



presidential  
dental | medical | veterinary

# Presidential Success Stories



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# Testimonials



Excellent service, advice and products. A special mention to Nev - an absolute pleasure to deal with. We know that we can book install one day, and have ready to use the next!

**Dr Kylie Aitken, Gladesville**

We would like to say a huge thank you to the team at Presidential. The sales process was really efficient and thorough. The pricing was also excellent. The install by the service team led by Jason was extremely professional. We are very happy we chose Presidential!

**Dr Josephine Ha**



Presidential is a fantastic service company. From the great sales service to the brilliant service provided by all the Presidential technicians, I highly recommended Presidential for new sales and ongoing service.

**Dr Venkatesh Bhardwaj, Camden**

The Presidential team has been a pleasure to deal with. Highly recommend based on their professionalism, level of service and responsiveness. We bought the A-dec chairs and ancillary equipment from Presidential and the process from start to finish has been very smooth and supportive.

**Dr Jessica and Patrick Mei, Gordon**

I received an outstanding level of service from start to finish with the purchase and installation of a new autoclave and dental chair. I would highly recommend Presidential, for an efficient all round quality service.

**Dr Anita Cumarasingam, Lindfield**

Patients are impressed as soon as they walk in and say the practice looks really modern and fresh. They also often comment that the A-dec chairs are so comfortable. That's important when they might be in for a 90-minute to two-hour procedure.

**Dr Emily Whitney, Bondi Junction**



Luke was recommended to me when I needed a new chair for my clinic. Luke and everyone at Presidential have been excellent to deal with. From smaller bits of equipment, right up to helping fit out a new surgery, the service and assistance has been fast and easy. I would have no hesitation recommending Luke and Presidential to colleagues.

**Dr Daniel Unger, Queanbeyan Dental**

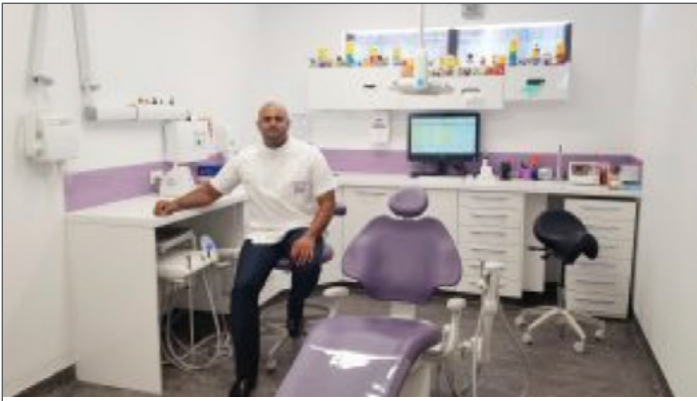
Great service from Luke. Always easy to deal with.

**Dr Raj De Silva, Charlestown (Lake Macquarie)**



Choosing Presidential was easy. Made all the Easier with the superb customer service offered to me. As an associate who's employer uses Presidential secrecy was of paramount importance when setting up my Practice. Presidential went the extra mile for me from the start. Picking the A-dec 500 chair was a no brainer. All the equipment was installed with precision and I knew I was in good hands when Scott Donoghoe did his final checks on the install. A real team focus allowed me to walk away with the results I desired and I continue to use Presidential for all my maintenance and servicing needs. First Class!!!

**Dr Garreth McBride, Cooks Hill**



Presidental was a no brainer to partner with, exceptional service & help is always just a phone call away.'

**Dr Prashanth Dhanpal, Pymble**

I would like to share my experience in dealing with Presidental for anyone that may be looking for an equipment provider/servicer. I consulted with numerous providers for my start up practice. I first met with Presidental at the showroom in Mascot – answering all questions I had and providing me with an honest review of any of the equipment that I was interested in. They went as far as to recommend me to another supplier if a better alternative equipment was available or if the same equipment was available at a better cost. I knew I was in good hands and decided to go with Presidental as my main equipment provider.

Come construction time for the fit out, I faced some major delays and hiccups with the builders. This is where Presidental stepped in. They were always available via phone and comforted me through all the challenges that faced my way. Scott Donoghue, the Director and Neville Lynch, the Senior Technician, visited the site countless times to provide their guidance to get the fit out complete. There was no call out fees and they genuinely had the best interests for my concerns.

I'm really not sure if any other providers would have done this for me. However, I do know I'm fortunate to have decided to go with Presidental. I will always be grateful for their role in my start up. And to this day I have found no faults with their servicing or maintenance.

For anyone who may be starting up a practice or looking for a reliable equipment provider, I strongly recommend the team at Presidental.

**Dr Max Kim, Lawson**

The entire team at Presidental have been fantastic! From providing appropriate advice, organising Demos and the constant support even after the installation! I would recommend them for anyone looking for a new surgery setup or refreshing their current surgery like we did!

**Dr Umisha Patel, Quakers Hill**

Thank-you to the team at Presidental. Our surgery, Centennial Smiles recently purchased two A-dec 500 chairs and we could not be more pleased with the service and "can do attitude". Presidental made the install very easy and with very little impact on service to patients. I recommend them to anyone looking for new dental equipment.

**Dr Andrew Dunn-King, Randwick**

Presidental have been incredible throughout the whole process. They are patient, informative and always available to take my calls and provide advice. No request was too much. The service team was also incredible. Scott and Nev came to site multiple times and assisted our building team every step of the way. The actual install was also seamless. Matt and the team were extremely helpful and went out of their way to provide the best service. So happy with the entire experience. I would recommend anyone looking for equipment to talk to Presidental!

**Dr Divya Sriram, Nice Bite Orthodontics**

Great company with a great range of products. Scott Donoghue and the guys at Presidental are simply fantastic to deal with and are genuinely concerned with attending to the client's needs. Highly Recommend

**Dr Mohammad Ali, Kirrawee**

As a long term client, we are extremely happy with Presidental's customer service and professionalism. We are confident that they have our practice's best interest at heart, given that they have been incredibly helpful, informative and have always been willing to go above-and-beyond to assist our practice with any inquiry. They take time to follow up on all matters and provides us with excellent support and care.

The whole team at Presidental are awesome and never ceases to amaze us. They have always made time to see us and have been looking after us for years. There is always very pleasant to deal with on the phone.

We highly recommend Presidental.

**Dr Sam Gidaro, Burwood**

The staff of Presidental (Scott, Neville and Simon) were fantastic and very helpful in providing installation of all the equipment and assisting in all my queries. I'm happy to recommend the Presidental team to anyone.

Thank you to the Presidental team for your wonderful job.

**Dr Kala Siva, West Homebush**



I bought my A-dec chairs through them, They were very helpful and have good technicians who can help when you are fitting out a surgery. Presidental technicians guided me with plumbing and surgery layout for the best outcome. I highly recommend them and happy to work with them in the future.

**Dr Priya Shan, Dubbo (Central West)**

Presidential has been supplying and maintaining our dental surgeries for over 25 years.



As Dentists, we are in the care industry. Good equipment is paramount in delivering quality care. Our service is dependent on a good system and having Presidential looking after our interest in terms of dental equipment means that the delivery of good practice can be realised.

**Dr Kent Driver, Belmont**

I would like to say a massive thank you to Presidential for the amazing customer service we received throughout our journey of fitting our new clinic. They were genuinely interested in providing us with the best equipment for our needs. Always on time for our appointments and called me regularly to make sure I was happy with the service.

Presidential always goes above and beyond to make sure their customers get the products they need at the best price possible. I would highly rate the team at Presidential.

**Dr Anita Kouba, Ashfield**

A-dec's attention to detail and comfort from both a patient's perspective and the Dentist/Dental Assistant's perspective has been amazing. Before purchase, I visited the A-dec showroom to look at and try the equipment with a Presidential team member. They were really helpful and informed me of the different features of the dental chairs in the A-dec range. When it came to selecting Dentist and Dental Assistant stools, I really wanted to look after myself and my dental assistants for the long term.

I can easily say that the A-dec 500 Dentist and Dental Assistant stools have been the most comfortable stools I've used and sat on. I actually look forward to sitting down in my Dentist stool knowing that it's comfortable, well cushioned and supportive of my back.

All in all, I choose products and services that I find to be affordable, and of good quality and service so that I will want to return again and again. My experience with the A-dec 400 dental chairs and A-dec 500 Dentist/Dental Assistant stools have been excellent. Presidential came out and looked after the equipment installation and set up really well. Thank you to the team at Presidential!

**Dr Kenneth Chan, Seven Hills**

Our fit out process went very smoothly and we found all the employees to be kind, helpful and professional. Any time we needed to ask a question or make minor changes, someone was always available.

**Dr Teck Tang, Blacktown**

Thank you to Presidential for fitting out our new A-dec 500 dental chair and all the equipment needed for starting up our new practice.

They were always there to answer all our complex questions and did everything on time and as quickly as possible with efficiency and professionalism.

We strongly recommend the team @ Presidential for their exceptional support and service.

**Dr Mohan & Dr Geetha Mohanathas, Toongabbie**

I can't recommend Presidential highly enough! From start to finish the process was seamless. Great ongoing support and service. Thank you to all the Presidential crew!

**Dr Tim Clipsham, Kirrawee**

We opened up our first dental practice last week and it seemed near impossible until we found Presidential. They helped us to choose the right products and the best prices on the market. They were always there for us to help out with any problems we had. Thank you Presidential.

**Dr Feras Mafoud, Bass Hill**

Choosing the right dental chair and service provider is extremely important to myself and our practice. We spent many months exploring different options until we came across Presidential. Presidential were extremely professional throughout the sales process. They were incredibly patient with us and gave us in depth information about the different A-dec chairs. The final price was very competitive and Presidential always provided us with specials. In the end we chose the A-dec 400 and couldn't be happier. The install was quick and effortless. Each Technician was very competent, polite and knowledgeable. Overall we are very happy we chose Presidential and A-dec. Thanks again to all the team at Presidential!

**Dr Aggie Sun, Pymont**



I've been using Presidential as my equipment supplier and support for probably 10 years now.

Presidential is a company with a good depth of support, especially when there are urgent problems.

So I can recommend them as a straight forward supplier and servicer who has the depth and desire to help in that emergency situation. For example, receiving a phone call back on a weekend to tell you there will be a guy there 1st thing Monday morning makes a lot of difference to your sleep that weekend!

**Dr Gus Jones, Narrabeen**

Fantastic overall service provided by the team at Presidential. The sales process was seamless and the communication and install was outstanding. Highly recommended!

**Dr Steven Jabour, Frenches Forest**

Well done to Michael, Mark and Virasai!

It has been almost 6 months since we started working back at our renovated practice at Castle Hill. I would like to thank the team at Presidential for all their assistance with this smooth transition.

From the very first meeting at the A-dec Showroom, the appointment was made efficiently and the meeting was very informative which made our decision easy as to which one of the A-dec chairs would suit us. The team at Presidential were always contactable and extremely helpful. The quote was given timely and clearly listed and itemised - there wasn't any confusion.

Then comes the installation, the service team was very friendly and helpful. We haven't had any problems since our A-dec chair and 2 autoclaves were installed. The service team explained clearly to the staff regarding chair setup, chair and autoclave usage and ongoing maintenance.

I remember there was a slight issue with the x-ray unit when it was first installed. We contacted the office and they booked the Technician for us on the phone straight away. The Technician then came and fixed the problem without any delay. We haven't had any problems since.

We have had a great experience with Presidential and the A-dec team and most grateful for their ongoing support and assistance.

**Dr Katienka Hu & Dr Gokani Jayant, Castle Hill**



I have fitted out my new practice with Presidential because they have a service-first culture rather than just an immediate sale focus. Every time I needed something checked or tended to they were on site very quickly and resolved any issues with efficiency and professionalism. I am confident that they will keep my down time to a minimum which is extremely important to me as I am a solo practitioner. Their sales team and technical support have been fantastic, professional, and easy to reach. I would highly recommend Presidential to fit out and service any practice.

**Dr Daniel Kim, Taree**

As a new customer to Presidential, we received great service in setting up our new surgery. Presidential assisted us in choosing the right equipment and offered a fantastic expeditious and cost effective service from sales throughout installation and handover.



The Technicians and installation team were also brilliant, no drama at all. Received complementary loan upholstery as well while the actual order arrives.

Would greatly recommend Presidential to any dental practice.

**Dr Shahin Zelli, Kellyville**



Thorough in their work. Helpful with their service.

**Dr Jasprit Singh & Doulat Remesh, Canberra**

Well done to Jason and Mark!

Thank you Presidential for the very efficient and seamless purchase and installation of my beautiful new A-dec 500 chair. Great service and attention to detail!!

**Dr Caroline Downing, Lindfield**

Purchased new Chair and Autoclave recently. Always received great prompt service and follow ups. Chair installation and disposal of the old chair went very smoothly.



**Dr Derek Lee, Chatswood**

The team at Presidential have been absolutely wonderful. From the beginning they helped us with competitive prices but it didn't stop there. They organised all the movement from our old premises to the new. Were in contact with the builder to co-ordinate site details and timing. Even went out of Their way to organise the reupholstering of our existing chairs.

They always picked up their phone, even for after hour discussions.

The technicians (Scott, Simon, Corey and Nev) were all friendly, highly approachable and very knowledgeable. They made the technical part of the move completely stress free.

**Dr Claire Kim, Strathfield**

Your company is so professional and thorough. We are so pleased to have moved to Presidential. Thank you for everything so far.



**Dr Elsa Dechert, Crows Nest**

A HUGE thanks to the Presidential team who helped us with our new surgery setup. Adrian and Corey were amazing and provided us with outstanding support and customer service. We highly recommend Presidential to anyone looking for top quality products and service.

**Dr Maher Gemain, Wentworth Point**



Very kind and helpful team, Luke was great in communication and support

**Dr Martin Habibi, Canberra**



**Dr Leah Untalan - DentistA**

Very friendly and efficient staff with great reliability. We had a great experience with sales and service staff and we will definitely continue to use this company for years to come.

**Dr Joseph Lattouf, Padstow**



We are opening our first practice over the next few weeks, and we purchased an A-dec chair, auto-clave and plant equipment (+ some extras) from Presidential.

We had a rocky road with the changing covid restrictions, and delays with our fit out, but the team at Presidential were always there to problem solve to help meet our changing needs and deadlines.

The dedication and care given to our account (from purchase through to installation) has been unparalleled. We cannot thank them, or recommend Presidential, highly enough.

**Dr Peter Bakouris, Carlton NSW**



Morrin Dental has been using Presidential for our Equipment and Maintenance needs from Day one. They have been a strategic partner who has helped us develop new services through technology which have grown the practice both physically and the team as a whole.

