

Sesui Dental Connect

Dental practices are feeling the pressure: pressure to provide access to care for an increasing number of patients, with fewer appointments available, and with limited resource. Pressure to balance the needs of patients and the clinical excellence expected, with their own wellbeing.

It's a critical situation and one which is being highlighted by the many initiatives and commitments of Government, with the immediate impact of COVID-19 focusing the spotlight and the changed expectation of patients and staff visiting clinics.

We've been helping address this balance in healthcare for some time by making work something that clinicians do, rather than a place they go. We want to take the pressure off clinicians and clinic staff so they're able to concentrate their efforts on providing quality care, rather than being restricted by how they care for patients.

And as patients require ever more flexible access to dental support, due to the restrictions COVID has put in place, we also want clinicians to be able to extend their capacity to meet that need.

With the adoption of video calls for remote medical assessment, the Sesui Dental Connect services provides dental teams with a new tool to support patients. What's more, this additional service doesn't come at the expense of security. All calls, irrespective of the device used, can be automatically recorded and can be accessed securely over N3 / HSCN. This ensures a full picture of patient contact is safely stored and easily retrieved.

The Approach

Dental Connect allows dental teams to conduct phone and video consultations, anytime, anywhere, on any device, (mobile, home phone, or PC) using our flexible and secure cloud software.

This gives clinicians the opportunity to continue their work when a surgery is closed for Out-of-Hours or due to an unplanned closure, thereby increasing the



potential number of patients that can be seen during normal surgery due to work commitments, or offering less physically able patients an easier avenue to access treatment without having to be physically present. Where required, calls can be switched to video for a more complete, visual diagnosis.

How it Works

Sesui Dental Connect acts as an extension to your existing phone system, irrespective of age or complexity, meaning there's no need to replace existing hardware. This allows staff to:

- Make all patient calls using any mobile or homephone;
- Manage all calls through the Sesui Mobile App, web browser or softphone;
- Ensure all call costs are centralised, with every call recorded, logged and reported.

Users access the Sesui service using a web portal, mobile app or softphone and then use any mobile or landline to make calls.

With Sesui's dedicated mobile app available for both Apple and Android, clinicians can make and take calls from their mobiles while remaining within the clinic's system.

The Benefits

Sesui's Dental Connect is finding popularity among dental practices due to the need to stay connected with patients when it's not always possible to be seen on site. Dentists say that the simple video consultation helps them with:

- Continued provision of safe, secure patient care during routine and unplanned clinic closures
- Follow-up appointments to review treatments
- Orthodontics reviews to check appliances
- Oral surgery and implants follow-ups to review progress
- Trauma assessment for out of hours/emergency dental support
- Private patient outreach, keeping contact with patients and performing remote oral assessments.



“Dentistry is a very visual practice and trusted video services that clinicians and patients feel comfortable using will be a key component in modernising the service.”

Sam Shah

Practice owner, East Village Dental practice

About Sesui

We're the bright British innovators of award-winning cloud communications software — connecting people to organisations when it's critical they get through. For 15 years we've specialised in untangling communication systems and putting them into the cloud for organisations that provide a vital service in healthcare, travel, customer services and the voluntary sector.

And behind every solution... our award winning Sesui Call Manager product and our talented team. Our cloud software floats above an organisation's technology, so they don't need to replace what they've already got. All the reliability of the cloud with the nimbleness, elasticity and sustainability of Sesui.

Sesui
cloud communications



@Sesui_ltd



@Sesui-ltd



03445 600 600

