

Dr Geraldine Honan

Dental Surgery

Navan, Co. Meath, Tel: 046 9021348

CDSOft Ltd
Dental Case Study

Finding the Solution

CDSOft worked closely with the practice to specify and develop the architecture that would meet the dental requirements but at the same time, not restrict change. CDSOft recommended and implemented the installation of Schick technologies, a digital X-ray system and TAB Dental practice management software, a system that provides a full-service solution to the Irish Dentist, from diary management and charting, to text-messaging and accounts.

As a HP Preferred Partner, CDSOft were able to offer the dental practice exclusive deals on HP hardware and after investigating their current IT infrastructure, CDSOft determined that the practice would need to invest in some vital IT hardware. It was agreed that CDSOft would supply and install a HP Small Business Server, four HP workstations, a HP network switch, Zyxel router and firewall and a HP multi-function printer, where CDSOft also supply the printer consumables including inks and toners.

The practice spent a minimal amount of time being trained in on the system by a CDSOft Solutions Consultant, were they were always available to deal with any queries and problems, be it a call out to the practice or a call over the phone.

“We find the TAB Dental practice management software to be of great value. The main area where this was immediately apparent was the lack of the 'paper-trail' in the office. In essence, this has freed up a lot of staff time and has even helped in analyzing if we actually do need extra staff any more, as we don't have as much office administration”

Since installation of the hardware and software, there have been many changes within the practice. For instance, all customer information is now kept on a system on the PC, where it is easily traced by any member of staff within the practice. Each customer record is easily recorded and updated, reducing the amount of time spent looking for patient files and dental history.

The backlog of payments has been cleared and they are now able to send text messages to patients, notifying them of their scheduled appointment, hence reducing the number of failed appointments.

Feedback from patients has been quite positive and they are generally impressed with the speed and efficiency in appointment bookings and notices.

About the Practice

Established in 1995, this practice has developed into a two surgery private/PRSI practice in general dentistry.

Located in Navan, Co. Meath, the practice now has a specialist periodontist facility which Dr Honan would like to develop and build in the future.

The Objective

With six employees and the practice experiencing rapid growth, Dr Honan needed to invest in an IT infrastructure that would keep pace with the business growth and bring the practice to the next level. The practice needed an efficient way to collect and disseminate vital and confidential patient information; from payments and invoice filing to patient correspondence.

It was also agreed that a system needed to be put in place that would reduce the number of 'failure to attends'. The practice needed a system that was robust enough to be able to take the kind of pressures the practice was being put under.

“Bundles of files would be scattered around my desk waiting to be filed in no particular order and in any number of places. I had actually appointed myself one morning per week to do my filing!”

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