

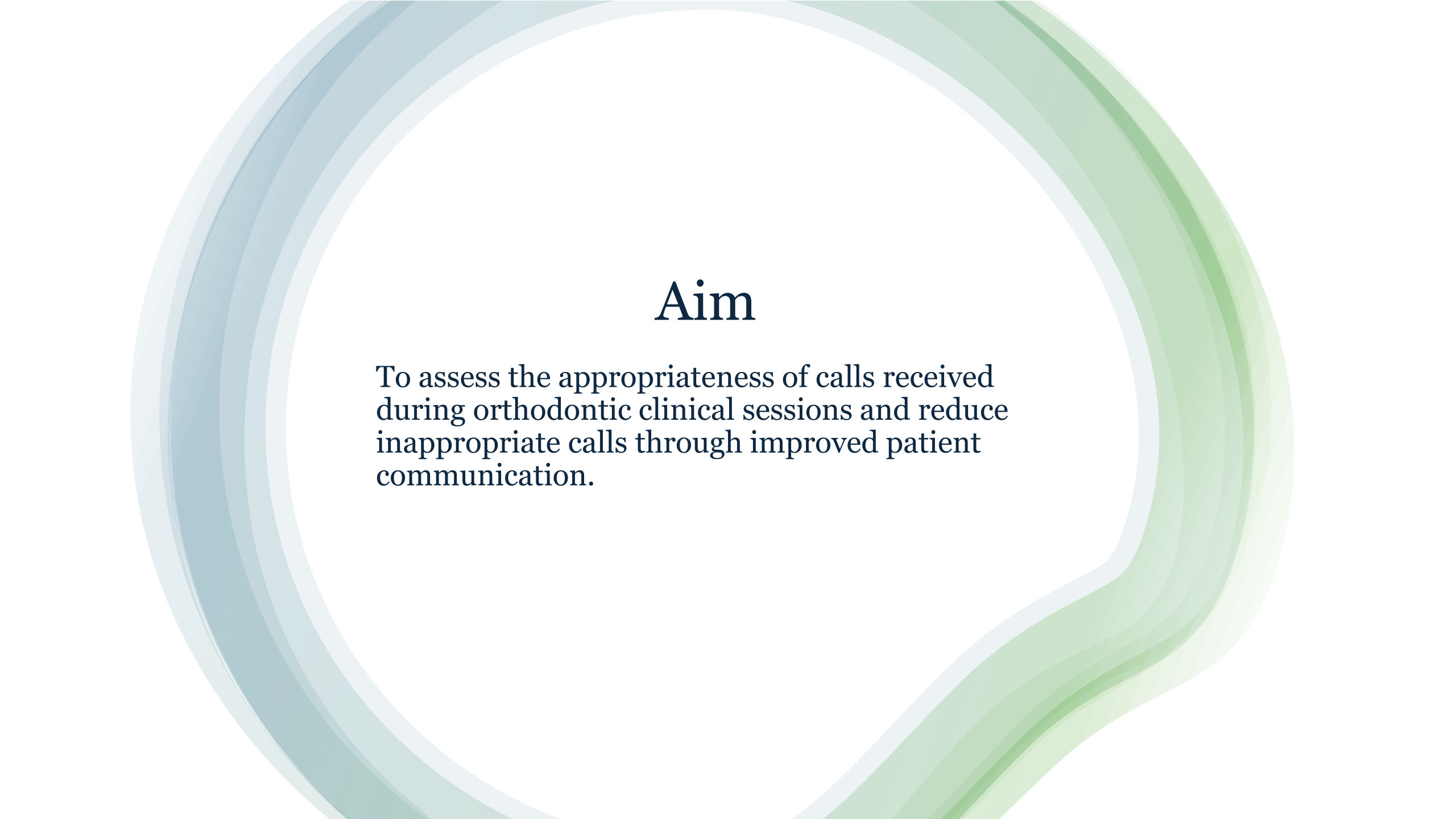


Right Call, Right Team: Reducing Inappropriate Calls to Protect Orthodontic Clinical Time