They have a wide range of high quality equipment with a knowledgeable sales team, seamless installation with minimal disruption, as well as efficient and responsive after sales service.

I would have no hesitation in recommending Presidential to colleagues and look forward to continuing the relationship into the future.

**Dr Mark Morrin Dental, Newcastle**



Excellent service from Luke. Very quick to reply and get our order in before June 30!!

Would recommend to Dental Business owners.

**Dr Raymond Te Mo, Canberra**



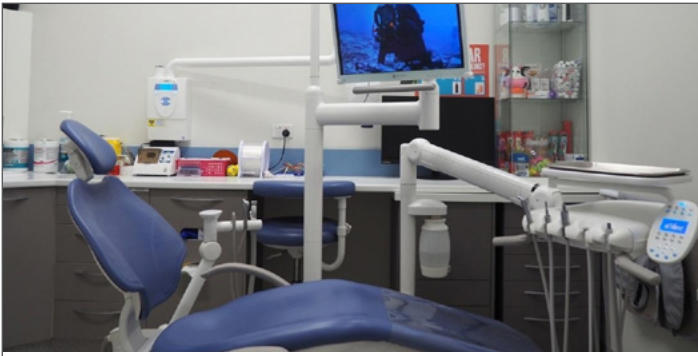
We always find Presidential exceptional!

When our surgery was flooded they bent over backwards to get us up & going again with a new compressor, suction unit & dental chair bases.

Presidential also has us covered with the servicing & repairs of our equipment. Never have any problems with their workmanship.

Their staff are always friendly, helpful & knowledgeable from the office staff, Luke in sales & the technicians.

**Lyn, Practice Manager - Pulteney St Dental, Taree**



I have been most impressed with Presidential's customer service, but more importantly their after-sale service!

Now entering my 40th year in private practice I look back with nostalgia at all the wonderful changes that have taken place in my profession. Some for the better, others not so.

Like the many cars I have owned. I have also had many dental chairs, of these 8 were A-dec units. These have been the work horses of my dental practices. Dependable, reliable, along with ease of use.

Luke from Presidential has assisted me in the purchase of my latest A-dec 500 units and the steri, imaging and plant equipment as well.

I have been most impressed with the customer service, but more importantly the after-sales service. I can honestly say that this has been first class and that is a pleasure to have the Presidential Team servicing our equipment as it takes much of the worry out of running a busy Dental Practice where your dental team cannot afford to have down time because of technical issues.

**Dr Henry Moy, Wadalba (Central Coast)**

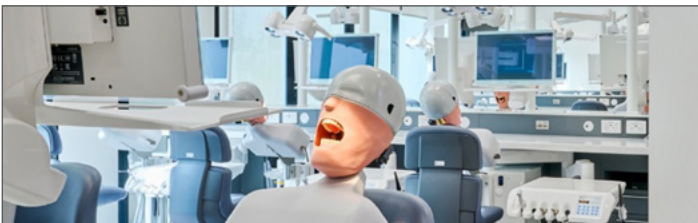


My experience with Presidential was absolutely great! I highly recommend Presidential to anyone who is looking for top-notch quality service and products.

We are a two year old dental clinic and had started with a few basic dental chairs purely due to the costs. However we were always impressed with A-dec dental chairs due to their supreme build quality and having worked with them in the last ten years. Since we have grown as a business, it was time to match up our great service with great dental chairs. Having dealt with Presidential in the past, it was a no brainer that we contacted them for a quote on brand new A-dec 300 chairs for our surgeries.

Luke Williams from their office was very prompt to respond to all our questions and the quote he gave us was very competitive. With them being local and the fact that we had previously had a positive with repairs and servicing with Presidential it took us no time to go ahead with the deal. The whole process of installation was so smooth and they were able to work in around the times when the surgery was shut for patients during the staff holiday break, and they even finished the whole job well before the estimated time. The technicians also moved my old chairs to another location as discussed earlier with no fuss. The best part about dealing with a professional company like them is that they visited us twice after installation to ensure everything was working fine and fixed the minor teething issues. Really their technicians are such great people to deal with, every single one of them. Since the time we have had the new chairs, not only our work efficiency has increased, it has also made our life easier by not worrying about day to day technical issues with the chairs. No wonder we won the Best Health improvement Services Award in the 2019 Hunter local business awards. We cannot recommend Presidential highly enough.

**Dr Nisheeth Agrawal**



I just wanted to extend a big thank you to the Presidential Team for completing the five year preventative maintenance service for our Sydney Dental Hospital Simulation Clinic over the past 2 months. The team were an absolute pleasure to arrange/work/co-ordinate with. The communication between Melina and the technical team was very smooth, professional and clear. I just wanted to acknowledge and thank your staff - They were fantastic! Please pass on my thanks (Melina, Luke, Vira, Matt and Jason) my apologies if I missed anyone else that attended.

**Eve Wolstencroft**



I have been in this industry for a long time. Jason from Presidential was absolutely amazing and prompt. Travelled a long way on same day and fixed an urgent issue so I could see the rest of my patients. Cannot recommend Presidential enough!

**Dr Mehdi Rahimi**



**Dr Dhruv Oberoi - Dental Solutions Oatley**



Our surgery has been involved in many service companies over the years and Presidential has been the stand out from all the companies we have used before. The standard of service, prompt response and excellent sales service is unprecedented. Thanks to all the guys at Presidential!

**Dr Jason Pireh - Smart Dental**



Luke and the team at Presidential really looked after us at Spadental. They co-ordinated our new fit out with new A-dec equipment and compressors/suction. I can highly recommend them for equipment supply and service.

**Dr Sean Parsonage, Spa Dental, Sydney CBD**



We're so thankful for the wonderful support from Michelle at Presidential. She has always been kind, responsive, and willing to help — even after hours and on weekends. Her warmth, professionalism, and genuine care have made every interaction pleasant and reassuring. We truly appreciate all the installation processes she arranged and follow-up she has given.

**Dr Wesley Ang - Dr Ang's Dental Practice, Cosmetic & General Dentistry**



We had the new Adec 500 chair installed by Presidential in May 2023, and we couldn't be happier with both the product and the service. From the initial enquiry to installation, the process was seamless. Luke was incredibly helpful and his product knowledge and proactive approach made things easy and stress-free.

Luke goes above and beyond, even when the issue isn't directly related to his products, he will help then and there to get the information to you.

The installation team was professional and efficient, and knowing that we had 3 months warranty on the install gave us extra peace of mind. The technicians were great to work with.

Presidential has been a pleasure to deal with, they are reliable, knowledgeable, and genuinely committed to great customer service. We would absolutely recommend them to other clinics looking for quality equipment and great support.

**Dr Phani Prakhya - Prakhya Dental, Port Macquarie**



Shine Dentists had a fantastic experience with Luke Williams from Presidential. He was incredibly responsive, even outside business hours, and his product knowledge made the sales process seamless. Luke's proactive approach and professionalism stood out from the start.

Installation was smooth, and the service technicians were skilled and efficient. The 3-month installation warranty gave us extra peace of mind.

Presidential has been easy to work with, reliable, and genuinely focused on customer satisfaction. We'd confidently recommend them to other clinics looking for quality equipment and outstanding service.

**Tiffany Nguyen - Shine Dentists**



Luke is absolutely outstanding, very responsive with quotes and enquiries, even outside of business hours. Very easy to deal with. Highly recommended.

**Dr Philida Noronha - Happy New Smiles, Evans Head**



Excellent service from Luke. Very quick to reply and get our order in before June 30!! Would recommend to any dental practice looking to upgrade chairs and equipment.

**Dr Ra TeMoananui - Supersmile Orthodontist, Canberra**

We purchased our A-dec chair through Luke at Presidential, and the entire experience was outstanding. From the initial enquiry to installation, Luke provided exceptional service—professional, knowledgeable, and genuinely focused on finding the right solution for our practice. Highly recommend Luke and the team at Presidential for anyone looking for Quality dental equipment and great customer service.

**Suzanne Jubber - Happy New Smiles, Evans Head**



We've been using Presidential for almost 9 years now and wouldn't go anywhere else! Luke is always incredibly responsive, often replying to quotes and enquiries outside business hours. He genuinely goes above and beyond to make things easy. His product knowledge is excellent, and it's clear he really understands what practices need to run smoothly.

The Presidential servicing team are also fantastic — efficient, capable and consistently reliable. Whether it's routine maintenance or installation of new equipment (like our new Lisa steriliser), everything is done professionally and with care. The 3-month installation warranty and the ability to monitor our Lisa remotely through W&H IoDent gives us real peace of mind.

After nearly a decade of great experiences, we're looking forward to another 9 years with Luke and the Presidential team. Highly recommend them to any clinic wanting expert advice and dependable service.

**Garreth McBride - The Good Dentist, Cooks Hill**



Reeves Dental Surgery recently purchased the Enbio Steriliser from Luke at Presidential (for portable use on charity dental work in Papua New Guinea). Luke was fantastic to deal with. He was very prompt in organising a competitive quote, responding to my myriad of emails and queries, often attending to my questions out of business hours. He pops in every so often to make sure we are well looked after. Presidential's service technicians are knowledgeable and lovely to deal with, as well as the admin staff. A very professional group. Highly recommended.

**Francis Pemper - Reeves Dental Surgery, Umina**



Luke had the best price on supplying a new motor for our ADEC Chair, and Dave was available to quickly install as he is located close by in Dubbo. Thanks guys.

**Ryan Demosthenous - Forbes Family Dentists**



**Dr Ben Lee - SPG - Sydney Prosthodontic Group**



**Dr Stephen Liew & Dr Marjan Ardebili - Camberwell Dental Group**



**Dr Nidhi Ramroop - Parkdale Family Dental**



As a Practice Manager of a busy dental clinic in South Yarra, I cannot speak highly enough of the team at Presidential. Every interaction we've had has been nothing short of exceptional.

A special mention to Lars, one of their technicians. His professionalism, patience, and generosity with his time is wonderful. He ensures everything is running smoothly and never hesitates to explain things clearly or stay until the job is truly done.

Their equipment sales specialist Michelle is equally as impressive. Friendly, incredibly knowledgeable, and consistently goes above and beyond to support our team and our needs.

It's rare to find a company that offers both top-tier service and genuine care for their clients. We're grateful to have them supporting our practice. Highly recommend!

**Dr Boris Zaslavsky - South Yarra Dental Group**



**Leanne Beirakdar - Monash University**



**Dr Leo Lam - Caring Dental Group**



**Jay Young - Wellness Dental Oakleigh**



**Dr Sukdeep Sandhu - Altona Pines Dental**



As new dental clinic owners, we have received endless support and guidance from the Presidential Team. Special thanks to Michelle and Lars for helping us all the way.

For guiding us with the selection of industry leading equipment, to being there just before open day for the last finishing touches, we can't recommend them enough! 5/5 for the excellent service and kindness!

**Dr Mae Palae Thwe - Smiles Bagan**



I have had amazing service and quality workmanship from the whole service installation and sales team at Presidential!! Today I had a compressor and suction break down and was unable to work, two technicians worked to get me up and running with defication knowledge and great service!! They were amazing and I am very grateful and happy!! It's nice to know as dentists that patients can turn to us and we too can turn to a team like this for excellent care!! Michelle from the sales team is very dedicated and committed to her job and definitely cares!! I totally recommend them to every dentist in Australia !!!

**Dr Nicola Stephen - Burwood Dental Centre**



**Dr Ying Chen - East Ringwood Dental Group**



**Dr Oliver Cvekus - Pennant Hills Dental Care**

# Google Reviews

## Firstcare Dental

We recently had the pleasure of working with Luke for our dental practice needs, and I must say that the experience has been outstanding. From the moment we reached out, he was professional, knowledgeable, and incredibly responsive.

Although there was a delay due to the manufacturer not having a part available, our equipment was delivered in the estimated time frame and the installation process was smooth and efficient. The technicians were well-trained and ensured that everything was set up correctly.

I would recommend Luke to any dental professionals looking for reliable, high-quality products and exceptional service.

## Fletcher MSD

5 stars

## Maryam Jammias

We opened up our first practice last week and it seemed to be very difficult until we found Presidential who helped us to choose the right products and best prices on the market. They were always there for us to help out with any problems we had. Thank you to the team at Presidential.

## Akshay Arora

Presidential is an extremely professional company to work with. Their installs and service are unparalleled in the industry.

## Bec Walker

Luke and the team are always professional and reliable. We use their services for purchasing new equipment as well as the maintenance of our existing equipment.

## David Ekins

5 stars for all the team at Presidential, always so helpful and would definitely recommend.

## Rachael Jones

The team at Presidential were so supportive and helpful during the set up of our dental surgery in Newport (Vic). A special mention to Luke and Michelle for their help and guidance in selecting the right equipment. Kristine was so easy to deal with during the co-ordination of the install. Lars and Darcy made the installation and subsequent servicing a breeze - they were informative and gave us a great handover to enable us to use the equipment to its full capacity. I would highly recommend Presidential and the entire team.

## Steve Jabour

Fantastic overall service provided by the team at Presidential. The sales process was seamless and the communication and install was outstanding. Highly recommended!

## Yeliz Akgul

Thank you to the wonderful team at Presidential who uninstalled and reinstalled our dental equipment. Each of the technicians - Corey, Mark and Varasai - were extremely professional and no task was too much. I would highly recommend the service team for any install or repair work!

## Baher Awad

Reasonable pricing, good after sales support & follow up. Very knowledgeable and reliable technicians.

## Lisa Wyatt

Had a great experience with Presidential, especially Michelle and Lars. Ordering/sales/communication/installation all went very smoothly.

## Paul Ichim

Excellent sale and post-sale services.

## Jae Young Ahn

I chose Presidential for my practice setup, and Michelle was my primary point of contact throughout the process. She efficiently addressed the complexities of setting up a new clinic, providing timely and comprehensive information. The sales process was transparent and straightforward. The service team was professional, punctual, and a pleasure to work with, with excellent after-service follow-up. In hindsight, my only regret is not reaching out to them sooner. I highly recommend Michelle and Presidential.

## Laura Pham

Very efficient installation with absolutely no issues whatsoever. Great communication and very easy to deal with!

## Jim Pitt

Good products, over expensive assets for business. Not powerful support in Sydney Metro. Overall average 3 stars.

## Info Canberra Dental Care

Luke was super easy to do business with, made the whole process smooth and hassle free!

## NgocTrai Tran

Great service

## Pulteney St Dental Taree

Presidential have been fantastic to work with when we purchased our new dental equipment (chair, compressor, suction unit). Luke from the sales team was excellent in answering all our questions and the technicians who installed our equipment were extremely helpful. We couldn't be happier. Thank you

## Doulat

Thorough in their work. Helpful with their service.

