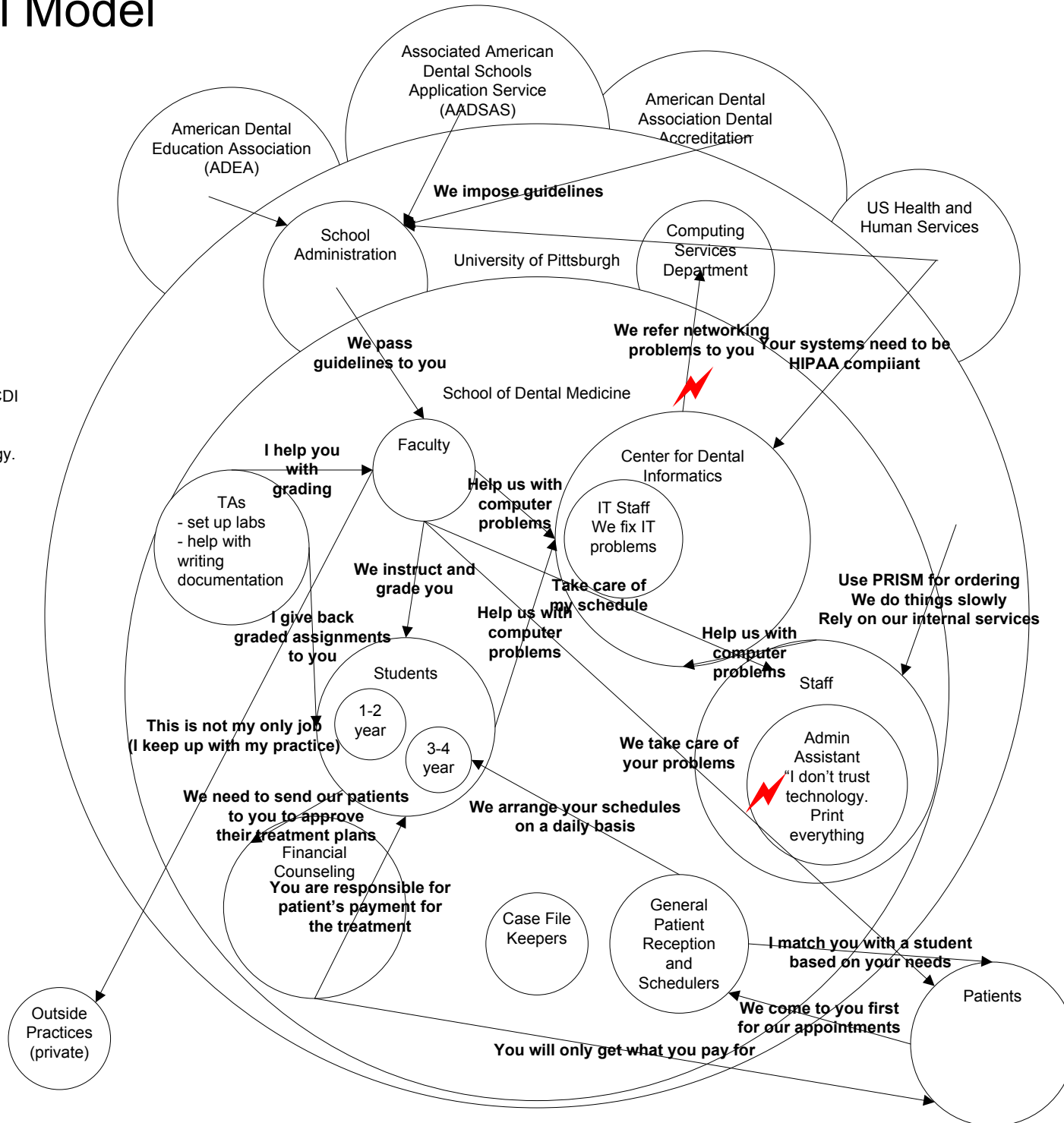


# Consolidated Cultural Model



Breakdown:  
 ⚡ Users cannot distinguish which IT problems belong to CDI or CSD.

I don't trust technology.  
 I print everything.

This is not my only job  
 (I keep up with my practice)

We need to send our patients to you to approve their treatment plans  
 Financial Counseling  
 You are responsible for patient's payment for the treatment

You will only get what you pay for

We come to you first for our appointments

I match you with a student based on your needs

We take care of your problems

Help us with computer problems

Use PRISM for ordering  
 We do things slowly  
 Rely on our internal services

Your systems need to be HIPAA compliant

We refer networking problems to you

We pass guidelines to you

We impose guidelines

I help you with grading

We instruct and grade you

Help us with computer problems

Help us with computer problems

Take care of my schedule

We arrange your schedules on a daily basis

Case File Keepers

General Patient Reception and Schedulers

Admin Assistant  
 "I don't trust technology.  
 Print everything"

American Dental Education Association (ADEA)

Associated American Dental Schools Application Service (AADSAS)

American Dental Association Dental Accreditation

School Administration

University of Pittsburgh

Computing Services Department

US Health and Human Services

School of Dental Medicine

Faculty

Center for Dental Informatics

IT Staff  
 We fix IT problems

TAs  
 - set up labs  
 - help with writing documentation

Students

1-2 year

3-4 year

Staff

Outside Practices (private)

Patients