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Background

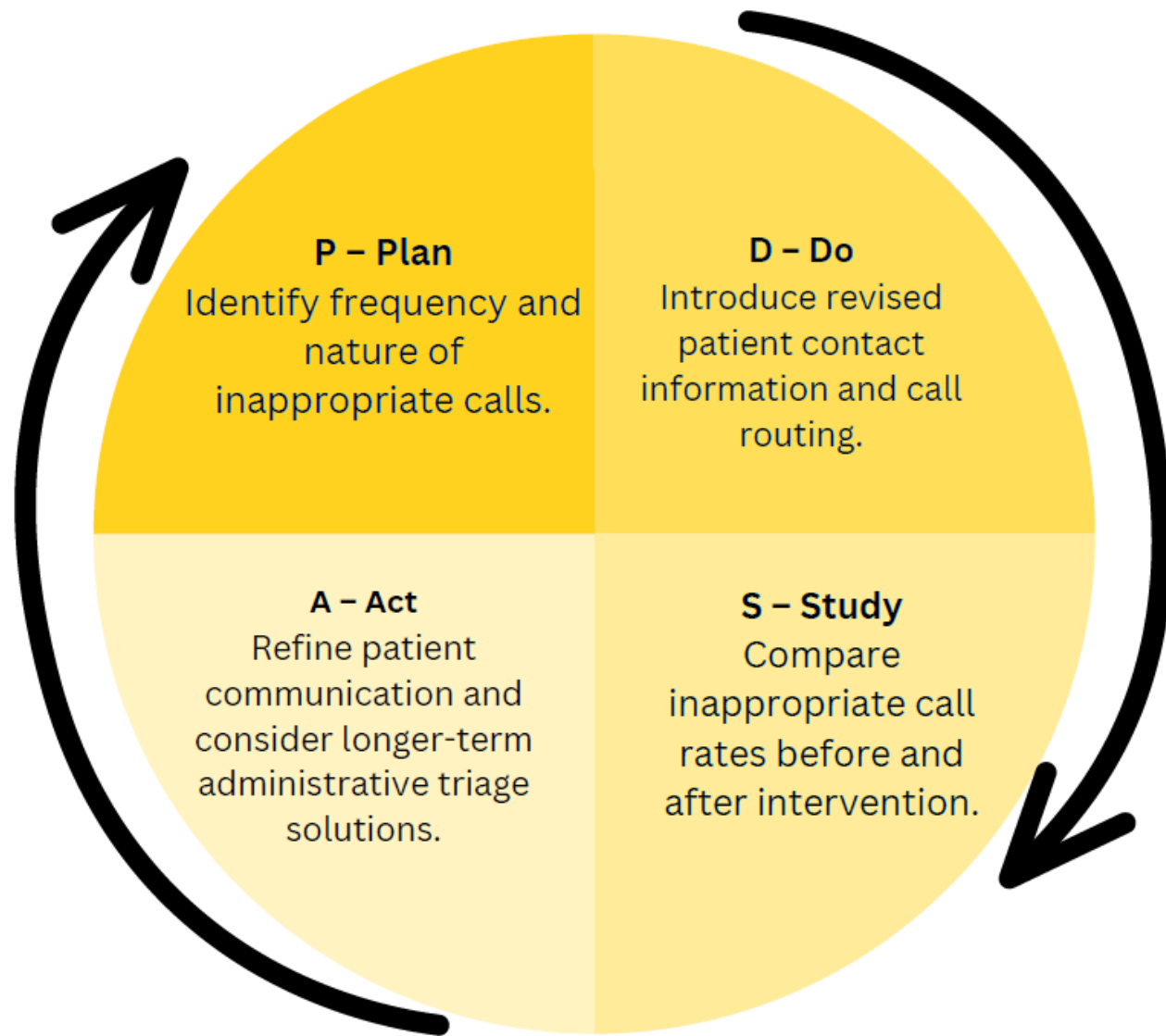




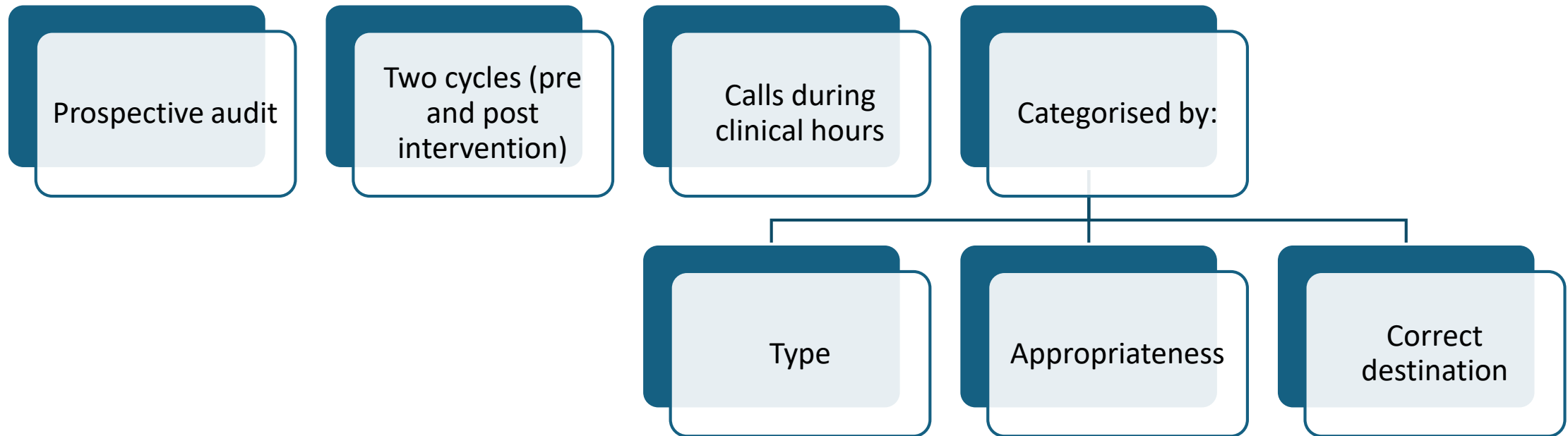
Aim

To assess the appropriateness of calls received during orthodontic clinical sessions and reduce inappropriate calls through improved patient communication.

