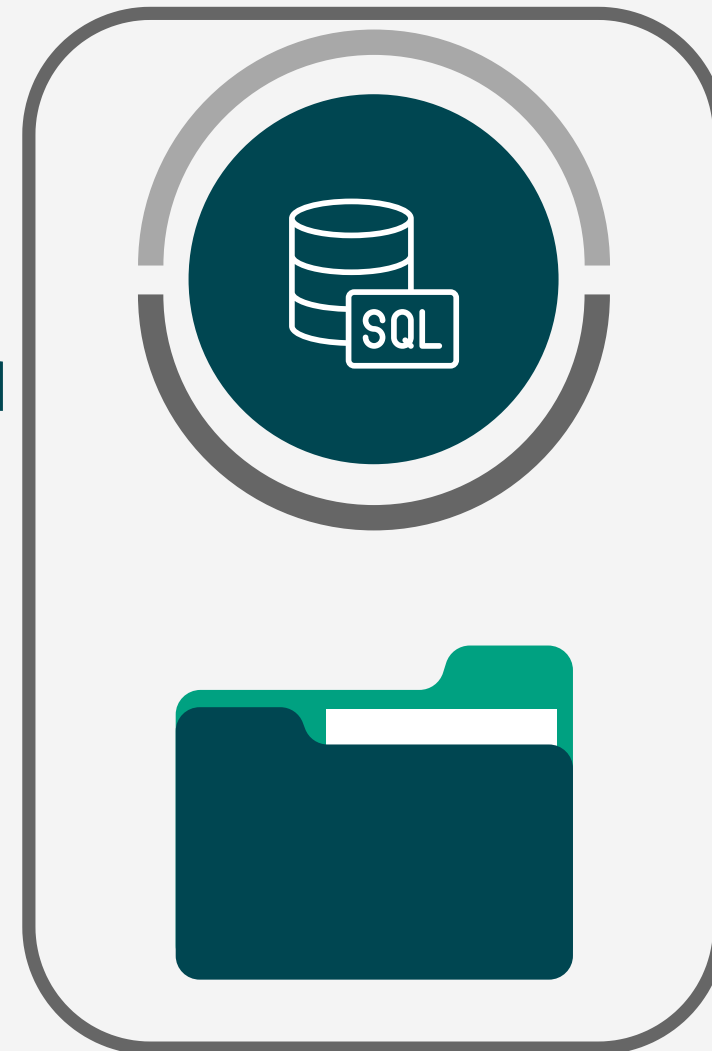
Workflow Efficiency

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

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

This screenshot displays the 'Medical Health' window for patient Alfred Neumann. It features a 'Select Note Category' sidebar with options for Alerts, Administrative, Telephone, and Clinical. The main area shows a list of notes with details for each, including dates, times, and record types. A 'Patient Treatment Plan' section lists various procedures like CT scan, implant placement, and restorations. The interface is designed for easy navigation and detailed note-taking.

This screenshot shows the 'Welcome to Panda Perio' window, which is a comprehensive periodontal charting tool. It features a grid of tooth icons with various data points for each tooth, including recession, probing depth, mobility, and clinical attachment level. The interface includes a toolbar with options like 'Edit', 'View', 'Tools', 'Window', and 'Help'. A right-hand sidebar lists 'Active Features' such as Furcation III, Impacted Crown, and Mucogingival D.

This screenshot shows a patient letter template for Alfred Neumann, dated 6/29/2018. The letter is addressed to Dr. John Doe at 455 Medical Rd suite #302, Bellevue WA 98008. The subject is 'Re: Alfred Neumann'. The letter includes a 'Dear John:' salutation and a thank-you message for referring Alfred to the office. It details a periodontal examination and provides a 'DIAGNOSIS AND FINDINGS' section. The findings include Chronic Periodontitis with presenting symptoms like probing depths and mobility scores, and complications like smoking. The letter also mentions Malocclusion and a prognosis. The Panda Perio Software logo is visible in the top right corner.

This screenshot displays the 'Panda Charting - [Status Report]' window, which provides a detailed status report of patient appointments. A 'Refresh List' button and a dropdown menu are at the top. A table lists patient information, including names, dates, times, statuses, and types of appointments. A 'NEW! CLINICAL WORKFLOW MANAGER' badge is overlaid on the top right of this window.

Patient	Date	Status	Type
Smith, Susan	3/6/2013 12:00:00 AM	Medical Release Needed	Maintenance
Anypatient, Sally	5/3/2013 1:01:50 PM	Entering Findings	Implant Examination
Aaron, June	4/5/2013 12:00:00 AM	Needs Doctors Review	Periodontal Surgery
Song, Dorothy	3/18/2013 12:00:00 AM	Needs Doctors Review	Re-Evaluation
Anypatient, Sally	3/15/2013 12:00:00 AM	Needs Doctors Review	Implant Surgery
Song, Dorothy	3/6/2013 12:00:00 AM	Needs Doctors Review	Comprehensive Examination
Song, Dorothy	4/15/2013 12:00:00 AM	Ready To Print	Maintenance
Aaron, June	4/3/2013 12:00:00 AM	Ready To Print	Maintenance
Anypatient, Sally	4/1/2013 12:00:00 AM	Ready To Print	Comprehensive Examination
Michaelson, Michael	3/19/2013 12:00:00 AM	Ready To Print	Periodontal Surgery
Smith, Susan	2/25/2013 12:00:00 AM	Ready To Print	Re-Evaluation
Aaron, June	4/16/2013 12:00:00 AM	Needs Proofing	Comprehensive Examination
Michaelson, Michael	3/27/2013 12:00:00 AM	Needs Proofing	Post-Op
Smith, Susan	2/25/2013 12:00:00 AM	Needs Proofing	Comprehensive Examination
Smith, Susan	3/14/2013 12:00:00 AM	Patient Needs to be Call...	Mucogingival Surgery
Anypatient, Sally	3/8/2013 12:00:00 AM	Patient Needs to be Call...	Recall
Neumann, Alfred	10/21/2010 2:14:04 PM	Completed	Medical Health
Neumann, Alfred	9/21/2010 3:29:58 PM	Completed	Comprehensive Examination

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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Website
softserv.in



Call Us

+1 910 300 9191 (USA)
+61 288 06 009191 (AUS)
+91 876 400 9191 (IND)



Email

info@softserv.in