

Chairside Electronic Signature Capture Improves Patient Experience



The Customer

Established in 1878, **Penn Dental Medicine** is one of the oldest university-affiliated dental schools in the nation. A leader in dental education, research and patient care, Penn Dental Medicine offers an education that advances the field of dentistry, and provides a full range of general restorative and specialty care services in its teaching clinics.

The Situation

Penn Dental Medicine relied on a patchwork of custom-built applications to manage their operations in a paperless environment, which at times wasn't user-friendly. For example, to collect signatures electronically, it was necessary for patients to get up from the dental chair and walk to a centrally located iPad signature station. While the system was meeting their needs, it was inconvenient and time-consuming for patients, students and staff.

The Opportunity

A planned migration to axiUm dental software presented an opportunity to improve the signature collection process. "We were looking for a solution that would integrate seamlessly with axiUm, and allow us to electronically capture signatures chairside," explained Melissa Miller, Penn Dental Medicine Director of Information Technology.

The Decision

As the process of finding an electronic signature pad solution began, Penn Dental Medicine reached out to axiUm for recommendations. Scriptel was at the top of their list. "axiUm was very confident recommending Scriptel to us. It is clear that Scriptel has a great relationship with them," said Miller.

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"I appreciate that I am not just a faceless name with Scriptel. Our needs are very important to them, and they went above and beyond to ensure a smooth implementation. Perhaps even more importantly, they did not disappear after the sale. There has been continued and consistent follow-up to ensure everything is running smooth. I would, without hesitation, recommend Scriptel to others."

—Melissa Miller, Director of Information Technology

As a result of axiUm's recommendation, two Scriptel electronic signature pad models were selected for testing: the Desktop LCD model (ST1500) and the more portable Compact LCD model (ST1550). After testing, a core team of decision makers from the clinical, financial, business, and IT areas of Penn Dental Medicine selected the ST1550.

The choice was based on several factors including:

- **axiUm's recommendation**
- **Scriptel's reputation for easy installation, simple operation and reliable performance**
- **Overall product aesthetics—small footprint, lightweight and easy to hand to patients sitting in the dental chair**
- **Superior technology—specifically the modern native USB interface**
- **Cost—approximately 30% savings vs. competitors**

The Results



Reliable Performance and Easy Administration

When asked about the impact the signature pads have had on their operations Miller stated, "The fact that they have been a non-issue for us from a technical standpoint is the best part." She went on to say that because the signature pads were so easy to install and have performed exactly as expected, they were able to focus on other aspects of their operations without worry.



Improved Patient Flow

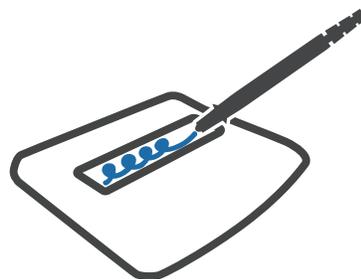
Chairside signature collection has enabled Penn Dental Medicine to minimize appointment disruptions, and move patients through more efficiently.



Higher Patient Satisfaction

Patient satisfaction with the treatment experience has improved with more convenient and comfortable chairside signature capture.

Overall, Penn Dental Medicine has been very happy with their decision to purchase Scriptel electronic signature pads.



Our Corporate Website:

<https://scriptel.com>

eCommerce Store:

<https://scriptel.com/shop>

For More Information:

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