PDSA cycle



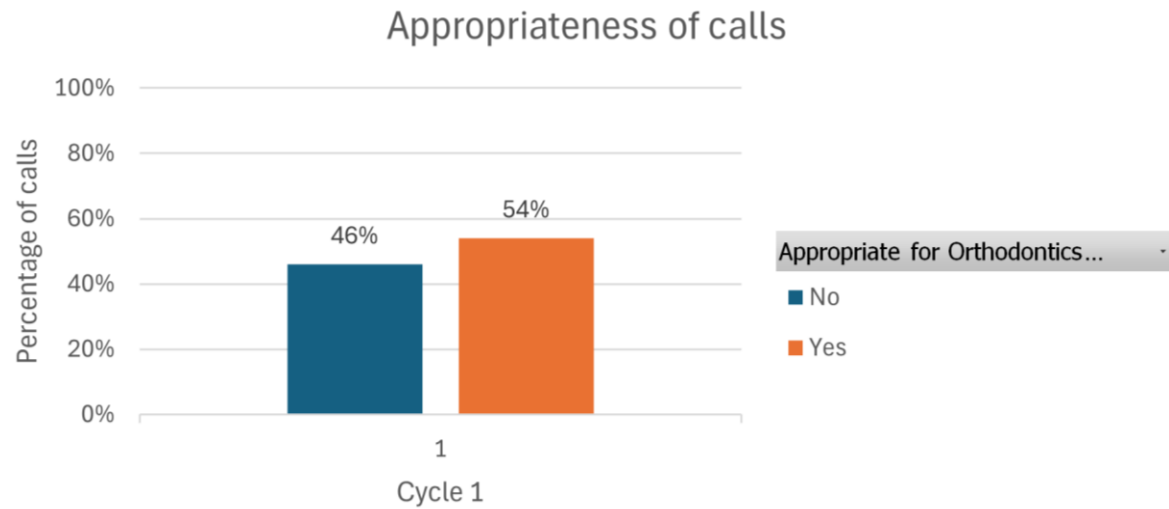
Method



Audit table

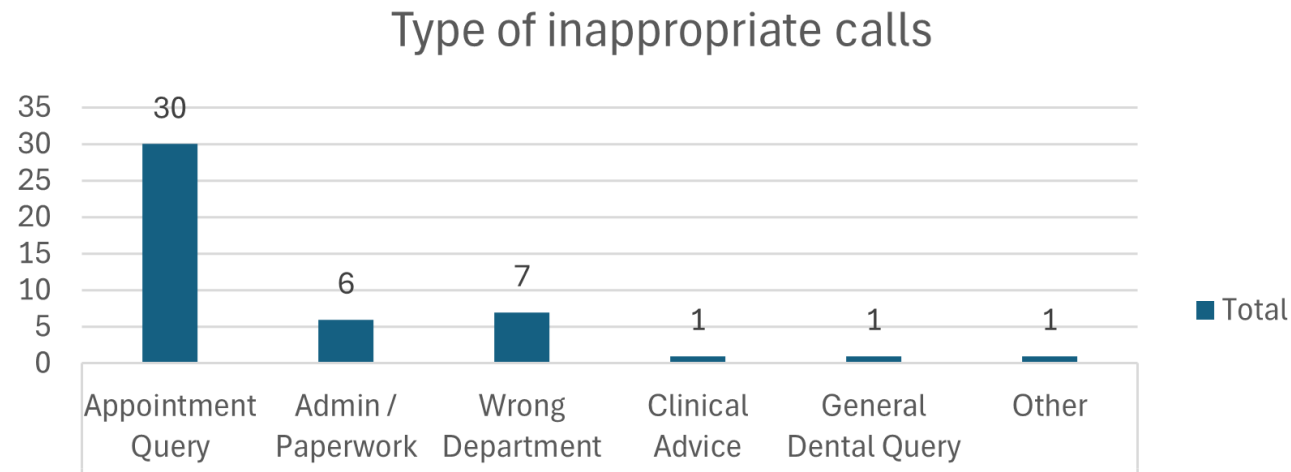
Date	Time	Caller type (patient/parent/dentist/admin)	Type of call (appt query, broken brace, wrong dept)	Details (free text)	Appropriate call? (Y/N)	Outcome (resolved/transferred/follow- up)	If not appropriate – where should it have gone?
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Cycle 1 results



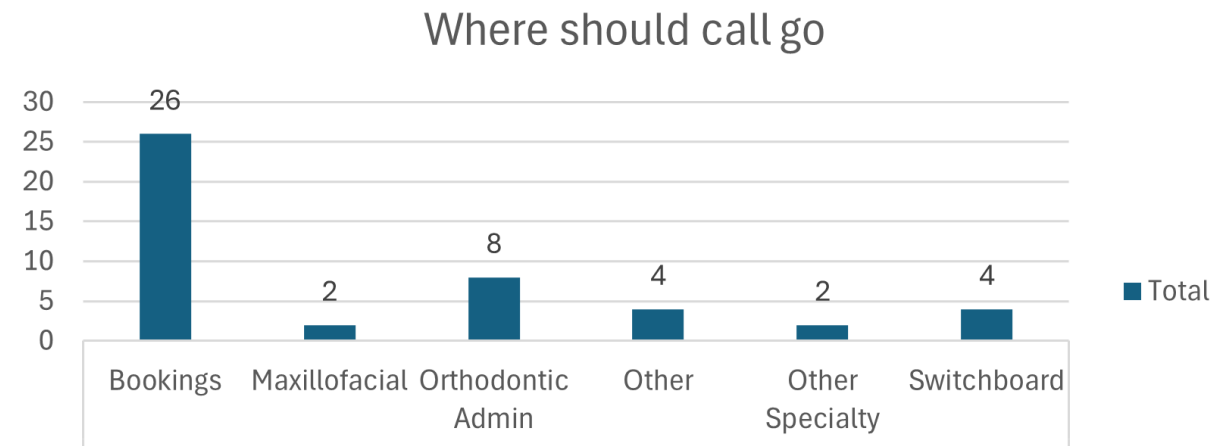
Almost half of calls
were inappropriate.

