



Tri-Cities Skin and Cancer Transitions from Tablets to Dynabook Laptops

Tri-Cities Skin and Cancer, a state-of-the-art dermatology center with a full surgical facility and cosmetic laser center in Tennessee, underwent a technological shift, transitioning from using a popular brand of tablets to Dynabook laptops throughout its practice. After years of teaming up with Sharp for its office equipment needs, the dermatology group turned to Sharp for this strategic switch which has resulted in positive user satisfaction among its doctors, nurses and staff.

Business Challenges

Tri-Cities Skin and Cancer aimed to improve efficiency and productivity in its practice. Although medical professionals utilized tablets for patient care, they faced challenges with screen clarity, weight, and data entry lags during touch input. Moreover, the current warranty coverage fell short of expectations, prompting its IT team to explore alternative devices to improve reliability and support.

Technology Solutions

Sharp recommended Dynabook Portégé® X30W-K 2-in-1 convertible laptops as an alternative to the heavy tablets previously used. Upgrading to versatile Dynabook laptops has allowed staff to move faster than before due to the light-weight design, improved touchscreen capabilities, convenient keyboard access and enhanced graphics tailored to the medical setting.

Industry

Healthcare

Organization

Tri-Cities Skin and Cancer

Challenges

- Limited screen clarity and resolution on tablets
- Tablets were a heavier weight affecting portability
- Less accurate and responsive touchscreen interactions
- Inadequate warranty and support

Solutions

- Portégé® X30W-K 2-in-1 convertible laptops with touchscreen functionality and stylus pen

Results

- Enhanced screen clarity reduced visual strain
- Lighter and more versatile laptops improved mobility
- Accurate and seamless touch input improved patient intake
- Superior warranty for more uptime and peace of mind



The touchscreen capability, complemented by a compatible stylus pen, facilitated the quick and accurate capturing of patient information and signatures. Dynabook laptops also offered high-def screen clarity and resolution to help reduce visual fatigue after a long shift. Additionally, the Dynabook warranty, particularly its comprehensive damage protection coverage, would help to ensure devices would remain operational and reliable over time.

“Switching to Dynabook laptops was a game-changer for us. Not only do the laptops weigh less than our previous tablets, but the touchscreen functionality has also been invaluable for capturing patient information seamlessly,” said Jane Eustice, Information Technology Manager at Tri-Cities Skin and Cancer. “The superior warranty has also given us the peace of mind we needed, making Dynabook laptops the clear choice for enhancing efficiency and productivity within our practice.”

Proven Results

Ever since the transition, Tri-Cities Skin and Cancer has experienced tangible improvements in efficacy and user satisfaction among its staff. The enhanced portability and touchscreen capabilities of the Dynabook laptops have streamlined

patient intake and charting processes, which in turn has reduced wait times and improved data input accuracy. With 40 Dynabook laptops deployed across their facilities, the dermatology group has not only enhanced their day-to-day operations but has also positioned themselves for continued future growth and innovation in their field.

“Sharp’s service and support have been exceptional throughout our transition to Dynabook laptops. Their responsiveness and effectiveness in addressing any questions or concerns has minimized downtime and ensured uninterrupted patient care. Their commitment to customer satisfaction truly sets them apart,” declared Jane.

“Switching to Dynabook laptops was a game-changer for us. Not only do the laptops weigh less than our previous tablets, but the touchscreen functionality has also been invaluable for capturing patient information seamlessly.”

— Jane Eustice, IT Manager at Tri-Cities Skin and Cancer