### **Michal Kulczynski**

We recently purchased a washer disinfectant machine from Presidential, and the experience was fantastic from start to finish. The team at Presidential was incredibly professional and helpful throughout the entire process. Their customer support was top-notch, always ready to answer our questions and provide assistance whenever needed. The machine itself is of excellent quality and has exceeded our expectations. We highly recommend Presidential for their outstanding products and exceptional service!

### **Mehdi Rahi**

I have been in this industry for a long time. Jason from Presidential was absolutely amazing and prompt. Travelled a long way on same day and fixed an urgent issue so I could see the rest of my patients. Cannot recommend Presidential enough!

### **Rebeckah Bakouris**

We are opening our first practice over the next few weeks, and we purchased an A-dec chair, autoclave and plant equipment (+ some extras) from Presidential.

We had a rocky road with the changing covid restrictions, and delays with our fit out, but the team at Presidential were always there to problem solve to help meet our changing needs and deadlines.

The dedication and care given to our account (from purchase through to installation) has been unparalleled. We cannot thank them, or recommend Presidential, highly enough.

### **David DK**

Thank-you to the team at Presidential. Our surgery, Centennial Smiles recently purchased two A-dec 500 chairs and we could not be more pleased with the service and "can do attitude". Presidential made the install very easy and with very little impact on service to patients. I recommend them to anyone looking for new dental equipment.

### **Shrey S**

Incredible service from the very start. Michelle is exceptionally professional and organised and had all our orders in a timely manner. The servicing and installation team led by Lars and Darcy were fantastic at liaising with the builders directly and had everything installed and good to go without any hassle. Highly recommend!

### **Eric Mokgweetsi**

Luke Williams is fantastic. He is friendly, knowledgeable and quick responses. I cannot remember ever having to wait more than 24 hours for a quote from him. The Vatech EzScan I got from Presidential is lightweight, easy to use. Value for money. I would definitely make Presidential my first stop next time I am on the market again.

### **David Mastroianni**

Presidential are a fantastic company to work with. Their focus on customer service and constant communication makes life easy when you are setting up a new practice. The sales process was faultless and the price was right. Big thank you to their Project Manager Sophie who made the whole process go smoothly. The technicians were all professional and left the surgery spotless. Thanks to Nev, Jason and Adrian.

### **Tracey Shell**

I have just moved to a new practice and am very happy with the service provided by Presidential. The sales staff were very knowledgeable, and the move from my old practice to the new one was seamless with minimal down time. Can't thank Luke, Kristine and Nev and his team enough. Love our new A-dec equipment as well. The quality is amazing!

### **Sukanya Telfer**

Luke Williams was very thorough and helpful in arranging the specific needs for my A-dec chair and super responsive in our communication. Follow up was prompt and delivered what was promised.

### **Cindy Nguyen**

Michelle De Blasis is the rep who we dealt with. She is professional and super efficient. It made buying our A-dec chair a smooth operation, even with some changes such as refurbishing an existing chair and relocation. To put things into perspective, a competitor company only got back to us regarding our A-dec chair purchase enquiry a few weeks after our chair (sold by Michelle) was installed! Totally happy.

### **Carmonn French**

Presidential have been incredible throughout the whole process. The sales team were patient, informative and always available to take my calls and provide advice. No request was too much. The service team was also incredible. Scott and Nev came to site multiple times and assisted our building team every step of the way. The actual install was also seamless. Matt and the team were extremely helpful and went out of their way to provide the best service. So happy with the entire experience. I would recommend anyone looking for equipment to talk to Presidential!

### **Emma Johnson**

Always a pleasure dealing with the team. Prompt service and great communication!

### **Strathfield Dental Care**

The team at Presidential have been absolutely wonderful. From the beginning they helped us with competitive prices but it didn't stop there. They organised all the movement to from our old premises to the new. They were in contact with the builder to co-ordinate site details and timing... They even went out of their way to organise reupholstering of existing chairs.

He always picked up his phone, even for after hour discussions.

The technicians (Scott, Simon, Corey and Nev) were all friendly, highly approachable and very knowledgeable.

They made the technical part of the move completely stress free.

### **Helen Flint**

The team at Presidential are amazing! Big thanks to them for making the sales process so smooth and looking after me with price! The service team are also fantastic. Nev is an expert in his field and we are happy to have them anytime!

### **Henny Purba**

5 stars

### **John Hua**

If you are setting up a new surgery please contact the team at Presidential! Presidential's customer service is the best I've seen and they really helped us out with price. Their project manager Sophie took care of everything and nothing was too much.

The technicians were all really helpful. Simon and Nev were great.

### **Integrated Dental Health**

A huge thank you to the team at Presidential for assisting us in the purchase of our new A-dec chair. The whole team have been professional throughout the process and we've been impressed with the level of genuine care and customer service. I recommend them to anyone looking for new dental equipment.

### **Kunal Patel**

The entire team at Presidential have been fantastic! They have been a fantastic partner all the way from providing appropriate advice, organising Demos and the constant support even after the installation! I would recommend them for anyone looking for a new surgery setup or refreshing their current surgery like we did!

### **Patrick Mei**

James and the wider Presidential team has been a pleasure to deal with. Highly recommend based on their professionalism, level of service and responsiveness. We bought the A-dec chairs and ancillary equipment from Presidential and the process from start to finish has been very smooth and supportive.

### **Helen Duarte**

We recently purchased a Miele thermal dishwasher through Presidential for our specialist dental practice. Our overall experience was very positive, the team at Presidential were very knowledgeable about the product and we were able to see it set up in their showroom and customise the sale to meet our specific needs. The sales team followed up promptly on any question we had. One of their service tech's spent time with most of our staff running through an induction on how to use, problem solving & required maintenance. We have also relied on the service team for over the phone support from time to time. We are pleased with our selection of product and this has made a huge difference to our steri room.

### **Gabriel Maratheffis**

Luke Williams and his team at Presidential are a pleasure to deal with. From purchase to delivery and after sales support their customer service is next to none. I would highly recommend them to anyone looking to purchase equipment for their surgery.

### **Bomaderry Dental Surgery**

5 stars

### **Alice Quigg**

Our surgery has been involved in many service companies over the years and Presidential has been the stand out from all the companies we have used before. The standard of service, prompt response and excellent sales service is unprecedented. Thanks to all the guys at Presidential!

### **Robert Dalby**

We purchased our latest A-dec chair from Presidential last year. The installation was prompt and seamless and ongoing contact with Luke Williams for after sales support has been excellent.

### **Teresa**

Great Team to work with. The sales team is professional, and efficient. The after service is important in every business.

### **Royal Crown Family Dental**

A HUGE thanks to the Presidential team who helped us with our new surgery setup. Adrian and Corey were amazing and provided us with outstanding support and customer service. We highly recommend Presidential to anyone looking for top quality products and service.

### **Andrew Chan**

Great service from Luke at Presidential. I purchased a new W&H implant motor. Presidential had the most competitive prices after shopping around, and they even threw in a free Implant handpiece too!

Prompt delivery and great after sales support also. Highly recommended!

### **Anna Lee**

A big thank you to the team at Presidential. They were very informative and provided me a great price on A-dec 500. The install was flawless. Jason was brilliant at installing our equipment. The after service has been great since!

### **Siva Kala**

The staff of Presidential (Scott, Neville and Simon) were fantastic and very helpful in providing installation of all the equipment and assisting in all the queries. I'm happy to recommend the Presidential team to anyone.

Thank you to the Presidential team for your wonderful job.

### **Harris Aj**

5 stars

### **Dr Nidhi Berera & Team**

Great service and technicians are always knowledgeable on all types of equipment. We've significantly reduced our down time using this professional and customer service orientated business. Always responsive to our needs and keeping in touch with industry changes.

### **Eclipse Dental**

I have been most impressed with Presidential's customer service, but more importantly their after-sale service!

Now entering my 40th year in private practice I look back with nostalgia at all the wonderful changes that have taken place in my profession. Some for the better, others not so.

Like the many cars I have owned, I have also had many dental chairs. Of these 8 were A-dec units. These have been the work horses of my dental practices. Dependable, reliable, along with ease of use.

Luke from Presidential has assisted me in the purchase of my latest A-dec 500 units and the steri, imaging and plant equipment as well.

I have been most impressed with the customer service, but more importantly the after-sales service. I can honestly say that this has been first class and that it is a pleasure to have the Presidential Team servicing our equipment. It takes much of the worry out of running a busy Dental Practice where your dental team cannot afford to have down time because of technical issues.

Technical service response is fast along with their easy-to-book online callout. Presidential certainly stands out as the best team on the field!

### **Robert Dalby**

We purchased our latest A-dec chair from Presidential last year. The installation was prompt and seamless and ongoing contact with Luke Williams for after sales support has been excellent.



## Kalkallo Dental fills need for growing families

By David Petrikas

**U**rban sprawl, driven by high immigration levels and organic population growth is driving development into the outer fringes of once-rural areas around our cities.

One such example is the outer Melbourne suburb of Kalkallo, located about 30km north of Melbourne's central business district. Although Kalkallo dates back to 1840, before the height of the

"Gold Rush" era, its fortunes dwindled with the end of the gold rush and the fall in road traffic with the opening of the North-east railway line in 1870.

The old post office closed 100 years later in 1971 and it remained a very small settlement until recent years.

Now, the Melbourne housing sprawl has seen Kalkallo develop rapidly into a thriving "brand new" suburb with modern housing, shopping centre, parks and ovals, set amidst grasslands and former farmland and surrounding hills.

The problem with some newly established outer suburbs, however, can be a lack of big city services, especially comprehensive health and medical services like dentists.

Not so at Kalkallo, thanks to Dr Shrey Suryanarayana ("Dr Shrey") and his practice manager wife, Missy Henderson, who not only bought into the rapidly developing suburb themselves but had the foresight to look for a site to set up a state-of-the art dental surgery in the revitalised town.



Having a young son of their own, Dr Shrey and Missy were targeting the family dental market to provide affordable, comprehensive care to families in the area.

Dr Shrey, a University of Melbourne graduate, is an experienced dentist who has been involved with other Melbourne private practices and is skilled in all facets of general dentistry and specialist procedures. He has completed further training in fixed orthodontics (braces) and Invisalign clear aligners. He has a natural affinity with children and uses the techniques he practised and perfected on his own son to connect with his young patients.

“Families are our target market and who we want to treat. We didn’t want to focus on high-end treatments but rather provide value through a focus on good oral health and preventative treatment for our patients,” Dr Shrey said.





This clear focus on the target market has shaped the interior fit-out to be bright and cheerful and not at all like a typical “medical” style fit-out.

The clinic is full of natural light and calming wood tones with a cheerful bright yellow wall behind the reception desk to welcome patients. Fun touches like a dental-themed kids zone in the waiting room with toys, books, smiley tooth pillows and even a little door set in the wall leading to the “tooth-fairy’s castle”, set the tone for a fun trip to the dentist.



Other nods to the family theme are patient drawings on the wall and an illuminated neon “smile” sign. Generous walkways provide wheelchair access and TV monitors on the roof in the surgeries add to the positive experience for patients, both young and old.

Inside, the clinical areas are equipped with the latest A-dec dental units, handpieces, air prophy and a full array of digital imaging devices, from 3D scanners and 3D printer to OPG and X-ray equipment. The ability to offer these services in-house means quicker diagnosis and more affordable treatments without the need for outside referrals.

When it came to equipping the practice, Dr Shrey consulted with a Melbourne colleague, Dr Cihad Atlihan, who had a very good experience with a new A-dec 500 dental unit.

After further investigations at the FDI World Dental Congress in Sydney in 2023, Dr Shrey settled on the A-dec 300 for its quality reputation, small footprint, patient comfort and ability to accommodate left- and right-handed operators.

It was also more affordable option than the top-end A-dec 500, which was a necessary consideration after COVID delays saw a spike of 30–35% in his initial building cost estimates.

Despite differing opinions on cuspidors [spittoons], Dr Shrey said he felt it was important for patients to be able to rinse properly and that most of his dental colleagues he trained with felt the same. He also has two high volume evacuators on the delivery system, plus the standard A-dec Triplex syringe.

As well as a dedicated OPG room and wall-mounted X-rays, the practice has a generous sized U-shaped sterilisation room, the centrepiece of which is a new Dürr Hygoclave 40 Plus steriliser.

As well as being fast, efficient and easy to use, the Hygoclave has been a real hit with the clinical staff.

Missy said, “We all love it and also the printer. It is so much easier than keeping a sterilisation ledger. The intuitive icons on the touchscreen make using the steriliser so simple, it is virtually idiot-proof.

“The steriliser has a much better interface than others I’ve used and the printer is a game-changer. As a D,A it makes so much difference to traceability. I love the printer!”

Based on their experience to date, Dr Shrey is considering adding a second Hygoclave and another chair as the practice grows in the future.

## Summary

### The Practice

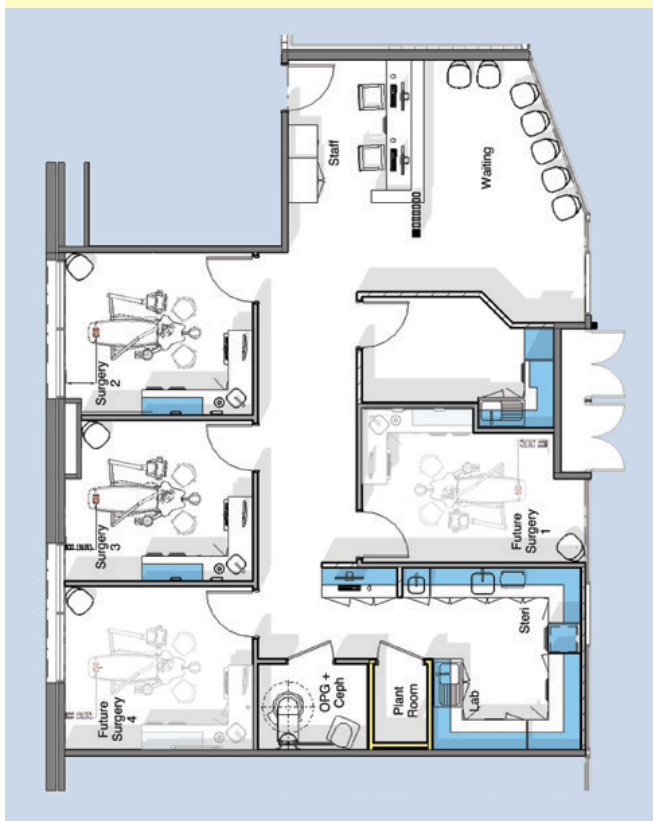
The Practice	Kalkallo Dental Care
The Principal	Dr Shrey Suryanarayana
Practice Type	General
Location	Kalkallo, Victoria
Size	120 square metres
No of chairs	2 + 2

### The Team

Design	McKibben Design, Caloundra Qld
Designer	Mark McKibben
Builder	Ritespace
Site Manager	Sabino Neto
Installer	Presidential, Melbourne

### Equipment

Dental Units	A-dec 300 with A-dec 572 Chair Mount LED Light
Sterilisation	Dürr Hygoclave 40 Plus
Imaging	Runyes Dental Wall Mount X-ray RioScan PSP Plate System Rayscan A + Ceph
Intraoral Scanner	Medit i700 with custom built PC
Compressor	MES300 compressor
Suction	Xena500 suction
Software	Dentally





## Portside Dental offers ambience and functionality

By David Petrikas

**A** decision to “go it alone” and establish their own dental practice has paid off for Dr Meredith Metin, co-founder of Portside Dental, Newport, Melbourne and her practice manager partner, Rachael Jones.