Cycle 1 results

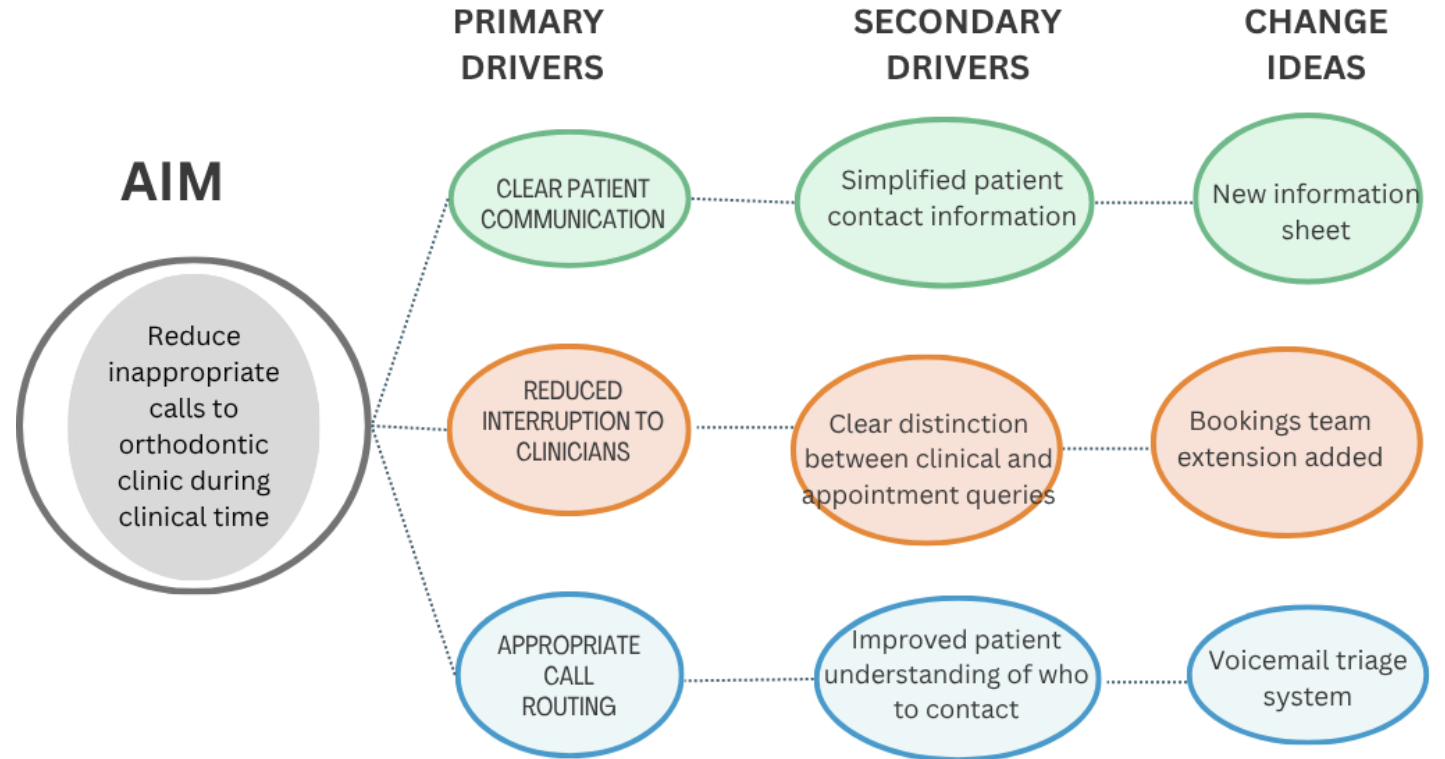


The majority of inappropriate calls were appointment-related and did not require clinical input.

