

Dental Office Builds More Secure, Patient-Friendly Practice

All-in-one video surveillance solution helps Skye Dental improve office security and deliver superior patient experience.

EXECUTIVE SUMMARY
<p>SKYE COSMETIC DENTAL CENTER</p> <ul style="list-style-type: none"> • Industry: Healthcare • Location: Milpitas, CA • Number of Employees: 3
<p>CHALLENGE</p> <ul style="list-style-type: none"> • Help dental practice to boost staff productivity and streamline business operations, while delivering superior patient care
<p>RESULTS</p> <ul style="list-style-type: none"> • Video surveillance and data storage solution provides peace of mind, while improving patient experience by streaming educational and entertainment video programming
<p>SOLUTION</p> <ul style="list-style-type: none"> • End-to-end solution supports all voice, video, and data communications in single network

Challenge

Skye Cosmetic Dental Center is a family healthcare practice, offering a full range of services, from dental cleanings and exams to teeth whitening, orthodontics, and veneers.



The practice focuses on creating a comfortable, relaxing environment, while showcasing the best in modern dental care. Information technology plays an important role at Skye Dental, enabling the practice to save time on administrative tasks like managing patient records and interacting with insurance companies. When Skye Dental made plans to move into new offices, the practice needed an advanced, yet affordable voice and data networking solution.

“We built up the office from scratch, and we wanted to have a totally high-tech, electronic setup,” says Fred Tan, owner of Skye Dental. “A traditional dental office might have lots of physical patient files, charts, and X-rays. We wanted to keep our operations more efficient by setting up a paperless office with everything digital.”

Tan realized that a well-planned network could not only streamline Skye Dental’s business operations, but could help his small staff work more productively and accomplish more with limited resources.

“Our staff is small, with just two or three employees working at a time, and sometimes they need to leave the front lobby unattended,” says Tan. “We decided to add a surveillance system that would let us keep an eye on the office at all times.”

Skye Dental wanted a networking solution that could support not only voice and data communication, but video surveillance and rich media storage. The solution would have to be flexible to suit the specific needs of a healthcare provider, yet easy for a small organization to use and manage.

Results

Tan outfitted the new Skye Dental offices with a converged voice, data, and video network solution featuring Cisco® Small Business Video Surveillance Cameras. This centralized video surveillance system combines flexibility and superb image quality, in a complete solution that is easy to set up and use.

“One of the best things about the camera is its support for Power over Ethernet (PoE), which makes things very simple,” says Tan. “If I had purchased a traditional surveillance camera, I would have had to install a power plug nearby, which is not always easy to do. With the Cisco camera, we didn’t have to hire an electrician or other vendors to install it. We just plug the camera in using a Cat 6 computer cable.”

Tan views and manages the office’s video footage using the Cisco SWVMS16 Video Monitoring System, which provides real-time control and video playback for up to 16 cameras.



“The beauty of the Cisco solution is that it lets us monitor video from any computer in the office,” says Tan. “The Cisco solution gives us peace of mind, because a dentist or their assistant can simply glance at the PC to know whether anyone is waiting in the lobby.”

Skye Dental stores its video surveillance footage on the Cisco Small Business NSS 3000 Series Network Storage System. Designed specifically for small organizations, the Cisco NSS 3000 Series is designed for fast setup, and lets Skye Dental store all of its security video on one reliable device. Tan also uses the Cisco storage solution to stream movies to patients while they are undergoing dental procedures. A LCD monitor that is mounted on the track light above the patient’s chair gives each patient his or her own personal informational/entertainment system.

“We have had very positive feedback on the streaming media, especially from moms with kids,” says Tan. “Our patients tell us that there is nothing like getting your teeth cleaned while watching a movie like ‘Finding Nemo’. Offering streaming media programming helps make our patients more comfortable during the visit.”

Skye Dental also uses its Cisco solution to deliver educational videos and presentations about dental procedures.

“The Cisco solution helps us be more productive because it helps us educate our patients,” says Dr. Tuuyen Do, Dentist and owner of Skye Cosmetic Dental Center. “It is a valuable tool to visually show our patients animations of recommended procedures while I verbally explain them. It has become invaluable in our practice.”

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– Fred Tan, Owner, Skye Cosmetic Dental Center

Solution

Tan installed Cisco PVC300 IP Surveillance Cameras at two locations in the Skye Dental office. Each camera is fully adjustable, enabling the practice to adjust sharpness, contrast, brightness, and other image qualities to suit specific needs.

“Our front lobby is a small area, and we have set up a higher resolution level on that camera,” says Tan. “For the hallway, we use a lower resolution, because we simply want to have an idea of who is coming in or out of the offices. This approach lets me capture more content, while using less storage.”

The video surveillance system is activated by a motion detection sensor connected to the camera, so the system only records people entering or exiting an area.

“One of the features that I like about the Cisco video software is that it alerts me about the date and time when there is content available to play back,” says Tan. “If the system tells me content has been recorded, I can go directly to that spot and double-click to view it. I don’t have to waste time rewinding through a lot of footage that does not show any activity.”

Surveillance video, on-demand video streaming, and educational presentations are all stored on the Cisco Small Business NSS 3000 Series Network Storage System. The Cisco NSS 300 Series lets Skye Dental manage and maintain its rich media using one reliable, easy-to-use system that is ideal for putting patients at ease.

“Our animated presentations guide the patient through the procedure, before the work is done, so the patient has an understanding of what will happen,” says Tan. “We don’t have to load a DVD or pull up a movie file; it’s all stored on the NSS. We can even run the same presentation for multiple patients at the same time, with different start points, so programming is always available to every patient.”

Tan was able to install and set up the office’s surveillance system in two hours, using the intuitive software configuration tools.

“We used the setup wizard to configure the cameras, and it was tremendously easy,” says Tan. “The process was much easier than a traditional surveillance camera, where you have to fine tune the settings on each monitor.”

The Cisco solution was designed to scale and change, so Tan and his practice can easily update the solution to meet evolving business needs.

PRODUCT LIST

- Cisco Small Business Voice System SPA400
- Cisco Small Business Voice System SPA900
- Cisco PVC300 IP Surveillance
- Cisco Small Business NSS 3000 Series Network Storage System

“It is easy for me to add more cameras if I need to, because the Cisco IP surveillance solution uses PoE,” he says.

In the coming years, Tan believes his flexible Cisco solution will continue to play a key role in helping his staff be more productive and secure, while providing the best possible experience for patients.

For More Information

To learn more about the Cisco solution, visit <http://www.cisco.com/smallbusiness> or contact your authorized Cisco salesperson.



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