

# Digital practice workflows *improved patient experiences*



# OrisLine, a Henry Schein One brand

## At a Glance

### INDUSTRY

- IT services and software for dental practices and labs

### OPERATIONAL FOOTPRINT

- Global, with offices in Italy and Portugal

### WORKFLOW

- Dental patient registration, treatment overview and consent

### CHALLENGES

- Streamline, accelerate and improve patient experience; motivate dental practices to digitize their processes and workflows

### SOLUTION

- Wacom DTU-1141B pen displays and the Wacom Ink SDK for multi-display

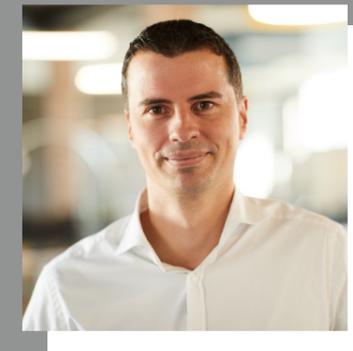
### OUTCOME

- Increased workflow efficiency, higher patient trust and satisfaction, increased pace of dental practice digitization.



## About OrisLine

Based in Milan, Italy, the OrisLine Group has been developing IT and software solutions for dental practices and labs all over the world for over 20 years. Specifically, the company helps its clients move to 100% digital workflows by integrating leading third-party technologies with its own software to create truly innovative offerings.



*"Our partnership with Wacom has created the ideal environment for our clients to commit to process digitization, and for us to grow our paperless solutions business. In fact, by mid-2022, we had grown our paperless solutions line of business year-on-year by 30%, with Wacom's solution being a key driver of this growth."*

Francesco Gallo, Executive Managing Director OrisLine



## CHALLENGE

### Streamline and enhance the patient experience

Many dental practices and labs still rely on paper forms for patient registration and consent. This creates inefficiency and cost for the practice, as well as making the patient experience slow and disjointed. Nevertheless, many of these small and mid-sized practices need additional incentives to justify the investment and perceived disruption of digitizing their manual processes. In 2021, OrisLine decided to look for ways to address these issues. Specifically, it wanted to help dental practices:

Ideally, OrisLine needed to achieve all this with a single patient-facing device that would integrate easily into its dental practice solution. It was already offering clients electronic signature pads, enabling them to capture patient signatures at reception desks. However, these devices were far from optimal. Patients still had to read forms on a separate screen before signing, and there was no easy way to integrate video into the patient consultation experience.

- 1. Eliminate paper forms** by enabling patients to review and sign forms digitally and
- 2. Enhance the patient experience** by seamlessly integrating the ability to show video animations that explain dental procedures into the treatment workflow.

*"Wacom's digital pen and ink technology was the missing link in enabling our dental practice clients to provide a seamless patient experience from registration to treatment explanation and consent."*

Fulvio Sironi, Commercial Director, OrisLine

## SOLUTION

### One device, easy integration

“Patients prefer to be able to see and sign forms in context and in one place, rather than on separate pieces of paper or screens,” says Francesco Gallo. “It reassures them that they know what they are signing and helps build trust with their chosen dental practice. Explaining procedures visually during a consultation also helps patients understand what will happen and reduces anxiety. We knew we needed to be able to offer dental practices one easy-to-use device that could enable all this.” As soon as Gallo and his team became aware of Wacom’s digital pen displays, it was clear that these devices could meet client needs much more effectively than mobile options.

The Wacom DTU-1141B pen display would enable patients to review and sign documents on one screen, completely eliminating the need for paper documents.

They could also be used to display video animations during treatment consultations. In addition to being extremely robust and proven in heavy usage environments, Wacom pen displays were especially attractive from an integration and security perspective because:

- **they do not run an operation system or store data data on the device**
- **they connect easily to PCs in the practice with one “plug-and-play” USB connection**
- **they are very low maintenance, with no updates, patching or charging required**
- **they are tethered and installed in a fixed location to prevent theft**



To complement the Wacom pen displays, OrisLine also decided to integrate Wacom software into its dental practice solution: the Wacom Ink SDK for multi-display. “This was a game-changer for us,” says Francesco Gallo. “Via the SDK, dental practice patients can review and sign documents on the Wacom device, without having to look at a computer screen or share an input device with anyone. We knew this would help our clients build patient trust by ensuring privacy.”



## OUTCOME

### A smooth and trusted digital patient experience

Integrating Wacom digital pen and ink technology into its dental practice solution has enabled OrisLine to streamline and significantly enhance the patient experience for its clients. Practice staff can register the patient, capture GDPR consent, display a treatment quote, run an explanatory video and secure treatment consent on one device, with a few taps of the Wacom digital pen. "This dual signing and display capability is the real power of the Wacom pen displays," says Francesco Gallo.

*"In addition to a faster and less expensive process overall due to the elimination of paper from patient documentation workflows, the video capability and the tight integration of the process significantly improves patient satisfaction. This is a key priority for our dental practice clients."*

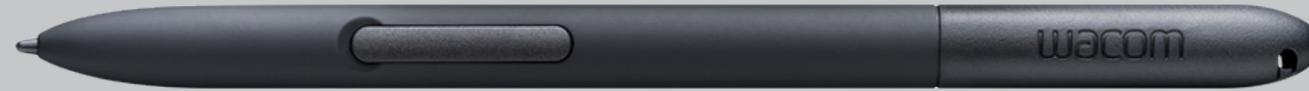
Francesco Gallo, OrisLine

Summarizing his thoughts about the benefits of using Wacom technology, Fulvio Sironi, Commercial Director at OrisLine says, "Wacom's digital pen and ink technology was the missing link in enabling our dental practice clients to provide a seamless patient experience from registration to treatment explanation and consent. The Wacom solution has also given us the opportunity to strengthen the OrisLine brand by working with the market leader in digital pen and ink. In fact, by mid-2022, we had grown our paperless solutions line of business year-on-year by 30%, with Wacom's

solution being a key driver of this growth. I'm delighted that our cooperation is enabling Wacom and OrisLine to expand our businesses together."

"Our partnership with Wacom has created the ideal environment for our clients to commit to process digitization, and for us to grow our paperless solutions business. We couldn't be happier about working with Wacom, and we look forward to continued mutual growth in the coming years," concludes Francesco Gallo.

# More human



# More digital



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