This stylish practice goes well beyond any conventional “drill and fill” dentist to offer a range of treatments from oral surgery, including bone grafting, sinus lifts and dental implants, sleep dentistry and all-on-X surgery to dermal fillers for a complete face makeover.

Despite its clinical excellence, Portside Dental stands apart for its aesthetically pleasing and comfortable ambience, along with the gentle touch and reassuring manner of its highly skilled team who put patients at ease.

Principal dentist, Meredith, jokes that after working for over 20 years in other practices, that she had an “epiphany” and decided to establish her own practice so she could do things her way, both clinically – and also by providing the type of stylish setting that she would like to work in and would also be attractive to patients.

Partnering with colleague and friend, Rachael Jones, they found an ideal building in an area they know had an opening for more dental services. As one of the few modern shopfronts in the area, the building was a virtual blank canvas, fitted out by Rite Space.

Meredith said this resulted in a very specific design brief which made the fit-out company’s job very clear and straight-forward.

“We were quite specific with our brief and had quite a good idea of what we wanted. We even visited the PolyTec showroom looking at laminates.”



The overarching theme is “luxe” which is reflected in premium finishes, such as fluted marble tiles on the curved reception counter and complementary corrugated wall panelling behind.

Entering the waiting room, which is bathed with soft natural light, reveals sumptuous, upholstered waiting room chairs, a tropical palm and striking original abstract paintings in bright pastels. Other artworks feature in the surgeries.

The cleverly themed “Portside Dental” glass signage features a discreet graphic within the logo referencing the landmark chimney from Newport Power Station. This is echoed by other artworks within the practice featuring the Melbourne skyline captured from across Port Phillip Bay as well as a poster of Newport featuring the same chimney stack and also the Westgate Bridge.





The premium feel is continued in the surgeries, which feature natural-look bleached timber laminate finishes to the below-bench cabinets, brass cabinet and drawer handles throughout and contrasting “Hamptons” accents such as the deliberately chosen charcoal A-dec chair upholstery.

The rest of the practice is finished in off white shades which extends to the galley style sterilisation room cabinetry and out to the staff kitchen with its large dining setting finished in white with a natural timber tabletop and matching white high-backed chairs.

Meredith points out that the décor is not the most important element, with her choice of equipment deliberately being designed to make her work easier and patients more comfortable.





Having worked with a range of brands, Meredith consulted with A-dec Melbourne Territory Manager, Mindy Green, to find equipment which would deliver the quality, comfort, reliability and ergonomics she was looking for.

This is a practical consideration given the length of some of the more involved procedures which makes patient and dentist comfort paramount.

“I was looking for the ‘Rolls Royce’ of dental units and Mindy convinced me that the new A-dec 500 ‘Continental’ unit was the way to go,” Meredith said.

She then spoke to equipment sales specialists, Michelle De Blasis and Luke Williams from dental equipment dealer, Presidential, who supplied the A-dec chairs and assisted her equip the rest of the practice and provide ongoing support with servicing.

Portside Dental has another A-dec 500 chair and an A-dec 300 chair used mostly by the Oral Health Therapists. However, Meredith says the Continental style delivery system was a bit of a revelation compared to the chairs she’s previously worked on.

“I imagine it’s a bit like flying first class or business class; once you’ve experienced it, you don’t want to go back to economy and

while I’ve got other chairs in the practice, I find I can’t go back to them after using this one.”

She said among the benefits of the Continental system were the support of the instruments by the soft rubber whip arms and tubing, which made the instruments very light in the hand.

It also means that you don’t have to take your eyes off the patient to return an instrument to the control head, along with a reduced risk of dropping an instrument or needle stick injuries as the burs aren’t facing upwards like on traditional delivery units.

The Continental delivery system glides easily into position and stays in place without drifting, thanks to the inbuilt touch-sensitive brake which activates automatically when you release the grab handle. It can also be positioned low to work on wheelchair patients.

Special provision also had to be made to provide direct street access from the main surgery to comply with additional regulations concerning medical anaesthesia. The surgery is also wheelchair friendly throughout.

Meredith says she moves the delivery system to the side of the patient to provide a better patient experience than working right over the patient which may feel a bit claustrophobic to them. The delivery system is also left- or right-handed compatible.



## Summary

### The Practice

The Practice	Portside Dental
The Principals	Dr Meredith Metin & Rachael Jones
Practice Type	General
Location	Newport, Victoria
Size	133 square metres
No of chairs	3+1

### The Team

Design	Owners, McKibbin Design
Builder	Rite Space
Project Manager	Ben Bampton, Rite Space
Installer	Presidential, Melbourne

### Equipment

Dental Units	A-dec 500 Continental, A-dec 300 A-dec 572 Chair Mount LED Light
Sterilisation	Melag Vakuclav 44B+
Imaging	Acteon X-Mind X-ray unit Dürr VistaScan PSP scanner
Compressor	Cattani K400
Suction	Cattani Turbo SMART
Software	CareStack

She said you can swing the delivery system away to allow the patient to get on or off the patient chair and move it out of the way while talking to the patient.

The delivery system is equipped with a compact A-dec electric motor, high speed turbines and an inbuilt intraoral camera.

Other important equipment considerations include the latest A-dec 500 dentist's and assistant's stools designed for optimum ergonomics, including an orthopaedically designed seat cushion and base which provides maximum support without restricting blood flow to the legs.

The cohesive design of the A-dec stool and patient chair work together to provide market-leading comfort for the user and practitioner and also unparalleled patient access.

The tilt design of the seat also helps distribute body weight through the chair and legs to maintain correct posture and reduce fatigue from hours of sitting. The assistant's stool has an adjustable integrated torso support, providing an elevated position for the dental assistant while supporting the upper body to reduce back strain and the risk of long-term musculoskeletal injury.

The practice caters to mostly female patients with complementary treatments such as cosmetic injectables as well as a full range of restorative and cosmetic dental treatments.

A visiting oral surgeon and medical anaesthetist also work from the practice to provide sleep dentistry, advanced oral surgery and implant procedures.

The practice is open six days a week and the team has been kept busy since the new practice opened, indicating an unmet demand for comprehensive dental treatments in the portside suburb.





## Art deco style at Spa Dental

By David Petrikas

**I**f ever there was a dental practice where the surrounds matched the high-end treatments on offer, Spa Dental in the fashion district of Sydney is it.

In a world where cosmetic dentistry, such as whitening, porcelain veneers, implants and Invisalign strive for the perfect look, the aesthetics throughout Spa Dental certainly set the stage for high expectations.

And in the case of Spa Dental, one of Australia's pioneering and leading Invisalign clinics operated by Dr Sean Parsonage and Dr Lawrence Neville, the practice delivers.

Spa Dental has taken its design queue from Sydney's glorious art deco era. The practice is located on the fourth floor of an iconic historic sandstone high-rise at 64 Castlereagh Street (once Sydney's second-tallest building) whose signature tenant is international fashion icon, Bulgari.

From the moment you enter the decorative historic ground floor entrance, to the surgery's "olde worldly" entrance with its black steel framed glass doors with fluted pattern glass inserts, the opulent ambience surrounds you.

Gazing past the granite-clad reception desk, the eye is drawn to a massive, dried

flower arrangement framed by a spectacular striated dark granite alcove - one of many arches used throughout the space.

More curved, natural granite is featured at each end of the transecting main hallway - one end being devoted to a patient refresh area in another alcove, complete with granite vanity and oval mirror.

Midway down the entrance hallway is a deco style waiting room with a scalloped curved salmon-pink velvet wrap-around lounge with a sheer-curtained background and distinctive patterned carpet.

Opposite is another lounge beneath a sign with the slogan: "Your Smile Our Style".



Adjacent to the hallway, with an entrance next to reception and through to the main hallway, is a private consult room. Here, another soft upholstered soft neutral beige lounge and matching chair feature with the same carpet in a “Neapolitan ice-cream” type pattern in caramels and brown on a light beige background.

Both the waiting room and the private consultation room feature brass deco inspired round tables on conical bases. The feeling is unmistakably “luxé” and comforting.

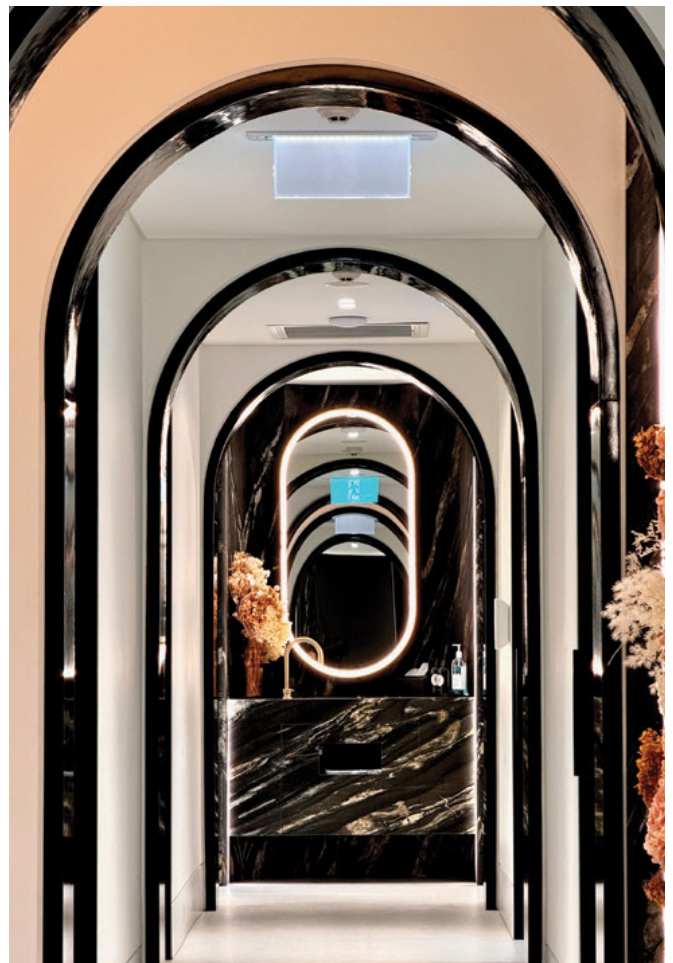
The long main hallway is punctuated by a series of black arches, creating a type of “optical” effect, accentuating the perspective of depth and the ordered architectural design of the space.

The style doesn’t stop at the “public” areas of the practice. Wide arched niches crown the built-in cabinetry with its light metallic bronze doors and brown-veined smooth stone-finish benchtops and splashbacks in the main surgeries.

The dental equipment continues the luxe feel, with top-of-the-line A-dec 500 dental chairs in black stitched upholstery providing a comfortable experience for patients.

Despite a spectacular end result, Dr Parsonage said it was quite hard to come up with a workable layout to fit the space. “We tried other designers, but they couldn’t make the layout work for us and deliver the feel that we wanted and also meet the budget.”







In the end, they found a boutique design company called MXN Design Studio in Surry Hills which had an impressive portfolio of work, including commercial interiors and a previous Sydney dental fit-out.

Dr Parsonage said the design brief was centred around a “Luxe 5-star hotel feel” which has certainly been achieved.

“We wanted a grand entrance and are fortunate we have quite high ceilings which helps give a sense of space. We really wanted a bit of a statement when you came in, although there were some practical compromises because of the shape of the building.”

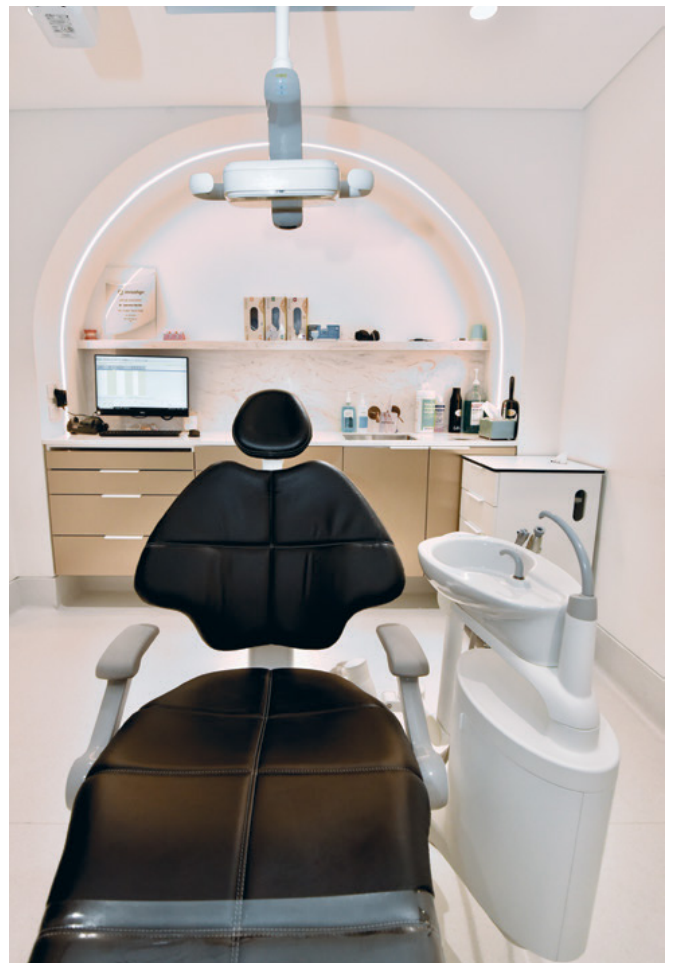
One of those was locating the steri room further away from the surgeries so that it now occupies a private space off one end of the hallway adjacent the staff room.

