

CHAIRSIDE MILLING VS NUTOOTH WORKFLOW

ORCHARD PARK DENTAL CASE STUDY

CASE STUDY CONCLUSION

The client generated results concluded that converting the workflow from chairside milling to lab-based - next day digital (nutooth) crowns – demonstrated an increase in productivity and financial performance.

MEASURING PERFORMANCE

The purpose of this case study is to share the perspective of one of our client's decision-making process; whether to continue chairside milling by investing in a new system, or to rely on the dental lab for designing, milling and finishing the crowns. In this case, we are specifically referring to FCZ and Emax posterior crowns.

Schell Dental's digital division - **nutooth** - has been producing next day, modeless crowns for 6 months, resulting in significant time savings and scheduling flexibility. The client had been using a chairside milling system with same day capabilities. The chairside R.O.I. required 12.9 crowns per month to break even. Through a collaborative level of information sharing (**Dr. Perry Kreway**), it was decided to conduct a 3-month trial, whereby the client (plus two associates) would rely exclusively on the **nutooth** workflow and next day scheduling approach.



OVERALL OBJECTIVE

The 3-month trial was designed to determine the comparative impact the **nutooth** workflow had on a specific set of productivity metrics and patient experience criteria vs. chairside milling outcomes over a comparable time period. The results would then be used by the client to determine the most optimum financial investment decision. Specifically, whether to continue investing in chairside milling, or forego a significant capital investment and utilize the lab as the sole production workflow resource.

TRIAL CRITERIA & METRICS

A series of quantitative metrics were chosen, as well as a qualitative assessment on the impact of 'next day' on the team, including admin staff.

1. Volume of crowns produced versus historic averages.
2. Revenue & profitability – cost per unit.
3. Scheduling flexibility & chair time capacity.
4. Quality - accuracy, fit, adjustments, remakes.
5. Patient experience – next day vs. same day timing & convenience perceptions.
6. Impact on staff and workplace environment.

TEST TRIAL PRODUCTION WORKFLOW

The nutooth workflow is a seamless, end-to-end CAD/CAM process. As well, it provides for real time communications between the dentist and technician via lab chat, while the patient is in the chair.

The Workflow

- All posterior FCZ and Emax crowns sent to nutooth by 2 pm.
- Designed/milled/ delivered by 1 pm following business day, with a die and crown, no models.
- nutooth feedback - QR code on the delivery box, so dentists can provide immediate feedback.
- Dental technicians can dial in C&B client preferences and specs immediately.
- Lab chat was used, to immediately confirm crown preps met lab/client specifications.
- Same day crown appointments switched from 2.5 hours to separate appointments totaling 1.5 hours.
- Prep and seat on separate days.

TEST TRIAL RESULTS

At the 3-month mark, the client conducted an analysis based on pre-determined criteria. Their conclusions were as follows :

1. Crown production/revenue doubled in the first month.
2. Profitability increased vs. chairside costs (lease, training, maintenance materials, staff).
3. Next day scheduling freed up 25% more chair time capacity.
4. Accounts Receivables – reduced, similar to same day.
5. Able to fill holes in admin schedules caused by short notice cancellations with crown inserts.
6. 90% of patients happy with next day appointment, some with no temp (if endo treated tooth).
7. Lab fees billed straight to patient.

FINAL OUTCOME

The client has decided to sell his in-office milling system and utilize **nutooth** exclusively for all of his posterior FCZ and Emax crowns.

Summary

Aside from the actual trial metrics, the client (and associates) repeatedly commented on the internal impact of 'next day'. Both the dentist and associates observed the following: ***Ease of use, being less rushed, increased treatment capacity, smoother admin scheduling, the elimination of staff training, inventory control, technology downtime, fewer remakes and an overall decrease in time to prep and fit.***

Note

The results of this case study do not presume clients should avoid implementing chairside technology. It does, however, provide a reference point for practices to assess which milling strategy might work best, depending on specific personal and financial criteria. It also serves as a potential due diligence model for analyzing what milling strategy will lead to higher levels of productivity, financial outcomes, staff utilization and superior patient experiences.

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