Cycle 1 results



Driver diagram



Intervention

Pre-intervention:

- Multiple extensions
- No clear guidance

BROKEN BRACE CLINIC
You must phone ahead to book
Limited slots available
Call (028) 71345171 ext 213150/ 213151



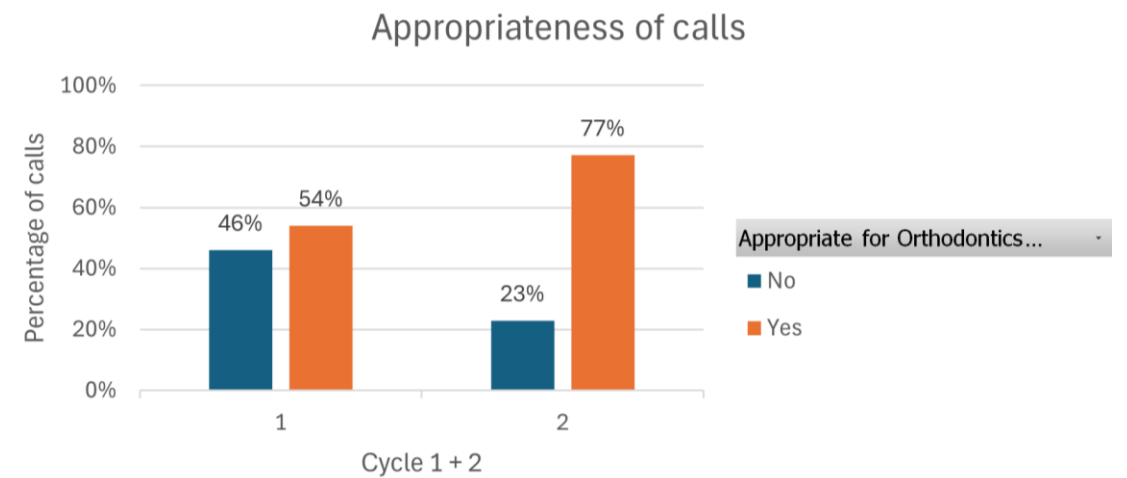
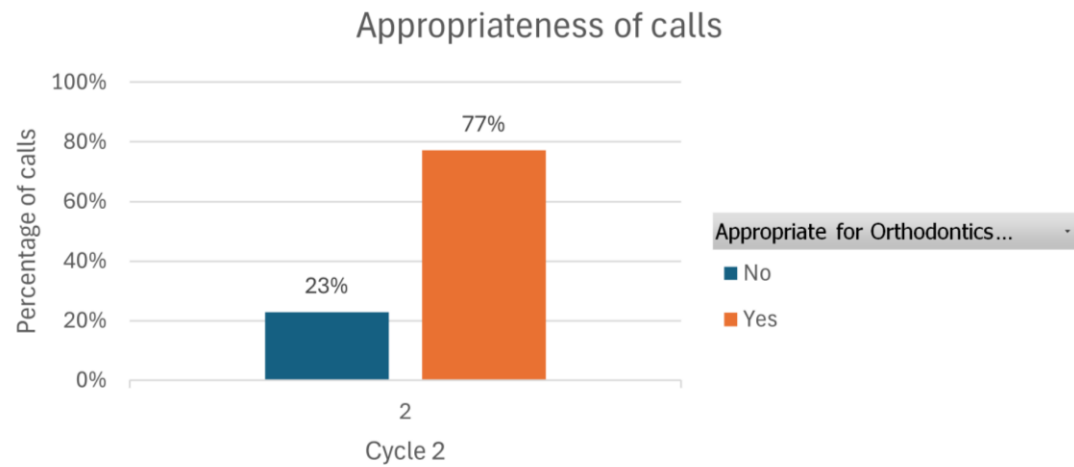
Post-intervention:

- One orthodontic number
- Clear direction to bookings
- Bookings number provided

BROKEN BRACE CLINIC
You must phone ahead to book
Limited slots available
Call: (028)71345171 ext: 213151
For routine appt queries ext: 216111

We simplified patient contact pathways to direct calls appropriately.

Cycle 2 results



Following the intervention, inappropriate calls reduced from 46% to 23%

Impact and future work

Appointment queries = main issue

No clinical input required

Simple intervention effective

Fewer interruptions

Protects clinical time

Improves patient experience

Recruitment of a dedicated orthodontic secretary to further support call triage and patient flow



Thank you