Dr Parsonage said they wanted the waiting room to be big enough to feel comfortable to give the right impact and also be located close to the front desk. Similarly, the consultation room is both private, yet easily accessible from reception, while the surgeries, private offices, steri room and staff amenities all run off the main hallway at the rear.

Design effects used to impart the desired ambience included the colour scheme, extensive use of curves, natural granite feature walls and niches, steel-framed glazed doors with fluted glass inserts and deco-inspired furnishing.

The build was done by Sheeth Builders of Marrickville, project managed by the principal, Yossef Sheeth.

When it came to equipping the surgeries, Dr Parsonage said he chose A-dec from a reliability point of view and ongoing cost of ownership as he’s used just about every other brand before.





## Summary

### The Practice

The Practice	Spa Dental
The Principals	Dr Sean Parsonage and Dr Lawrence Neville
Practice Type	General
Location	Sydney, New South Wales
Size	200 square metres
No of chairs	5

### The Team

Design	MXN Design, Surry Hills, Sydney
Designers	Madeleine Karrys and Marie Daaboul
Installer	Presidential, Sydney

### Equipment

Dental Units	A-dec 500 & A-dec 400 traditional with A-dec 500 LED ceiling mounted lights
Sterilisation	Melag Melatherm 10 washer disinfectant Dentsply Sirona DAC Premium
Imaging	Dentsply Sirona Axeos CBCT Sirona Heliodent Plus X-ray Dürr Vista Scan
Compressor	Cattani AC300 x 2
Suction	Cattani Turbo Smart
Software	Dental4windows and Sidexis

“I’ve found other brands too expensive in terms of ongoing maintenance and if something needs to be replaced, it can be super expensive. I’m expecting A-dec to be much cheaper to maintain in the long term,” he said.

Service backup was another factor. “A-dec is a relatively simple chair from an engineering standpoint and you can do some of your own repairs and there are multiple authorised A-dec companies in Sydney that can maintain the chairs.”

Dr Parsonage first became interested in the A-dec chairs at trade shows, including IDS in Cologne, Germany and ADX in Australia and also from speaking to A-dec reps.

He then followed up with A-dec dealer, Presidential, who supplied three top-of-the-line A-dec 500 chairs and one A-dec 400, plus a number of A-dec dentist and assistant’s stools. They also relocated an older patient chair from their previous practice and provided equipment training on the new A-dec equipment.

Given the need for long procedures such as sinus lifts, major bone grafts, implants and All-on-4™ procedures, Dr Parsonage said a patient chair which provided support for both the dentist and patient was an important consideration.

“I think the A-dec chairs are very ergonomic because of the thin backrest which lets you get underneath the patient

because it’s not too thick,” he said. “It’s very comfortable for the patients as well because of the soft upholstery and the headrest is very easy to adjust to get it in the right position for you and the patient.”

A number of patients have commented on the comfort of the chairs, although of course most are more fixated on the procedure and the results.

The practice has a dedicated marketing team and routinely takes “before and after” photos which are featured in a “Dental Spa Smile Makeovers” hardbound book which is kept in the waiting room to showcase their quality work.





# Surgery in Focus: Canberra Dental Specialists, Florey ACT

## CARING APPROACH AT 'CANBERRA DENTAL SPECIALISTS'

**E**ndodontist, Dr Arpana Devi has developed a real passion of caring for her patients after becoming dismayed about the number of routine extractions she saw being performed in public health settings.

This mission spurred on the Fijian-born dental scholarship winner to complete a Doctor of Clinical Dentistry, specialising in endodontics at the University of Otago. This followed an earlier scholarship under the mentorship of the internationally recognised Prof Paul Abbott AO at the University of Western Australia School of Dentistry.



After completing her graduate diploma in Endodontics Dr Arpana went back home to teach at Fiji's dental school for several years where she helped refine the endodontic program, before later returning to Australia and settling in Canberra.

This has more recently culminated in the establishment of her own private practice, Canberra Dental Specialists in Florey near Belconnen, ACT.

Dr Devi said her motivation is providing care to patients who want to keep their teeth and give them options beyond what they may have been offered previously.

"Being in private practice gives me the independence to do what I want as a clinician and give my patients the best experience they could have in a dental setting.

"I also wanted a small practice, so patients are not so overwhelmed by the clinical nature of the setting. Being part of a small practice feels like a 'family' and when you spend time with people and work as a close team, you end up with happier patients."

Prior to making her decision on equipping the practice, Dr Devi visited the A-dec showroom in Sydney to see the range of equipment that would best suit her needs.

She chose A-dec chairs because they were modern and comfortable and opted for the Continental delivery system in her own surgery for its ergonomic and practical benefits.

"I've worked on both Continental and traditional systems, and I find I can place the Continental delivery head closer to the patient, allowing better access to the oral cavity and ensuring better ergonomics for endodontists.

"It's easy to replace an instrument on the Continental system as it goes back to its own position without having to look up from the patient (which was especially useful when using the Leica microscope)."

A second surgery is equipped with an A-dec 400 chair, but with the more common traditional delivery system and is intended for use by another specialist in the future.

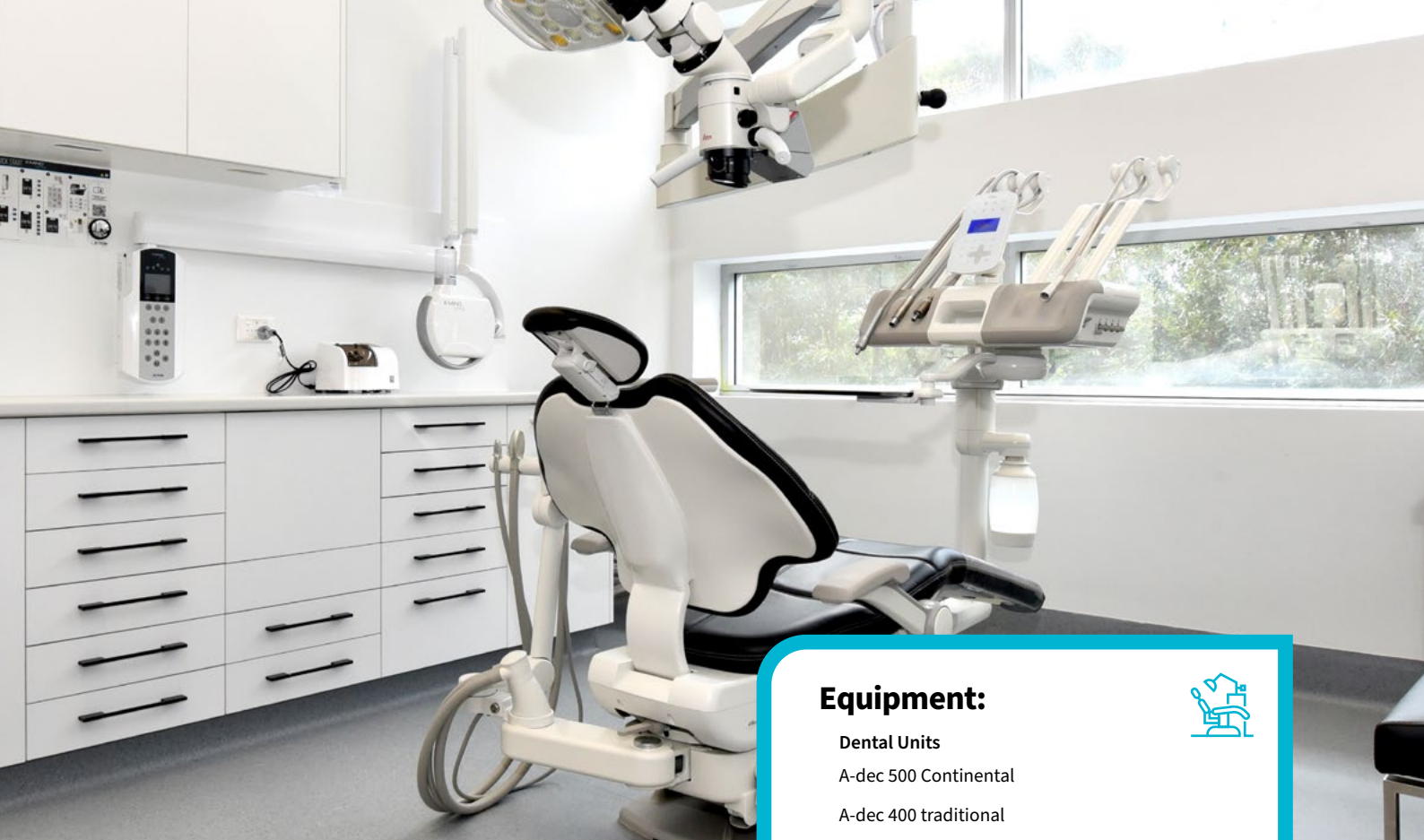
Dr Devi said the thin and flexible backrest of the A-dec 500 did not feel 'heavy' on her lap and gave her good access to the patient.

She added that patient comfort was very important to her, which is why she chose the plush sewn upholstery on the sturdy and stable A-dec 500 patient chair.

"Because I do longer procedures, if the patient is uncomfortable, even the slightest movement is a big movement when working with a microscope," Dr Devi said.

Another feature of the A-dec chair which Dr Devi said really stood out was the double articulated 'gliding' headrest which made it very quick and easy to adjust the headrest for an optimum view of, and access to the oral cavity.

Dr Arpana Devi.



The A-dec 500 delivery system also has a handy clip-in tray system which provides a perfect place for not only dental consumables, but also an Apex locator when required.

Dr Devi said the A-dec 500 chair has also proven to be good for the reputation of her practice among patients and prospective patients.

"The A-dec chairs with their quilted black upholstery convey a 'modern' look and one of my patients said: "this is like flying First Class." Another commented: "I'm not normally one to do reviews, but I'll definitely do one for you!"

Dr Devi said some patients might prefer a 'lady's touch' as she is the only female endodontist practising in Canberra.

"I make sure the patients are comfortable in the chair before embarking on a long procedure such as root canal treatment, and I know some patients have referred me onto other DVA patients, due to this particular caring approach in our practice."

## Equipment:



### Dental Units

A-dec 500 Continental

A-dec 400 traditional

Ceiling mounted A-dec LED lighting

### Dental Units

X-Mind Unity and X-Mind DC

Acteon PSPIX Phosphor Plate imaging system

For more surgery examples follow  
#MyA-dec on the below.



"A-dec's 500 Continental delivery gives better access to the oral cavity, ensuring better ergonomics while working."



## Capital Smiles Orthodontic delivers in style

By David Petrikas

Canberra has a new specialist orthodontic practice with one of the country's most highly credentialled orthodontic practitioners, located in the Deakin.

Dr Jasprit Nirmal Singh from Capital Smiles obtained her initial orthodontic qualifications in London, then completed her Masters of Lingual Orthodontics at one of a few universities in the world offering such a master's program - the prestigious Hannover Medical School, Germany.

Lingual orthodontics is very popular with teenagers and a very effective and virtually invisible option for adults. Dr Nirmal Singh is the only orthodontist in Australia with a Masters in Lingual

Orthodontics, under the tutelage of lingual orthodontics pioneer and Professor in Orthodontics at Hannover, Dr Dirk Wiechmann.

After working in corporate practices in Sydney and Canberra, Dr Nirmal Singh understandably grew tired of the commute and decided to set up her own practice where she could apply her specialist skills as well as filling a market niche in Canberra.

She was determined to provide not only clinical excellence, but a caring and comforting environment for patients, many of whom are children.

After looking for a lease premises for a year, a property came up for sale in the highly sought-after Deakin medical precinct which contains lots of specialist medical and dental practices.

The location, close to oral surgeons, a paediatric dentist and a prosthodontist and near Calvary John James Hospital, suited her needs perfectly.

Dr Nirmal Singh said she wanted a view from within the practice and to create a "warm" feel for patients.

She also wanted something a little different and not a stereotypical blue and white "dental practice" look. "Sometimes practices that are clean and modern can feel a bit clinical and I wanted a more welcoming feel," she said. "I wanted to create a relaxing theme more like a lounge."

This has been achieved with a specious reception "lounge" complete with a coffee station with coffee machine, tropical fish tank, large flat screen TV, ornate pendant lighting and sculptured ceiling above the waiting room.



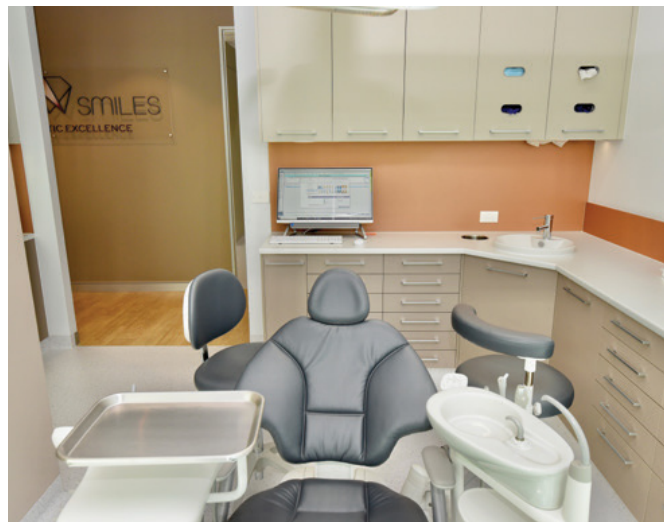
The practice logo is also contemporary and unique, featuring a maroon and grey palette and smart stylised diamond-shaped tooth design.

Design flourishes include contemporary textured carpet inserts and ottomans and an inbuilt magazine rack. The waiting room area also opens onto a covered terrace.

The materials and finishes include woodgrain and terrazzo, light wall colours and terracotta and copper toned accents such as the splashbacks in the surgeries.

A separate room with television screen, still in view of parents and behind reception, has been created for younger children wanting to watch cartoons or play video games. The nursery nook has dark ottomans and a “sunrise” effect mural with a low height bench.





The building's aspect and abundance of glazing takes full advantage of the sunny vistas from each of the surgeries across colourful deciduous street plantings of Robinias and out to the Brindabellas (mountain range) and National Arboretum.

Back of house includes adjoining private and administration offices behind reception and a discrete rear entrance and corridor which accesses the steri room, OPG room and laboratory. At the end of the wide central corridor down the spine of the building is a northerly facing staff meals area and principal's private office.

The wide hallway adorned with contemporary artworks, enables easy access and affords a view from the corridor all the way back to reception so staff can keep an eye on things while entering and exiting the surgeries, back of house areas or meal room.

Matching the modern look is a whole suite of new equipment designed to deliver comprehensive in-house patient care.

