

Case Study



the **MALT HOUSE**
Specialist Dental Treatment Centre

Keeping customers smiling

Company Profile

The MALT HOUSE
www.malthousedental.com

Headquarters

Manchester

Industry

Healthcare

Services

Specialist Dental Treatment Centre

Business Challenge

Improving service to customers

Plantronics Solution

CS70N Wireless headset system

Background

The MALT HOUSE Specialist Dental Treatment Centre was established in 2002 and is situated in the heart of the city of Manchester in the UK. Providing specialist dental treatments such as root canal therapy, gum treatments, implants and bite problems, all the clinicians are experienced specialists accredited by the General Dental Council.

Each patient is treated for their individual and specialist needs and the MALT HOUSE also provide specialist support services to general dental practitioners, to help them solve problems for their patients.

The MALT HOUSE team also provide expert medico-legal services to the Court and to the legal profession in the form of advice and reports in personal injury and medical negligence cases.

Benefits

- The CS70N is light-weight, discreet and comfortable for all-day wearing
- Enables users to continue talking on a call up to 50 metres away from the headset stand
- The CS70N is compatible with most business telephones and is easy to install with other business technology



“I’ve found the new wireless headset to be extremely practical and flexible in our busy working environment, and very comfortable to wear.”

Suzie Lacon of the MALT HOUSE

Meeting the MALT HOUSE’s requirements

Complementing the state-of-the-art equipment used in the MALT HOUSE including digital radiography, computerised imaging and data collection systems, along with an ethos of a warm and friendly practice, the MALT HOUSE team also use CS70N wireless headsets from Plantronics. These are delivered by their local IT support company, KiWi Micro, along with all telephone communications.

The wireless headsets are used by the MALT HOUSE staff either on reception or if one of the clinicians needs to receive or make calls. The CS70N has the Plantronics patented noise-cancelling microphone and DECT™ digital wireless technology to ensure excellent audio quality so that every call can be heard clearly.

With the Plantronics HL10 adapter or an electronic hook switch module, users can also answer incoming calls directly at the headset by simply pushing a button and this helps to avoid missed calls and calls unnecessarily going to voicemail.

“We are very pleased with our new wireless headsets from Plantronics at the MALT HOUSE. We have invested time and effort ensuring both our dental services and the centre we operate in offers a friendly, comfortable, welcoming and state-of-the-art environment for our patients and our staff, and the ease of use, functionality and reliability of the CS70N is helping us to maintain high standards of service and quality.”
Dr David Cohen, Proprietor, the MALT HOUSE

Suzie Lacon, of the MALT HOUSE, explains, “I’ve found the new wireless headset to be extremely practical and flexible in our busy working environment, and very comfortable to wear. This is very important for us to ensure that we answer patient calls swiftly and we do not miss any calls. It allows us to easily move around the centre locating documents or any other important information when we have patients on the line.”

Her colleague, Lisa Holt continues, “Sometimes we may have to make or receive a call while we are working with a patient, that is relevant to their treatment. The ability to refer to any documentation with hands-free and the freedom to move around means we can do this while we are with the patient instead of leaving them in the consulting room. This is extremely helpful and reassuring for clinicians and our patients.”



Plantronics CS70N Wireless Headset



Plantronics - The Voice of Unified Communications™

Plantronics offers one of the industry’s most complete families of corded and wireless products for unified communications.

Widely recognised for their sound quality, reliability and comfort, Plantronics’ audio solutions help companies extend the benefits of IP communications throughout the extended enterprise, fostering better business communication and efficiency regardless of where professionals are working.

To view our full range or to trial our products please call us on 01793 842 426 or visit our website www.plantronics.com

To read more on how we’ve helped others, please visit www.plantronicscasestudies.com

“We are very pleased with our new wireless headsets from Plantronics at the MALT HOUSE. We have invested time and effort ensuring both our dental services and the centre we operate in offers a friendly, comfortable, welcoming and state-of-the-art environment for our patients and our staff, and the ease of use, functionality and reliability of the CS70N is helping us to maintain high standards of service and quality.”

Dr David Cohen, Proprietor, the MALT HOUSE

