

CASE STUDY

*2X Improvement in
Operations of a Dental
Practice*

ABOUT THE CLIENT

Year Established: 1975

Speciality: Dentistry

Number of Practitioners: 3 doctors, 5
Consultants

Number of Patients: 20,000+

Area: 2500 sq. ft.

Operating with us since 2021



TRANSFORMATION

- **Integrated Control Centre:** Understanding the history of experience the practice had with previous vendors, JGDHealth adopted an approach wherein they provided continuous support & multiple training sessions to enable digital workflow.
- **Website & Digital Presence:** JGDHealth provided a website matching the ambitions of the practice and helped in improving their digital presence by working on SEO and making them future ready.

CHALLENGES

MANUAL WORKFLOW

Manual Workflow made data management difficult and resulted in information pilferage. Manual operations also resulted in increased patient waiting time causing unnecessary delays.

DIGITAL PRESENCE

Digital presence was not paid attention to as they had a well-established clientele. Manual follow-ups & disconnected communication channels caused confusion

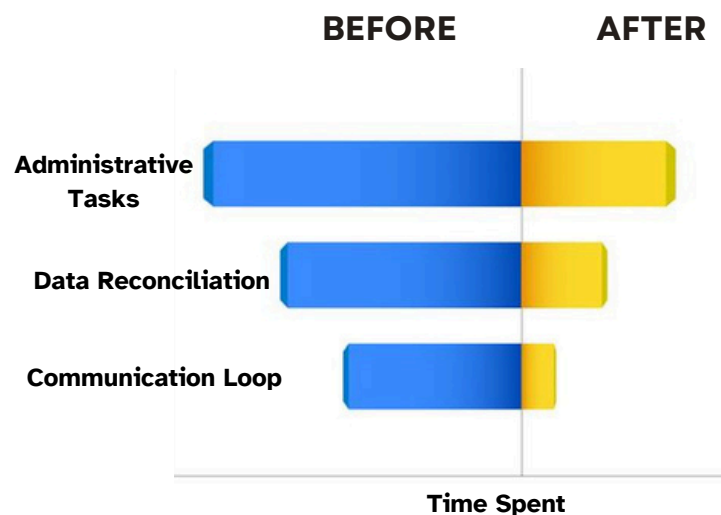
DISCONNECTED SYSTEMS

Disconnected & siloed systems like X Ray data, registration data did not augment well with the ambitions of the healthcare provider.

LACK OF SUPPORT

Lack of awareness about domains, infrastructure & multiple let down by EMR providers post sales, had made the practice lose confidence in technology.

IMPACT & RESULTS



CASE STUDY

3X Increase in Patient Touch Points



ABOUT THE CLIENT

Expertise: 10+years

Speciality: Cosmetology and Aesthetics

Number of Practitioners: 1 Doctor, 3 staff

Number of Patients: 12000

Area: 2500 sq.ft

Operating with us since 2021

TRANSFORMATION

- **Integration with Existing EMR:** JGDHealth was able to integrate with existing EMR to provide the practice with an ability to perform additional patient engagement avenues & achieve better outcomes across various patient touch points.
- **IVR:** JGDHealth was able to provide contextual data for every call through the integration of EMR data to the front office personnel enabling them to engage the patients in a much-personalized manner increasing overall revenue of the practice.

CHALLENGES

ISOLATED SYSTEMS

The clinic faced several operational challenges due to the lack of integration between their systems. While they implemented various systems to manage their operations and an existing EMR from an external vendor, these systems operated in isolation, which created inefficiencies.

MANUAL FOLLOW UPS

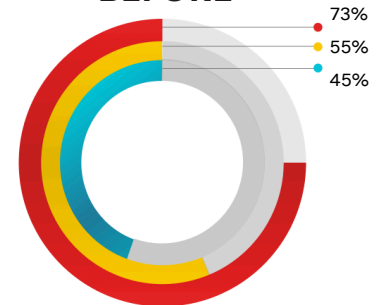
Existing IVR (call tracking & call routing solutions) could not cater to the healthcare requirements with their standard offerings like the requirement of using their virtual number instead of their existing legacy number among others.

PATIENT ENGAGEMENT

The doctor was able to harness the power of existing tools for their operations but wasn't able to engage the patient across various touch points.

IMPACT & RESULTS

BEFORE

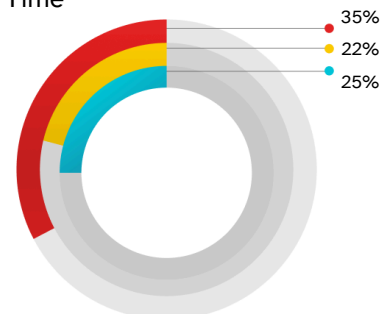


● Call Management

● Communication Loop

● Decision Making Time

AFTER



Improvement in call handling efficiency

80%

Reduction in missed calls

75%

Increase in patient engagement

3X