

We run a busy, well established general family dentist office. Our family owned and operated practice has been running and growing for over 35 years. When I took over management and operations, the office cared for over five thousand active patients and we continue to grow. We have a strong hygiene program, demanding emergencies and fully booked schedules. It is not uncommon to see up to fifty patients per day. We run two full time dentists and three hygienists out of seven operatories which means that each dentist often has more than one patient seated at any given time. We cannot afford to waste any time. Effective and efficient communication is vital.

Since the 1980's the office had been using non-Kelkom 'wireless' light systems but, over the years the technology, no longer supported, deteriorated to the point of being buggy and unreliable and the growing needs of the practice had out paced the system's functionality (i.e too few lights).

With the old light system failing, it was clear that we urgently needed a replacement. We are a state of the art facility. We have computers and dual monitors in every operatory. One monitor is devoted to the day's schedule. It seemed natural to try an integrated, PC based com system. However, pointing and clicking with a mouse or even hitting hotkeys proved vastly more time consuming and complicated compared to the simple push light system (to say nothing of being far less hygienic). We needed a system that could run virtually all patient flow with a clear message broadcast to all staff and that message must take less than a second to initiate, understand and confirm. The computer based systems could not begin to compete.

In a search for a replacement system, we came across three other 'light' communication hardware providers. Only Kelkom was able to provide the system we needed. In fact, the others had virtually no flexibility and didn't seem to be investing in keeping their systems current (they looked like and probably were relics of decades past). Kelkom was able to provide EXACTLY what we needed with a modern looking, easy to clean and space efficient design.

In less time than it would take to speak (or type) the same message, the Kelkom system allows us to manage virtually all patient flow and get staff where they need to be, when they need to be there.

Kelkom gives us these unique capabilities:

- Customized features blend workflow control with immediate action required messages
- Know whose patients are ready to be seated
- Have the patient seated and ready for the dentist/hygienist
- Dentist can call for assistance either “when convenient” or “urgently”
- Dentist can set their status to occupied (i.e. cannot leave current patient) or available
- Hygienist can call for assistance, inform that they are almost ready for a dentist to check their patient or request a dentist to check their patient immediately
- Administration can ask for assistance either “when convenient” or “urgently”
- Dedicated manual chime button to emphasize message if no response given.

When our old system totally stopped working, we briefly had to work without a light system. The result was near disaster. Seconds added to minutes and the schedule got further and further behind. This is proof enough that Kelkom translates to increased productivity, revenue production and decreased stress.

They say time is money. Efficiency creates time. Fast and effective communication is the key to efficiency. The Kelkom system allows for a level of fast and effective communication that is indispensable in our busy practice. The system has paid for itself with increased productivity many times over and, more importantly, has reduced stress and made us happier. In my opinion, there simply is no other way to achieve this level of communication in a busy dental office and we would be lost without our Kelkom system.



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