



ORTHO2

Clinical Insight

Clinical reports are your key to improving efficiency

by **Andrea Cook**

Many orthodontic offices are experiencing a decrease in patient flow in the clinical area. The slow down provides the office with an opportune time to evaluate their clinical and treatment efficiency. This evaluation will help keep the fee per visit and total treatment time on track. As the economy rebounds and the schedule returns to full capacity, these practices will be able to handle the increase in a smooth, seamless manner.

Is your clinic running on time? Are your clinicians consistently able to complete procedures in the allotted time? Are your estimated completion dates being met? Are your treatments on track financially? These are all

These are all questions that your Ortho2 reports can be answering for you

questions that your Ortho2 reports can be answering for you. Accurate and consistent coding and charting will allow you to make the information gathered very beneficial to the smooth and efficient treatment your practice provides.

Most orthodontic offices run daily and monthly financial and administrative reports to measure growth, monetary tracking, and other practice monitors. Running a set of clinical reports on a monthly basis will allow you to evaluate your treatment, your clinicians, and your schedule. Recommended reports to run are emergency visits, patient flow (by procedure and by assistant), doctor time, patients beyond ECD and treatment efficiency reports. Running these reports will only help the practice if the information is accurate and reviewed.

Your patient flow report will allow you to evaluate your clinicians as well as your procedures. Do all clinicians need extra time for specific procedures? It may be time to review the timings for your procedures.

The tracking report for patients beyond estimated completion date should also be reviewed on a monthly basis. Are there financial concerns involved with these patients? Patient compliance issues? A set protocol should be developed to allow the team to address these patients. In order to fully evaluate treatment efficiency I monitor not only the total treatment time in months but include number of procedures and number of emergencies. Ortho2 has reports that will give you all this information for review. These reports will track what type of treatment, total treatment time, how many appointments as well as the financial outcome of the case.

If proper coding is used consistently, a report of all emergency visit codes will give you an insight into possible areas of concern for your office. If the number of emergencies is very high, this will most often lead to extended treatment times as well as the reduction of the per visit fee. This report may reflect the need for clinical training, bonding protocol review, and other areas of improvement for the clinic. ☺

About the Author



Andrea Cook's in-office, hands-on training is based on practical knowledge gained through 20 years of chairside experience. She is a clinical consultant and trainer for premier orthodontic offices across the country.

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