

# Queensway Dental Enhances Patient Experience & Reduces Wait Time With Cost-Effective Radio Solution



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Queensway Dental were looking to improve efficiency between their reception staff and dental team - in order to improve the overall patient experience. They wanted a cost-effective radio solution that they could replicate in each of their practices across the North East.

## THE CHALLENGE

Queensway Dental is a leading dental practice, with multiple practices in the North East of England.

The challenge was to create a simple, back-to-back two-way radio solution that would give key staff members the ability to use radios (that were easy to carry) and communicate with each other during important touchpoints of the patient journey - from waiting in reception to being seen by the dentist.

The radios needed to be cost-effective, on secure frequencies, and reliable in terms of build quality and coverage.

For consistency across their practices, Queensway Dental required the same solution in each location.



**PRODUCTIVITY**  
up



**EFFICIENCY**  
raised



**SAFETY**  
increased

# THE SOLUTION

We installed our ultra-smart digital two-way radio solution - TRBOCALL – a modular platform comprising the following:

## INFRASTRUCTURE

Queensway Dental chose Direct Mode

What is Direct Mode?

Direct Mode is available for up to two hundred users, and offers a simple connection that includes radio-to-radio capabilities - with basic voice, data, text and applications support.

## The Benefits:

Queensway Dental get a simple, easy-to-manage two-radio solution that allows them to take advantage of practical voice and data capabilities.

Having a Direct Mode system in place allows each practice within the Group to benefit from cost-effective radio communication, and lets them focus solely on the task at hand - ensuring patients receive the best care and service possible for one of the North East's leading dental providers.



# THE SOLUTION

We installed Eemits ultra-smart digital two-way radio solution - TRBOCALL – a modular platform comprising the following:



## HARDWARE

Queensway Dental chose:

Hytera PD365 radio devices



## The Benefits:

Queensway Dental chose the Hytera PD365 to use across all their existing practices in the North East.

The Hytera PD365 radio was the ideal solution for Queensway as it's a compact licenced radio that is easy to use and carry.

And despite its nimble stature, the PD365 has a battery life that lasts up to 12 hours, a unique built-in antenna, a monochrome display that supports text messaging (up to 64 characters) and an IP54 rating.

With multiple surgeries inside each practice, it was important that reception staff could communicate directly with different dental nurses, in order to avoid congested and inefficient communication.

With up to 256 channels, the PD365 catered perfectly for programming different surgeries to different channels - so in the event the reception team needed to speak with surgery 1, they could easily select the right channel and reduce the response time for key messages.

This in total helped to improve the overall patient experience, as on-site efficiency was rapidly improved with the introduction of two-way radios.



# THE SOLUTION

We installed Eemits ultra-smart digital solution - TRBOCALL – a modular platform comprising the following:



## SERVICE WRAP

Queensway Dental chose:

- 3-year Managed Service
- Preventative Maintenance
- Unlimited Business Hours Telephone Support

## The Benefits:

The managed service is for three-years (at each practice) and covers the long-term hire of the Hytera PD365 devices, and both preventative maintenance, and business hours telephone support.

Renting the radios rather than purchasing them means Queensway Dental has less impact on capital expenditure with just one monthly cost to cover for the radio devices.

Once a year our engineering team visit each site and test all the radios to ensure they are performing to the manufacturer specification and still providing the coverage that the customer requires.

We also manage their OFCOM licence requirements for the entire 5 years it is valid for. We also help support any renewal or amendment of the OFCOM licence, should it be required.



# THE RESULTS

Queensway Dental now has a solution in place that gives them a more efficient way for staff to communicate at key touchpoints of the patient journey.

And by using licenced radio devices, they benefit from secure, discreet communications that won't jeopardise the GDPR requirements of dentist-patient confidentiality.

Eemits innovative modular platform TRBOCALL - a unique combination of hardware, bespoke software applications and digital features - together create an ultra-smart two-way radio system. Combined with unrivalled wide area network coverage, our customers have the flexibility to build their own system with all, or a combination of infrastructure, hardware, software service wrap, features and accessories that suite their individual business needs.



## EEMITS CLIENTS BENEFIT FROM:

Productivity increased by up to

**40%**

**PER SITE**

Efficiency raised by up to

**1 hr**

**PER EMPLOYEE PER DAY**

Safety increased for

**100%**

**OF YOUR WORKFORCE VIA DIGITAL RADIO WHERE EVER THEIR LOCATION**