



PLANNING THE SCHEDULE OF CUSTOMER ADMISSIONS IN DENTISTRY

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Abstract. This thesis deals with planning the organization of the reception schedule for clients coming to dentistry. Information about the queue of clients in dental centers facilitates the administrative work of the center, ensures fast and effective communication with clients, saves the time of the doctor and the client, conveniently resolves payment issues, allows clients to choose a good doctor, allows the Center to provide effective and high-quality services to clients, studies the planning of the delivery schedule and reception.

Keywords. Dental centers, queue, clients, staff, monitoring, evaluation, communication, communication messages, service.

Planning to maintain a schedule for clients who come to the dentist helps ensure a systematic and efficient workflow. This process includes:

Registration of clients. At the same time, a registration form must be created for clients applying to dentistry. At the same time, basic information about clients is collected (first name, last name, age, phone number, treatment status). This information is stored in a database. In the process of visiting clients, personal information can be provided in the form of self-filling or there will be an opportunity to obtain information through an automation system. Information entered by customers must be verified and confirmed to be correct and complete. This process is important to identify errors or incomplete data. The automation system allows you to automatically check and approve changes. Each client must be assigned a unique identifier (number, code or keyword). This identifier allows you to easily identify the client in the database and perform any operations related to the client. It is useful to define categories when creating a client list. For example, you can define categories such as new customers, existing customers, customers with security issues, and customers who have used services. These categories help systematize the process of working with clients at the reception desk and servicing them. Client information must be stored in a database or secure information system. Only contractually authorized personnel should have access to this data protection. It is



important to comply with legal requirements and privacy standards. Additional information may be included in the client list, typically information such as services provided, treatments, charges, and complaints. Establishing the operating hours of the reception desk. In this process, it is recommended to seat customers according to manual information collected during front desk hours. Based on manual information collected from clients, times can be set that are compatible with which dentist or staff is working with in the emergency room. It is necessary to create a procedure for determining the working hours in the reception area. When determining this procedure, it is recommended to take into account the work of dentists in the emergency department, busy time, free time and the convenience of receiving clients. It is recommended to use a systematic method or an electronic reservation system to determine reception opening hours. Thanks to this system, clients will be able to choose and spend working hours that are convenient for them. It is necessary to organize a work plan for dentists and employees working in the emergency department. This plan should define information such as working hours, activities, rest periods and treatment periods for each employee. This may also include customer reception and processing processes. It is also important to optimize free time in the reception area. Through an automation system or electronic booking system, it will be possible to identify vacancies and place suitable clients. This allows you to optimize the work schedules of dentists and staff and reduce the work time of clients. Reservations for reception areas should be made in case of urgent events (eg critical illness or rotting). In this case, clients will have the opportunity to quickly receive and serve. It is also important to collect and analyze statistics on reception opening hours. This information helps analyze the types of client selection, treatment schedule, services provided and payments. These statistics will help you optimize your front desk operations. Automation systems, booking platforms and electronic databases help make work more efficient and systematic when setting working hours at the front desk. Communicate the time to clients. In this process, it is necessary to communicate with clients about work schedules. There are several ways to communicate the time to clients. This method allows customer-related messages to be delivered easily and quickly. They are as follows.

Phone calls. Customers can be informed about the time through the telephone numbers provided to them or through telephone calls. This method quickly gets the customer's attention, but requires a reminder that the customer has answered the call.



SMS messages. It is also a simple and effective way to inform customers about the time via SMS messages. SMS messages are sent to customers' phone numbers, and changes, reminders or additional information are included to attract their attention.

Email messages. Emails can be sent to customers if they have provided their email address. Clients may be notified by email of operating hours, changes, scheduled procedures, recommendations and additional information.

Push messages. It is also possible to send push messages to customers via mobile apps or websites. When customers install apps or subscribe to websites, they receive notifications and messages about processes, changes and information changes right on their screens.

Organizing the reception of personnel and resources. In this process, the effective interaction of personnel, equipment and other resources must occur in the reception area while receiving clients. Personnel and resources must be adjusted according to the front office work schedule, taking into account customer interaction, handling and other requirements. Organizing front desk staff and resources is critical to efficient front desk operations, quality of service, and successful integration of office hours with customers. Below are some important steps that will help in this process. Consultations with employees. In this case, it is necessary to moderately consult with employees and listen to their opinions. As employees gain experience, skills, and information about lobbying techniques, it is helpful to use their feedback when planning, delegating, and managing personnel. Drawing up work plans. In this case, it is very important to draw up a plan for working in the reception area and set your own time. These plans include employee work hours, rest periods, treatment times, treatment procedures, service processes, payment times, quality of care, documentation requirements and other important information. When drawing up plans, it is recommended that procedures and policies be established to enable staff to effectively manage reception activities. Resource management. In this case, it is necessary to create structured systems for effectively managing resources in the reception area. These resources may include treatment times, treatment locations, treatment methods, special tools and materials, equipment needed to provide services, databases, information about services, and more. Allocating these resources to the right employee at the right time, in the right place, and while using them effectively improves service quality and efficiency.

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