sotaCLOUD

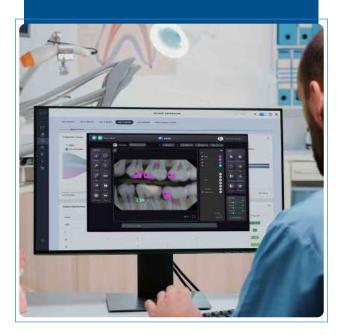# CASE STUDY

How SOTA Cloud's Intuitive, Centralized Platform Became a Game-changer for Sea of Smiles

sea of smiles
PEDIATRIC DENTISTRY

Sea of Smiles Pediatric Dental Practice has been serving children for over 10 years. Specializing in pediatric dentistry across four locations, their staff and team of specialists have created an environment where parents and children feel at ease.

THE BACKSTORY

Founded by Raj Patel, he and three partners and their staff operate Sea of Smiles with a mission to provide high-quality dental care for children. Staying current with technology to improve its staff and patient experience has always been a core part of their strategy for achieving those goals.

CHALLENGE

Despite best efforts, Sea of Smiles struggled with operational inefficiencies across its four locations, especially with outdated imaging software. The practice needed a faster, more reliable solution that could seamlessly connect all offices and integrate with CareStack.

With a growing patient base, it became clear that Sea of Smiles needed a more efficient solution that could:

1. Improve workflow efficiency while connecting all its locations
2. Reduce imaging errors and retakes
3. Offer seamless integration with their existing practice management software, CareStack

"We were using TigerView, and it was just too tedious. Retakes were difficult, and rotating X-rays were a hassle. We knew we couldn't continue with this as we expanded, so we began looking for alternatives that could scale with us."

Dr. Raj Patel, Founder & Clinician, Sea of Smiles

One Interconnected System for Everything Transformed how the Sea of Smiles Staff Worked

THE SWITCH TO SOTA CLOUD: CONNECTING SYSTEMS WITH IDEAL WORKFLOWS

When the practice made the switch from TigerView to SOTA Cloud, it proved to be a game-changer. SOTA Cloud's user-friendly interface, efficient imaging features, and seamless integration with CareStack immediately resolved many of the issues they had with TigerView.

Furthermore, Dr. Patel and his staff were impressed by the platform's simplicity. Features like easy template modifications and a streamlined process for adding and editing X-rays allowed the staff to work more efficiently. This led to fewer retakes and saved time, positively impacting both productivity and staff satisfaction.

"Retakes are almost non-existent now, and the fact that everything is centralized on one screen makes the entire process smoother. Our staff works more quickly and accurately, which saves time and reduces the need for multiple retakes," said Dr. Patel.

> " *SOTA Cloud's ease of use completely changed how we worked. It's so much more intuitive, and everything became smoother for our staff.*

Dr. Raj Patel
Founder & Clinician, Sea of Smiles

SOTA CLOUD'S IMPACT ON PATIENT CARE

The efficiency of SOTA Cloud extended to patient interactions. The ability to pull up images instantly and show parents real-time X-rays enhanced communication and transparency during consultations.

By switching to SOTA Cloud, Sea of Smiles not only streamlined its operations but also empowered its team to focus more on patient care. Dr. Patel and his team now have a system that integrates seamlessly with their existing tools that provides a smoother, faster, and more reliable imaging solution. The practice has seen an increase in staff productivity, and better patient consultations across its four locations.

"SOTA Cloud has allowed us to focus on what we do best—taking care of our patients. The ease of use and the way it integrates with CareStack has been a real game-changer for us."