Even the stylish A-dec dental chairs with their streamlined slate grey upholstery underpin the contemporary décor and "high-end" feel of the practice.



## Summary

### The Practice

The Practice	Capital Smiles Orthodontics
The Principal	Dr Jasprit Nirmal Singh
Practice Type	Specialist orthodontic
Location	Deakin, Australian Capital Territory
Size	196 square metres
No of chairs	2+1

### The Team

Installer	Presidential
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### Equipment

Dental Units	A-dec 400 traditional delivery
Sterilisation	W&H VA-B steriliser
X-ray	Vatech OPG & Ceph
I/O Scanner	MEDIT
Compressor	Cattani AC300Q
Suction	Cattani Turbo SMART A Cube
Software	Dolphin MEDIT Link

Because of her speciality, Dr Nirmal Singh said she needed a chair with a fully adjustable headrest to allow her to access the upper arch all the way up and back into the oral cavity.

“Most chairs have very limited headrest movement, but after talking to friends and colleagues and using other A-dec chairs, I decided on the A-dec 400 for its comfort, support and superior access for the orthodontist,” Dr Nirmal Singh said.

“Patients love the chairs and say they’re really comfy. The staff like the matching A-dec 400 stools as well.”

Dr Nirmal Singh was assisted in her equipment selection by Presidential’s equipment specialist, Luke Williams, who recommended the key dental and ancillary equipment for the surgeries, steri room and plant room.

Each of the dental units is equipped with a full set of doctor’s and assistant’s instruments and a cuspidor to allow patient rinsing. Dr Nirmal Singh chose A-dec’s lightweight and powerful EA-53 electric motor which allows any dynamic procedures to be performed quietly and efficiently.

An A-dec daylight matched LED operatory light provides soft and even illumination of the oral cavity as required and includes a “cure safe” function to assist when working with light cured composites and bonding materials.

Dr Nirmal Singh is hoping that her specialist qualifications, together with the convenient location, caring environment and the practice’s modern equipment will be of assistance to referring dentists in the Australian Capital Territory and surrounding areas.



## Willow Dental a case study in design

By David Petrikas

**I**f ever there was a surgery that met a beautiful and inspiring design brief, Willow Dental Care at Norwest in Sydney is it!

Owned and operated by Dr Lyndall Gourlay and Dr Shabnam Vawda, it is the very embodiment of what these dental colleagues and work friends wanted in their own bespoke practice.

With many years dental experience between them, the pair felt they had something to offer to patients in the thriving Norwest area, which is a master planned development incorporating residential, commercial and community infrastructure.

Top of the list was a work environment where they wanted to spend time and where patients would feel calm, relaxed and professionally cared for.

After some online research and consulting professional colleagues, Drs Gourlay and Vawda chose Perfect Practice from nearby Seven Hills to handle the design and fit-out. Again, after making their own enquiries and using their considerable hands-on experience with various brands of dental equipment, the pair approached Sydney dental dealer, Presidential, to help them equip the practice.

Significantly, as much as the two dentists knew what they wanted in their practice, they were equally adamant about what they did *not* want. This accounts for a very clear design direction which was correctly interpreted by Perfect Practice.

And so, Willow Dental Care was born - and apart from a two-week construction industry shutdown due to COVID-19 - the build went ahead without a major hitch.

Central to the design theme is a Hamptons-inspired palette with warm, neutral and natural colours and textures, incorporating woodgrain, white and dusky, gold-browns.

Woodgrain features prominently, with round timber rods cladding the front of the marble-look reception counter and chevron shaped parquet flooring leading the eye down a wide central corridor.

A tall, illuminated magazine rack is positioned in a small corner niche, with a monitor displaying stunning holiday vistas occupying the adjacent wall. iPads and a low bench provide a nursery nook for young children.

Light floods into three sides of the building - a pre-requisite of the dentists when embarking on their property search.



This has proven a master stroke, with the reception area, each of the surgeries and even the private staff amenities at the rear getting plenty of natural light and a glimpse of the outdoors.

Natural light was important from both a clinical perspective to help with shade matching veneers and composites and equally, the owners wanted an inviting atmosphere where they enjoyed working and patients would like to be.

Importantly, the dentists wanted the best in dental equipment to add to the patient experience and to their own well-being. After speaking to a few suppliers, they decided to work with locally based equipment specialist, James Wallace from Presidential.

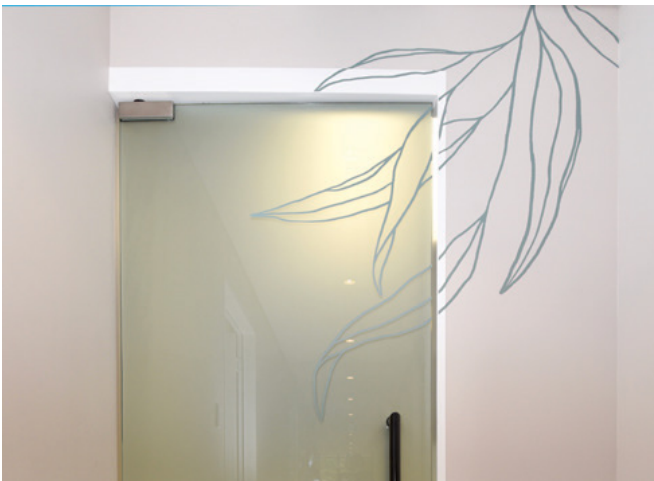


Based on his advice and after visiting A-dec's Mascot showroom, they chose A-dec 400 patient chairs for their own ergonomics while working on patients, together with A-dec's superior patient positioning and patient comfort.

The compact A-dec 300 delivery system moves completely out of the way for chair access and dismounting and the ceiling mounted LED operator lighting enables an uncluttered chair. The remote compact delivery head work zone is also easy to clean.

For practical and infection control reasons, both dentists decided against cuspidors (spittoons) and instead rely on a plastic cup and high-volume suction for rinsing. In those very rare cases where a patient wants a full rinse, there is a nearby patient refresh sink and vanity adjacent to the attractively tiled toilet.

Staff have also been well-catered for, with A-dec's round articulating work surfaces and assistant's instruments providing plenty of room to place consumables and assist with four-handed dentistry.



<b>Summary</b>	
<b>The Practice</b>	
The Practice	Willow Dental Care
The Principal	Dr Lyndall Gourlay and Dr Shabnam Vawda
Practice Type	General
Location	Norwest, Sydney, New South Wales
Size	132 square metres including 5 secure car spaces
No of chairs	2+1
<b>The Team</b>	
Design	Perfect Practice
Colour & Design	Susana Hernandez, Perfect Practice
Construction	Perfect Practice
Project Manager	David Crutcher, Perfect Practice
Installer	Presidential
<b>Equipment</b>	
Dental Units	A-dec 400 traditional delivery
Sterilisation	W&H Lisa 22L
X-ray	X-Mind DC with Acteon PSPIX PSP imaging system
CBCT	Kavo OP 3D
Compressor	Cattani AC300Q
Suction	Cattani Turbo SMART A Cube
Software	CorePractice

Staff amenities are also of a very high standard and surprisingly large with a kitchen and dining area concealed behind a frosted door at the rear. There is also an adjoining light-filled space containing window facing desks, staff lockers and an upholstered bench.

While the surgery may look “luxe”, the investment in both fitting out and equipping the practice was quite reasonable, thanks to good planning and design.

It was simply a case of finding the right team of people to work with based on their own research, listening to word-of-mouth referrals and taking on board advice from experts in coming up with an attractive and workable design.



## New look for **Strathfield Dental Care**

When Sydney dentist Dr Claire Kim decided to relocate her dental practice into modern new premises close to Strathfield's commercial hub, she also took the opportunity to upgrade her dental equipment to match the image of the practice.

Strathfield Dental Care with its smart signage and contemporary design is co-located with sister business, Strathfield Eye Care – which together help provide for the needs of the rapidly growing cosmopolitan inner western suburb.

With the help of A-dec equipment dealer, Presidential, Dr Kim chose the latest A-dec 500 dental unit and matching A-dec 500 dentist's and assistant's stools.

Dr Kim opted for a Continental delivery system for its ergonomic benefits – and for A-dec's known reliability.

The A-dec 500 dental unit features an easy to position delivery head with touch-sensitive capacitive switch in the grab handle that automatically applies the air brake and holds the delivery head securely in position when the operator's hand is released.

Unlocking the delivery head is a simple matter of placing your hand on the grab handle which releases the air brake and enables the delivery system to glide into any position.

Importantly, the delivery head can be conveniently positioned close to, or over the patient to avoid the operator having to twist or turn to reach an instrument.

This configuration, together with the supportive ergonomically designed A-dec 500 dentist's chair, dramatically reduces the chance of long-term musculoskeletal strain or injury.

The newly designed A-dec 500 Continental system features unique soft, flexible 'whip arms' that help support the handpieces and tubing, but do not restrict movement, unlike older, more rigid designs. This arrangement also enables the operator to retrieve or replace a handpiece without taking their eyes off the patient, which aids concentration and avoids eye strain.

The supportive spring-loaded tubing also avoids the risk of a handpiece or ancillary instrument like an expensive intraoral camera being accidentally dropped. The whip arms also support the handpiece tubing above the delivery head which means there is no trip hazard for patients entering or leaving the chair.

In addition to its ergonomic benefits, Dr Kim said having modern equipment like the easy-to-use A-dec 500 made it easier to attract and retain dental staff.

Dr Kim also invested in the latest model A-dec 500 dentist's and assistant's stools which have a specially designed seat armature and 'performance zones' which provide the necessary comfort and support without restricting blood flow to the thighs.

The specially angled seat tilt and adjustable backrest supports the operator in the correct seating position, which reduces pressure on the lower back – alleviating operator fatigue and discomfort.

Strathfield Dental Care dentist, Dr Calvin Baek said the A-dec 500 dental unit was very easy to use and that patients often commented on its comfort, even compared to earlier A-dec chairs which also have a good reputation in this regard.

The thin flexible backrest has been orthopedically designed to support the patient in supreme comfort while allowing

the operator to work very close to the patient for greater access.

The innovative double articulating 'gliding' headrest enables the patient's head to be positioned in the ideal position for the operator to access the oral cavity without unnecessary bending and stretching.

The large deluxe touchpad with its intuitive icon-based functions automatically displays instrument settings when an instrument is picked up from the delivery head. Telltale LED indicator lights for the water and air controls on the side of the control head show which handpiece in use, making fine adjustments easy.

The new larger delivery head has six positions to accommodate a full suite of low- and high-speed handpieces, Triplex syringe, scaler, curing light and intraoral camera.

Separate chair controls and high and low volume suction are provided on the swivelling assistant's instrumentation arm, which enables easy four-handed dentistry – or solo access by the dentist if required.

Dr Kim also optioned the chair with a chair-mounted A-dec LED operator light which gives 'daylight' quality illumination and virtually eliminates shadowing thanks to its operating-theatre style multi-LED design.

The A-dec LED operator light also features a 'cure safe' function which allows extended working time when using light-cured composites.

Dr Kim optioned the A-dec 500 with a chair-mounted ceramic cuspidor with auto-fill function to allow rinsing while seated in the chair for greater patient convenience.

The wide range of A-dec chair colours enables the patient chairs and dental stools to match-in with a practice's interior décor for a professional and stylish 'decorator' look.

The A-dec 500 comes with a 5-year warranty and the option of 'A-dec Care' support package for peace of mind scheduled maintenance over the life of the chair.

A-dec's authorised dealers can organise showroom visits, advise on surgery layout and equipment selection and take care of all dental equipment installation as well as providing complimentary operator training and advice on all new dental equipment. ♦

To find your nearest A-dec dealer, visit: [australia.a-dec.com](http://australia.a-dec.com) – or phone A-dec Toll Free on 1800 225 010.





**AESTHETIC ZONE  
DENTISTRY**  
Smile Artisans

## Aesthetic Zone Dentistry makes a style statement

By David Petrikas

**T**he best-designed dental practices convey something about the practitioner and the type of patient experience to be expected.

Nowhere is that more so than in the case of Aesthetic Design Dentistry at Kirrawee - one of the newest and arguably, highest standard practices in Sydney.

Cosmetic dentist, Dr Mohammad Ali, has worked and trained overseas including a stint in Dubai in the United Arab Emirates where the spectacular architecture and opulent building finishes left a lasting impression on him.

This theme is very evident in his high-end and stunning practice which is located

in the newly built South Village Shopping Centre - a landmark new development in the Sutherland Shire, south of the Sydney CBD.

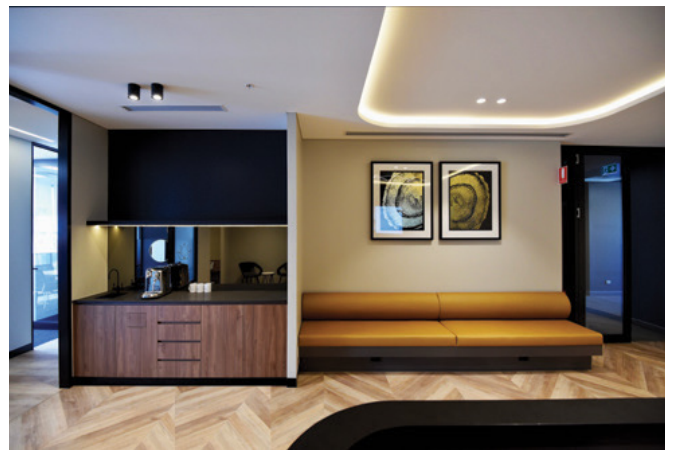
Aesthetic Zone Dentistry combines the latest, cutting edge technologies and advanced cosmetic dental techniques from across the globe. This includes smile makeovers, gum recontouring, orthodontic treatments, teeth whitening, veneers, implants and associated oral surgery.

The practice also offers facial cosmetic injectables, providing not only a smile makeover, but an entire face rejuvenation. Dr Ali and his colleagues also try to help patients address headache and migraine management arising from TMJ disorders.

With a clear idea of what he wanted his practice to look like, Dr Ali engaged Perfect Practice to handle the interior design aspects, including taking advantage of the full-length glazing and northerly aspect of the space.

The surgeries, private consultation room and boardroom all face north and are flooded with natural light. The back-of-house areas including semi-open sterilisation and patient amenities are across the wide hallway opposite the window-facing offices.

Dr Ali said he wanted the practice to convey confidence and quality, with the widespread use of dramatic matt black and contrasting ivory and gold accents providing the “high-end” feel he was seeking.



The curved reception room wall is emblazoned with the practice's clever diamond facet-inspired logo and "Aesthetic Zone Dentistry" signage and "Smile Artisans" tagline beneath.

