

# How Dental Suite Modernized Their Reception Workflow with BISTEC Care

 Client: Dental Suite

 Industry: Dental Clinic

## • OVERVIEW

### A Busy Clinic Reaching Its Breaking Point

Dental Suite is a thriving multi-chair dental practice serving hundreds of patients each month across general dentistry, orthodontics, and cosmetic treatments. As patient volumes grew year-over-year, the clinic's front desk — once a manageable operation — began to buckle under the weight of manual workflows.

Receptionists were drowning in phone calls, paper forms, and a patchwork of disconnected software tools. Appointment errors were rising. Patient wait times were climbing. Staff morale was suffering. The practice needed a fundamental transformation — not a patch, but a platform.

That's when Dental Suite turned to **BISTEC Care**, Sri Lanka's leading clinic management software, purpose-built to modernize every layer of a healthcare practice's operations.

## • THE CHALLENGE

### The Bottlenecks of Traditional Reception

At its core, Dental Suite's reception desk was functioning as a human router — staff juggling phone calls, walk-in patients, paper forms, and fragmented software systems simultaneously. Four critical pain points were identified:

#### Phone Call Overload

Staff spent 3–4 hours daily manually confirming appointments and answering routine questions that could be self-served by patients.

#### Data Entry Errors

Transcribing patient details from hurried calls or illegible handwriting led to duplicate records, insurance mismatches, and costly mistakes.

#### The Queue Effect

A slow check-in for one patient created a compounding delay for everyone behind them — damaging the experience for the entire waiting room.

#### Fragmented Tools

Receptionists toggled between a calendar app, billing software, and a separate patient database — losing time and context with every switch.

- **THE SOLUTION**

## A Three-Step Workflow Transformation with BISTEC Care

BISTEC Care's implementation team worked closely with Dental Suite's management to design a phased rollout that minimized disruption while delivering immediate results. The transformation unfolded across three strategic pillars:

1

### Shift to Self-Serve: Patient Portal & Online Booking

Patients were given access to BISTEC Care's integrated patient portal — enabling them to schedule their own visits, complete intake forms digitally before arriving, view past treatment history, and receive digital invoices. This single change reduced incoming call volume by 40% within the first six weeks of go-live. Staff were freed from the phone and able to refocus their energy on in-clinic patient experience.

2

### Automate the Routine: SMS & WhatsApp Reminders

Care's automated SMS and WhatsApp reminder engine took over this task entirely. Reminders are sent 48 hours and 2 hours before each appointment, with a one-tap confirm/reschedule link. The impact was immediate — no-show rates dropped by over 60%, recovering significant lost revenue and reducing the emotional toll on staff from chasing missed appointments.

3

### Centralize the Workspace: Unified Practice Management

BISTEC Care replaced the clinic's fragmented toolset with a single, unified platform. When a patient calls or walks in, the receptionist now sees their upcoming appointments, outstanding balances, recent visit history, treatment notes, and insurance details — all on one screen, in under three seconds. Billing, scheduling, and records are no longer siloed. The "single pane of glass" approach eliminated an estimated 2.5 hours of tool-switching per staff member per day.

 **Key Implementation Note:** BISTEC Care's onboarding team provided dedicated staff training sessions and a 30-day hypercare period post-launch, ensuring Dental Suite's team felt confident and supported throughout the transition.

- **THE RESULTS**

## Measurable Outcomes, Lasting Impact

Within 90 days of full deployment, Dental Suite reported measurable improvements across every key operational metric. The return on investment was evident not only in numbers, but in the culture of the clinic itself.



### 40% Drop in Phone Volume

Online booking and the patient portal offloaded the majority of routine inbound calls within 6 weeks



### 60% Reduction in No-Shows

Automated reminders via SMS and WhatsApp dramatically improved attendance rates and recovered lost appointment slots.



### Faster Check-In

Pre-arrival digital forms and a unified patient record eliminated redundant data entry at the desk.



### Higher Staff & Patient Satisfaction

Receptionists report significantly less stress; patient satisfaction scores improved in quarterly reviews.



### Recovered Revenue

Fewer no-shows and accurate billing data resulted in measurable monthly revenue recovery for the practice.



### Zero Data Loss Since Migration

Centralized records eliminated duplicate entries and transcription errors that previously caused compliance risks.

- ABOUT BISTEC CARE

## Built for Clinics. Designed for Sri Lanka.

BISTEC Care is a comprehensive clinic management software platform developed by BISTEC Global, tailored specifically for the needs of healthcare providers across Sri Lanka and the region. From solo GP practices to multi-specialty hospitals, BISTEC Care delivers the tools modern healthcare requires — appointment scheduling, electronic medical records, billing and invoicing, patient communication, inventory management, and insightful reporting — all within one secure, cloud-based system.

BISTEC Care is trusted by clinics across Sri Lanka who want to spend less time managing paperwork and more time caring for patients. With local support, deep healthcare expertise, and a platform that grows with your practice, BISTEC Care is the partner modern clinics choose.



*Ready to transform your clinic's reception workflow?*

*Speak to a BISTEC Care specialist today and discover how practices like Dental Suite went from overwhelmed to optimized.*

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