



A day in the life of Dr. Per Hedén

“We could have never done it without Metodika EPM”

From the moment renowned plastic surgeon and clinic executive Dr. Per Hedén wakes until he's finished for the night, Skalpell brings efficiency and flexibility to his thriving medical practice at Stockholm's acclaimed Akademikliniken. At any time of day or night, Dr. Hedén knows he is just a click away from his schedule, his staff, and his patients' complete medical records. Skalpell eliminates inefficiencies in every area of Dr. Per Hedén's practice, so he has more time for his patients and more time for himself.

See how Skalpell enhances Dr. Heden’s typical day:



Dr. Per Hedén, Akademikliniken

5:45 AM Dr. Per Hedén turns off his alarm and gets ready to start the day.

6:30 AM After a brief workout and healthy breakfast, Dr. Hedén checks his clinic schedule via Skalpell’s smartphone interface, which synchs in real-time with his personal calendar. He sees it’s a typical day—six morning procedures and TK? afternoon consultations. Luckily, there is nothing to attend to right away.

8:00 AM Dr. Hedén arrives at the Akademikliniken in central Stockholm. Clara, his receptionist, informs him of a last-minute cancellation—a patient has called in sick with a cold.

Using Skalpell’s proprietary Wait List feature, Clara identifies two sisters who are eager to get in early for a Restylane appointment. They want to look their best at a weekend wedding, and they have requested Dr. Hedén by name.

8:05 AM Clara and Dr. Hedén select Skalpell’s Find Available Time feature to find the first appointment for the sisters when there’s a nurse and a room available.

If Dr. Hedén has a quick lunch, he can squeeze the sisters in at 12:15.

8:10 AM Clara uses Skalpell to retrieve contact information for the new patients and to send an instant message to Dr. Hedén’s secretary informing her of the schedule change.

8:15 AM Dr. Hedén logs on to Skalpell in his private office.

He reviews the detailed medical records for today’s patients, closely studying the before and after photos.

Each patient has her own folder containing complete medical records, including photos, prescriptions, and all notes provided by the care team. These are sortable chronologically or by procedure, and they include a feature that checks for payment status.



AKADEMIKLINIKEN



- 8:30 AM Dr. Hedén receives an instant message from his secretary advising him that the two added patients have confirmed. She reminds him to have a quick lunch, so the split-second timing works.
- As soon as he responds, Dr. Hedén’s schedule is updated in real time with the names of the new patients.
- 8:35 AM Dr. Hedén gets a new instant message from his secretary with direct links to the medical records of his rescheduled patients.
- Two clicks later, Dr. Hedén has updated himself on the late entries in today’s workflow and is ready for his first procedure.
- 8:40 AM Dr. Hedén takes a final look at the Skalpell schedule to see where his first patient is assigned.
- 8:45 AM Dr. Hedén arrives at the registration room, where nurse Helga and his first patient are waiting. He is prepared for his pre-op conversation, having reviewed the patient’s treatment plan plus information about past procedures and the patient’s individual concerns in Skalpell’s medical records.
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- 9:00 AM Dr. Hedén marks up the patient for surgery, and documents the results with his Nikon D700
- 9:15 AM Helga uploads the new photos into the patient’s Skalpell record, so the new images as well as the old are available in the operating room during the surgery. Helga can use a card reader or WiFi to upload the photos, which are available within 60 seconds.
- 9:30 AM Dr. Hedén scrubs in for surgery. An IM on the computer screen indicates his patient is prepped.

In the operating room, the anesthesiologist starts a “timer” in Skalpell.

9:35 AM

Dr. Hedén enters the operating room and compares previous photos of the patient with the new ones he just took. He begins his first timer in Skalpell with a quick click on the keyboard. These timers are digital stopwatches that help the clinic measure and evaluate staff time and resources. Timer data is automatically stored for future reference and analysis.

9:45 AM

The planning nurses update the day’s schedule in real-time as the surgery progresses.



10:10 AM

Dr. Hedén finishes his first surgery and stops the timer with a click of the keyboard.

10:20 AM

He records his preliminary journal entries with a digital Dictaphone. He then sees a message on the screen indicating that nurse Dalia has prepared his second patient, who is now ready in operating room 4. Since Dalia could follow his first procedure in Skalpell, she is able to prep the next patient at the optimal time.

10:30 AM

A secretary enters the notes from Dr. Hedén’s first procedure into one of Skalpell’s pre-defined forms, where Dr. Hedén can make additional comments before he signs off on the record.

12:15 PM

Dr. Hedén has completed another two procedures, recorded his notes, and eaten a quick lunch.

12:30 PM

The doctor completes the Restylane injections for the two sisters.

1:00 PM

He sees his next patient an hour early. Since a Restylane injection is substantially faster than his cancelled surgery, Skalpell updated the schedule earlier in the day, which enabled his planning nurse and secretary to advance the rest of the day’s procedures. Normally this is a complex, time-consuming task, but with Skalpell’s built-in tools for scheduling and finding available time, it’s all but automatic.

6:30 PM

Dr. Hedén leaves the clinic after seeing his last four patients and working on his medical records.

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8:00 PM	<p>Back at home, Dr. Hedén connects his MacBook to Skalpell over a secure, encrypted VPN server. He finalizes the day's medical records and signs them electronically.</p> <p>He also collects a few photos marked "consent to use for lectures" for a keynote presentation at an upcoming medical conference.</p>
9:00 PM	<p>Dr. Hedén agrees by phone to do a pro bono procedure for a child being treated for cancer. He finds time in his schedule the next week via Skalpell, and composes a text message that will pop up on his secretary's screen as she logs onto Skalpell the next morning.</p>
9:15 PM	<p>Dr. Hedén logs off Skalpell and puts his computer away..</p>