However, the star of the show is the huge illuminated gold logo in the shape of a crown mounted in the recessed ceiling above the black reception desk. The entire look is balanced and softened by the use of stylish chevron patterned flooring and woodgrain finished cabinetry in the waiting room.

A coffee station and plush bench seating with ottomans - mimicking a hotel lobby rather than a dental waiting room - succeeds in making the practice feel warm and inviting.

On "checking in", patients are offered coffee and can view a large entertainment screen or use the iPads provided for children to settle them in.

Dr Ali says that patients are "wowed" by the interior design and décor and this sets them up for expectations of a superior experience from their dental and facial treatments.

"Every single patient that comes into the practice is impressed. It underlines what we offer and our value proposition - patients need good treatment, not cheap treatment," Dr Ali said.

This is no empty promise, thanks to Dr Ali's dental credentials and extensive training, including overseas experience and



the influence of techniques pioneered by celebrity New York cosmetic dentists, Dr David Rosenthal and Dr Michael Apa, who also have a clinic in Dubai.

To help him achieve the best results, Dr Ali invested in the latest equipment and best technology available, starting with the latest top-spec A-dec 500 dental chairs and matching dental and assistant's stools.

"You've got to look after yourself if you're going to spend eight hours in the chair and the same goes for the patients undergoing long procedures," Dr Ali said. "You've got to consider both and the A-dec chair provides the perfect balance."

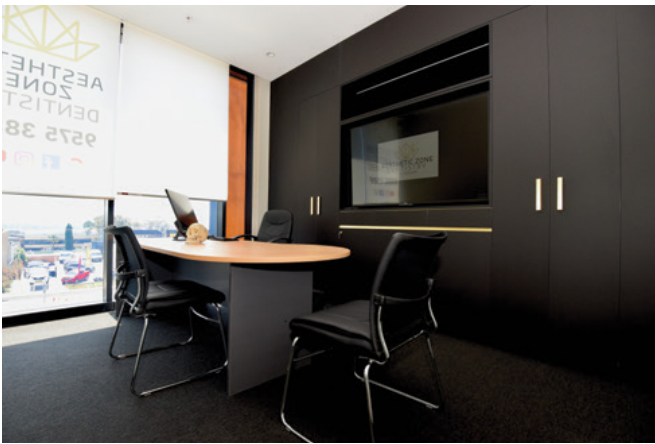
Dr Ali said most patients say the A-dec chair is the most comfortable they have sat in and he finds the thin backrest of the chair enables him to get in close to the patient for optimum access to the oral cavity.

Ergonomics was also top of mind when selecting a dental unit, together with reliability. "The more comfortable I am, the better my mood; I don't need to rush the procedure and I feel like I want to be at work, which is all to the patient's benefit.

"If you're doing a long procedure it involves a lot of concentration and effort, so the choice of chairs is a big consideration," he said.

Dr Ali became aware of A-dec chairs while doing locum work and noticed they were much more comfortable than chairs he had used while working in other practices.

"The A-dec patient chair has a nice slim silhouette, so you can position yourself in an ideal position while working on the patient," Dr Ali said. "I also like the footprint of the chair because it means I can also get in nice and close if I am doing an extraction standing up, for example."



## Summary

### The Practice

The Practice	Aesthetic Zone Dentistry
The Principal	Dr Mohammad Ali
Practice Type	General
Location	Kirrawee, Sydney, New South Wales
Size	234 square metres
No of chairs	2 + 4

### The Team

Colour & Design	Perfect Practice
Construction & Joinery	Perfect Practice
Project Manager	David Crutcher
Installer	Presidential

### Equipment

Dental Units	A-dec 500B Continental style delivery A-dec LED operatory lights
Sterilisation	W&H LISA VA 22 litre
X-ray	X-MIND Unity X-ray unit Acteon PSPIX Phosphor Plate scanner
Compressor	Cattani K-AC2000
Suction	Turbo SMART A with Hydrocyclone
Software	Core Practice

Dr Ali uses a range of handpieces including the latest air turbine system on the A-dec 500, but says he also likes using the A-dec electric motor as he can reverse the direction of the bur when working on the opposite quadrant.

“If I’m working in quadrant two on the left-hand side in the most distant corner, I can switch the motor to run in reverse to

refine the margin and work around the tooth anti-clockwise which smooths it out a lot quicker.”

He added that the A-dec electric motor gave him better control and he could refine margins evenly without tapering crown preps too much to avoid compromising tooth structure and also shape teeth to make veneers “stick” a lot better.

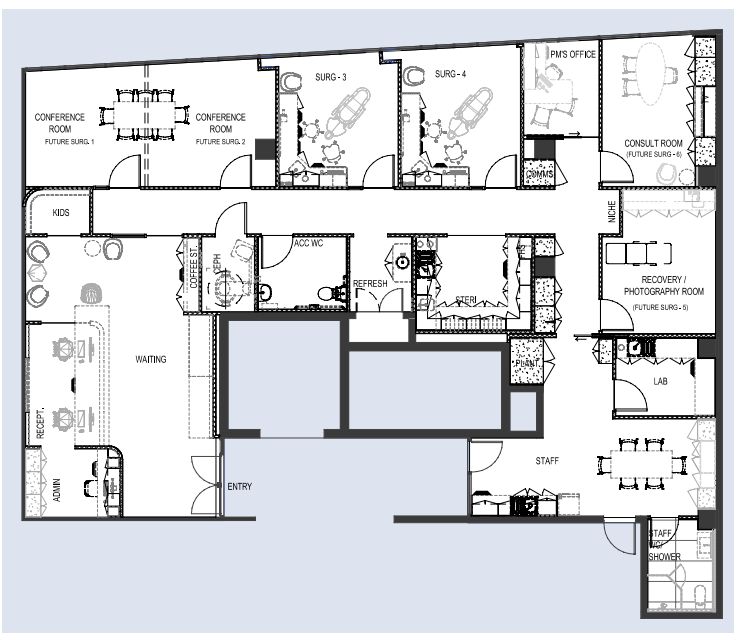
“I’m a bit of a perfectionist - if equipment makes the procedure better, more efficient, or both, I want it. It helps me improve my own work and makes it better for the patient.

“If using the electric motor, it means the patient spends 5-10 minutes less time in the chair and I’m not rushing the procedure. You don’t know the difference until you’ve experienced it.”

Dr Ali said he recently had a 10-veneer case and booked in three hours to do the procedure, including talking to the patient and dealing with any issues that might arise as well as scanning and taking the impressions.

“I ended up doing the whole procedure in 90 minutes - and of that only 40 minutes was working in the mouth. Also, if you avoid tooth damage because you have better control of the bur with the electric motor then you make it easier for the technician.

“If you do your bit, you get very clear margins and a very clear reduction. Every margin is crystal clear and looks like it’s almost laser-cut,” Dr Ali said.





## Federation fusion with modern funk

By David Petrikas

**N**ot being able to find a commercial building to locate her expanding orthodontic practice has turned out to be a blessing in disguise for Strathfield orthodontist, Dr Divya Sriram of “Nice Bite” Orthodontics.

After unsuccessfully bidding on a dozen properties in her target area, Dr Sriram took a bit of a gamble on a spacious private character residence with modern extensions close to the commercial heart of Strathfield.

Then, with the help of a talented and experienced architect, together with an award-winning builder, she was able to achieve a change of use consent and transform the property into a state-of-the-art design statement.

Dr Sriram admitted that a project of this scale was quite ambitious and difficult to do, which put it in the “too hard” basket for many dental fit-out companies.

Undeterred, she worked with her experienced architect, Nick Katris, principal of Katris Architects and builder, Bosko Seric of MOJ Projects, to achieve the blend of old and new and provide for both the clinical requirements and ambience she was after.

As well as performing the extensive internal building modifications, MOJ handled the interior design aspects while working with the architect on structural issues and fire safety requirements required to obtain development consent.

Walking through the classic Federation façade so typical of the historic inner western Sydney suburb provides a surprising transformation into a waiting room

adorned with modern décor and furnishings and marble-finish reception desk.

Dr Sriram said she wanted first impressions to be “warm and welcoming” - like stepping into a comfortable living room. “And I wanted the clinical area to be funky, fun and inviting.” This has been achieved with great design, appealing décor and attention to detail, including brightly upholstered A-dec patient chairs and matching stools in fuchsia, parrot and paprika.

This front of house includes a private consulting room plus a small admin office behind reception. The use of digital records and X-rays means no more bulky paper, greatly minimising space required.

Sterilisation is located in the centre of the building which is both practical and makes use of what would otherwise be



dead space. Its pass-through shelving and U-shaped layout - with its uncluttered “open” design - aids workflow and supports workplace health and safety considerations.

An unexpected, but convenient feature is an internal lift from the garage below to a split-level floor above which includes a very spacious breakout area and outdoor deck.

Centrepiece of the clinical areas is an open main treatment room, with its dramatic Cosentino Dekton “weathered stone” look feature wall, which frames a large mirror and wall-mounted vanity basin for patients. The effect is more like a high-end hair salon than a dental practice.

Other touches include modern bronze-coloured spherical pendant light fittings and eclectic, but timeless deco French wall posters. The private surgery has indigenous artworks and exotic Indian inspired art is used in the reception area.

Dr Sriram said she wanted an open plan design in the main clinic, with a separate private treatment room for initial consults, adults and high care patients.

Based on her experience with A-dec equipment which she has used for the past 25 years, Dr Sriram said A-dec’s durability made it her first choice and that the new model A-dec chairs were well ahead on comfort.



“The new A-dec 400 chairs with sewn upholstery feel luxurious. They are definitely way more comfortable than older models and the patient feedback has been great,” she said.

The “12 o’clock” A-dec rear-delivery systems were recommended by Sydney A-dec dealer, Presidential, to make it easier for patients to move in and out of the chair without bumping into the delivery system or colliding with the dental assistant.

“James Wallace from Presidential and A-dec’s territory manager came here in their own time to see what I needed and I quickly felt I could work with them. We then met Scott Donoghue, Presidential’s principal. Scott and their technician Neville, really know what they are doing and were always courteous and polite. It was fantastic dealing with them.”

Dr Sriram added that the flexible positioning and comfort of the chairs made it easy to talk to patients in the chair and swivel it to show them X-ray images on the nearby patient monitor.

“Presidential also measured the dental tubing so that it did not drape onto the floor and there are no tangles,” she said. “That is a constant thing you can struggle with in a high-volume practice. I love the clean workspace which is perfect for infection control and it can all be cleaned easily and gives a nice, uncluttered look.”

On Presidential’s recommendation, Dr Sriram also opted for ceiling-mounted A-dec LED operatory lights and A-dec’s unique “Duo” delivery system, with its articulating round assistant’s work surface and integrated suction, chair and light controls.

“Poles interfere with patient dismount, so with ceiling-mounted lights no one bumps into the light. I love the A-dec Duo delivery system - it has fantastic ergonomics and it changes the way patients move in and out of the chair.”

Dr Sriram said the entire team made the fit-out and equipment installation very smooth, despite the scale and complexity of the build.

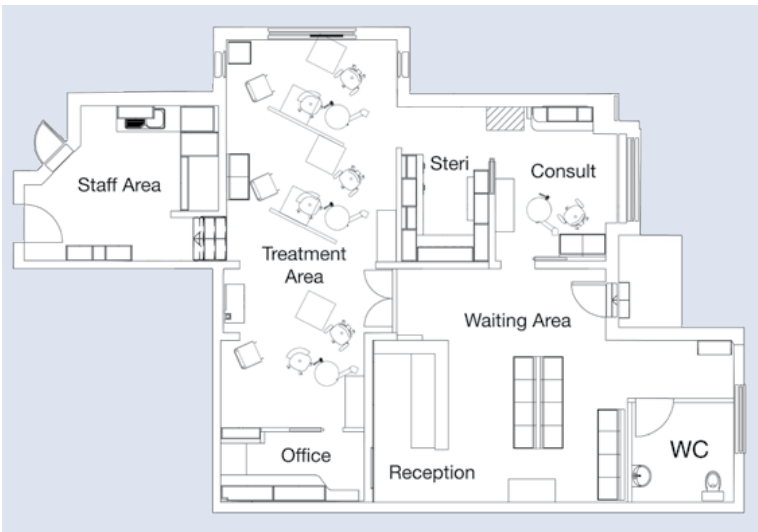


“Bosko from MOJ Projects has prior experience in specialist medical practices and was so accommodating and easy to work with; nothing was too much trouble for him, even moving walls.

“He was even able to help come up with the interior design that provided a combined ‘New York loft’ and ‘Hamptons’ feel with black-framed windows and charcoal cabinetry, balanced with lighter colours and manmade weathered stone-look finishes.

“Presidential’s follow-up was also very good. They showed me 3D renderings and five layouts to make sure I could put the dental chairs in the right spot. It was Scott’s idea to locate the steri area where it is, which helped us come up with the final plan. They want to find a solution and their recommendations were great. I don’t think you’ll get a smoother run with anyone.”

Bosko from MOJ Projects came up with the pass-through cabinetry idea, which is better from a workplace health and safety perspective - eliminating the need to carry trays of dirty instruments into the steri room.



## Summary

### The Practice

The Practice	Nice Bite Orthodontics
The Principal	Dr Divya Sriram
Practice Type	Specialist Orthodontic
Location	Strathfield, Sydney, New South Wales
Size	176 square metres
No of chairs	4

### The Team

Design	Dr Sriram and Katris Architects
Construction & Joinery	MOJ Projects
Project Manager	Bosko Seric
Installer	Presidential

### Equipment

Dental Units	A-dec 400 + A-dec 300 with A-dec 541 ‘Duo’ delivery systems and assistant’s work surfaces
Sterilisation	W&H LISA VA 22 litre
Intraoral Scanner	Itero Element
Compressor	Cattani AC300
Suction	Cattani Turbo SMART B CUBE
Software	Orthotrac

MOJ Projects also came up with the idea of not having too much joinery encroaching on the clinical space by using shallow waist-level cabinets and recessing the upper cabinetry and glove and tissue dispensers into the walls so it didn’t feel “blocked in”. The end result is a workplace that functions very well.

“We have a practice that sees a lot of patients every day. The staff feel this practice reflects their personality. Our team is small, but our staff are a committed, dedicated team and they really take care of my patients - it’s not just me. The patients know everyone here from ‘A to Z’ and the staff know all the patients.

“So, to be able to offer this sort of environment, everyone is much happier - they have a bit of comfort and space, with a verandah where they sit outdoors and eat, a staff kitchen and a carpark onsite. You are not only looking after your patients’ needs, but you have to look after the people that work for you too. So, we feel like it’s a ‘win-win’ for everyone.”

