Hunter Oral Surgery is an oral and maxillofacial surgery centre that has existed for over twenty-five years. Located at Lambton Road, Broadmeadow, NSW, the surgery is run by leading surgeon Dr Ian Wilson and offers a range of treatments for impacted teeth, dental implants, jaw surgery, treatment of facial fractures and the management of a variety of other conditions affecting the mouth.

THE CHALLENGE:
Medical surgeries and practitioners have a large amount of patient history and information to store. It can be a logistical nightmare particularly when involving paper documents and traditional file keeping. Hunter Oral Surgery had begun to run out of space to store patient records.

THE SOLUTION:
The Surgery decided to execute a better record keeping strategy to alleviate storage problems. Pivotal Business Systems were able to create easier access to patient details and medical history.

THE IMPLEMENTATION:
Staff at the surgery had previously purchased office equipment with Pivotal Business Systems so were confident in developing an even stronger relationship with the reliable company. They trusted Pivotal Business Systems to deliver software that would not only solve the problem, but improve the process and increase the overall efficiency of the surgery.

Pivotal Business Systems expertly implemented a new electronic document management system to replace the paper patient records, with an additional function to safely store X-rays in digital format with patient files. Slow retrieval and lost documents were now a thing of the past!

THE BENEFITS:
The advantages of switching to an online system were immediately apparent, including reduced costs for filing space, equipment and labour. The general organisation of the office became more streamlined and staff productivity significantly increased. The new system has also ensured that confidentiality of patient records has remained steadfast.

Not long after the implementation process, which took less than a year, the staff and patients began to benefit from the new system. “With the bulk of our records, the storage issue was huge. The outcome is well worth the effort of switching to this system,” said Practice Manager, Jacqui Mahoney.