Dr Sriram added that the patient feedback since moving to the new practice had been amazing. “They absolutely love it and the extra space we have has really helped us cope with COVID restrictions,” she said. “We love being here and I have a real sense of accomplishment being in a very bespoke space, which is not like a “corporate” practice model, but a truly boutique solution.”



## Hamptons style practice is next level!

By David Petrikas

**A** \$5.5 million upgrade of the Knightsbridge Shopping Centre at Castle Hill has provided the impetus for a spectacular makeover of an existing dental practice into a Hamptons-style “dental spa”.

Shine Bright Dental is operated by talented dentist, Dr Jason Brun, and his wife, Rachel, who is also the practice manager. The couple took over the practice in mid-2018 from long serving dentist, Dr Max Kawalsky, who served the local community for almost 30 years.

Shortly after taking over the practice, the Knightsbridge Shopping Centre commenced a major renovation, which is currently nearing completion. This

presented a unique opportunity to both expand the practice into an adjacent tenancy (formerly a hairdressers) and redesign the space to be everything the couple dreamt of.

While Jason had strong input into the clinical aspects of the fit-out, Rachel provided the design inspiration - including a very clear vision of the look, feel, materials and finishes to transform that vision into reality.

“We had a clear vision of what we wanted and Perfect Practice provided advice when needed and also recommendations on products to achieve it,” Rachel said.

The finished result is an outstanding success and cleverly marries a high-end professional clinical setting with a “homely” Hamptons inspired day spa aura.

The impressive look and feel is backed by the huge range of treatments on offer from paediatric and general dental, to full cosmetic dentistry including implants and dermal makeovers including fillers and injectables performed in a separate dermal treatment room.

One of the striking aspects of Shine Bright Dental is the abundance of natural light, which permeates three sides of the building from its mezzanine position above the shopping arcade, which provides glimpses of the eucalyptus canopy outside.

This is reinforced by a light-filled waiting room and reception area, light coloured panelled walls, natural herringbone pattern timber grain flooring, accented with on-trend grey patterned and textured carpets.



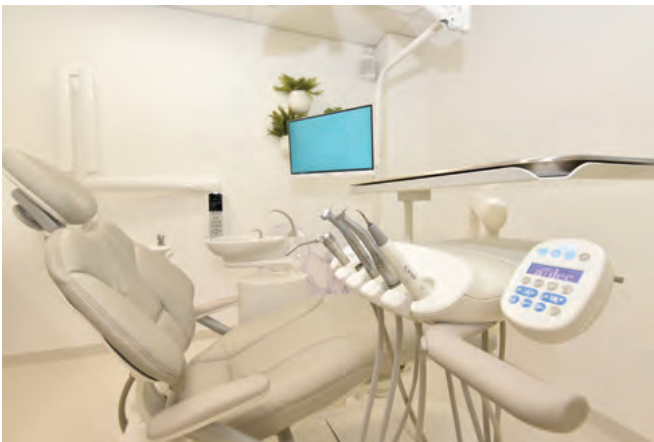
Rachel explains that the unmistakably warm and homely feel was intended to make the practice feel more like a living room with a “homely” vibe and not a “clinical” waiting room atmosphere.

The “Hamptons” look Rachel sought is expressed in the colour palette and architectural details like wainscoting and pressed metal tiles with a raised pattern simulating grout.

In addition to the décor elements, the practice strikes the perfect balance of openness, natural light and privacy.

Even the choice of a modern A-dec 400 chair and matching A-dec 400 doctor’s and assistant’s stools with their attractive Timberwolf (dusky grey) upholstery, match the practice’s colour scheme perfectly.





Jason and Rachel said the fit-out went very smoothly thanks to close cooperation between Perfect practice and A-dec equipment supplier, Presidential, who supplied and installed the equipment.

“Presidential have helped us with our older equipment in the past and they talked directly to Perfect Practice to sort out all aspects of the installation so we were not caught in the middle,” Jason said. “They worked very well together and were very happy working with each other too, which took the headaches out of the build for us.”

Having trained on A-dec equipment at Sydney University’s teaching clinics and at Westmead Hospital and then working on A-dec dental units in private practice, Jason was clear on his preferred brand of chair based on its reliability and ease of use.

“Being a young couple, we wanted to make it a ‘modern’ on-trend practice with good equipment and Presidential and A-dec have helped us achieve that,” he said.

On the advice of Presidential’s James Wallace, the couple chose A-dec 400 dental units with traditional delivery systems fitted with electric motors and air turbines together with Acteon Satelec scalers.

“Patients that had been in our older existing Belmont chair (which we had when we first bought the practice) all comment on the comfort of the A-dec chair,” Jason said.

The A-dec chairs include an integral monitor mount and the award winning A-dec multi LED operator light for daylight balanced illumination that helps eliminate shadowing and reduces eye-strain.



## Summary

### The Practice

The Practice	Shine Bright Dental
The Principal	Dr Jason Brun
Practice Manager	Rachel Brun
Practice Type	General
Location	Castle Hill, Sydney, New South Wales
Size	144 square metres
No of chairs	3

### The Team

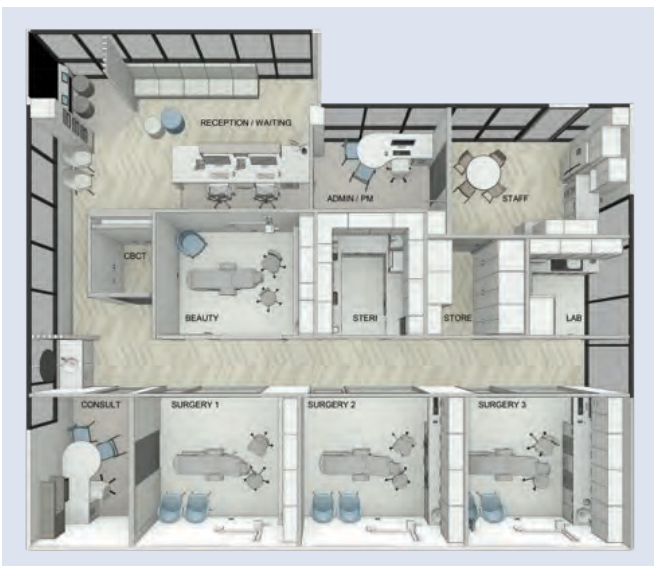
Colour & Design	Owners + Perfect Practice
Construction & Joinery	Perfect Practice
Project Manager	Glenn Stapley
Installer	Presidential

### Equipment

Dental Units	A-dec 400
Sterilisation	W&H Lisa VA with LisaSAFE label printer
X-ray	Acteon X-Mind Unity
OPG	Kavo OP 2D
Compressor	Cattani AC 200
Suction	Cattani Turbo Smart CUBE
Software	Dental4Windows

Jason said he particularly liked the torque of the powerful A-dec EA-53 electric motor and W&H contra angle handpieces, which made it faster and easier to do crown preparations.

They have also opted for Acteon X-Mind Unity digital X-ray units and a W&H Lisa VA steriliser with automatic load sensing and fast B-Type Eco Cycles, plus an attached bar code label printer to assist with instrument tracking.



The W&H steriliser and other instrument processing equipment is located in a well lit galley style sterilisation room complete with built-in tray racks, coloured floor lighting and under bench medical fridge for storing medicines, fillers and injectibles.

Both Jason and Rachel said the build couldn't have gone better and that was down to their clear design vision and the hard work and cooperation between the dental fit-out company and installer.

Rachel added that both Perfect Practice and Presidential were able to secure labour over the Christmas holiday period to complete the fit-out ready for patients in the New Year.

“Dealing with Presidential’s equipment specialist, James Wallace was a seamless process. He gave us good advice on the best equipment, including measuring rooms for optimum clearance and even drove to Newcastle on his holidays to pick up some ultrasonic scaler handles for us so we could start work in the New Year.

“Presidential’s technicians were so professional and also warm, friendly and personable. They worked without air conditioning over the hot summer without complaining and also helped us maintain and customise our existing equipment to make it all work together.

“We would definitely recommend both Presidential and Perfect Practice to anyone wanting to build and equip a new dental practice,” Rachel said.



## A modern marvel in orthodontics

By David Petrikas

**S**ydney orthodontist, Dr Jessica Li and her partner, Patrick Mei, have together established an attractive bespoke practice, Marvel Orthodontics on Sydney's upper north shore.

After doing their research and gathering together their own ideas, they engaged Perfect Practice to conduct the build which involved the complete conversion of a former retail food premises in the main shopping strip of Gordon.

The couple was quite clear that they did not want a typical "clinical" style practice, but something conveying modern simplicity with a "premium" boutique feel - reflecting the personalised care and experience they offer their patients.

"I wanted the earthiness from natural colours and materials balanced with a stylish feel to create a 'Zen' look," Dr Li said. "That's the feeling we wanted for our patients so that it would be a relaxing and calming environment as we see a lot of kids, but also provides a welcoming feel for the parents as well.

"Looking after our staff is also a top priority for us, so we tried to incorporate their day-to-day experience into our design phase from the start," Dr Li said.

The couple's vision of a modern orthodontic practice has been significantly enhanced by an elegant and beautiful backlit rose gold logo with a stylised "M" representing an orthodontic bracket and wire wrapping around a tooth. Patients are greeted by a warmly lit reception

area with modern brass chandelier and the Marvel Orthodontics logo set behind a bold marble counter with its rose gold metal accent strip. A second carved wooden and metal "MO" logo adorns an adjacent wall.

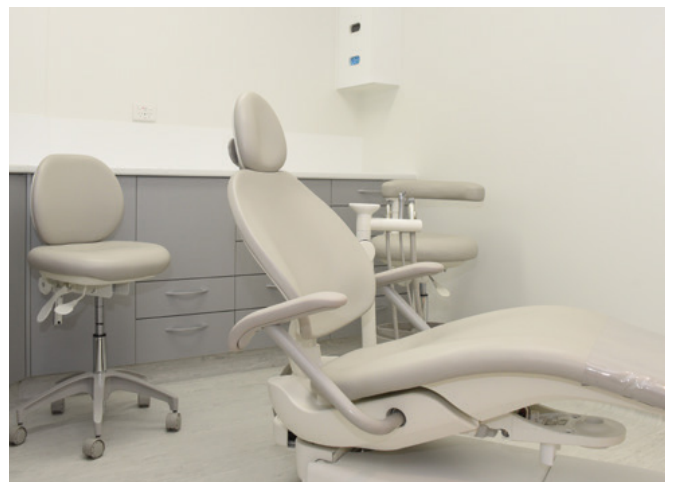
Timber-toned floor coverings with a quirky ribbed grey carpeted insert and caramel ottoman, together with light coloured timber cabinetry and simple mix of modern grey fabric and upholstered white Eames-style seating adds a subtle sense of chic.

The modern, minimalist style benefits from the use of off-white walls, full glazing at the front and a corridor leading all the way to an office with a window at the rear, which overlooks the leafy suburb behind. This also allows natural lighting throughout the building.



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Alcoves along the corridor have been carefully used to accommodate a patient vanity mirror and colourful, textured original artworks painted by Mr Mei's very own artistic father.

Despite its relatively modest size, the space accommodates three fully equipped surgeries, an OPG room and U-shaped sterilisation room, plus staff and patient amenities and a private office at the rear. An internal staircase accesses the plant room below.

Dr Li said an important part of the new practice was a balance of efficiency and personalised patient experience, which meant setting up with the right design and equipment suited to orthodontic work.





Based on her previous experience working with a wide range of equipment brands, Dr Li chose A-dec for its reputation for reliability and also for its flexible configuration and ergonomics which made it perfect for orthodontic work.

After visiting the A-dec showroom in Mascot and consulting with Sydney-based equipment specialist, James Wallace from Presidential, Dr Li was able to come up with a package that met her requirements.

This includes a premium A-dec 400 chair with plush sewn upholstery for patient consults and longer procedures where chair comfort is paramount for the patient.

## Summary

### The Practice

The Practice	Marvel Orthodontics
The Principal	Dr Jesse Li and Patrick Mei
Practice Type	Specialist Orthodontic
Location	Gordon, Sydney, New South Wales
Size	100 square metres
No of chairs	3

### The Team

Design	Perfect Practice
Construction & Joinery	Perfect Practice
Project Manager	Daniel Miles
Installer	Presidential

### Equipment

Dental Units	A-dec 400 + A-dec 300
Sterilisation	W&H Lara 22L
X-ray	NewTom GO
Intraoral Scanner	3Shape TRIOS
Compressor	Cattani KAC2000 AC200
Suction	Cattani CMT0000 Micro SMART
Software	Ortho2Edge

The practice also has two A-dec 300 chairs with seamless formed upholstery for routine procedures such as orthodontic adjustments where patient turnover is rapid and a smooth seamless upholstery surface makes it easy to clean between patients.

Dr Li also specified wall-mounted delivery systems and ceiling-mounted A-dec LED operatory lighting so that all the patient sees is a “bare chair” with no confronting dental instruments on it. This also makes the chair much easier to access for patients and the dental team.

The discrete A-dec 300 delivery system is completely tucked away out of sight under a benchtop when not in use and can be easily positioned behind the head of the patient when instruments are required.

The A-dec chairs have also been chosen in three distinctive shades to give each surgery its own personality including a “silver pearl” (light dove grey) A-dec 300 in Surgery 1; a cyan (aqua blue) A-dec 400 chair in Surgery 2; and a paprika (spice orange) A-dec 300 in Surgery 3.

Dr Li said the entire dental fit-out and installation went smoothly and the practice had already received a number of walk-in patients as a result of its inviting décor and its convenient location in Gordon which is a transport hub for some of the North Shore’s best private schools.



## Penthouse practice has patients on Cloud 9

By David Petrikas

**F**resh by name and fresh by nature, “Dental Fresh”, Bondi Junction is a refreshingly bright and modern practice with an upbeat feel with penthouse views above Oxford Street.

Dental Fresh is a cut above the average general practice, boasting a dedicated theatre room, plus two additional private surgeries and separate private consultation room.

The practice provides the full suite of general dental procedures and is also regarded as a centre of excellence for implants and cosmetic procedures, thanks to its close relationship with the co-located Malo Dental, which pioneered the All-On-4® dental implant technique.

No expense has been spared in setting up Dental Fresh, which is the first in Australia to be fitted with the new generation A-dec 500 dental units, in addition to quality W&H Lisa sterilisers, new OPG equipment, individual X-ray units and a phosphor plate scanner.

Project architect, Tony Freeman, of Molnar Freeman Architects, took full advantage of the top floor former office space, devoting the largest corner to a massive surgical theatre and an adjoining recovery room, with the opposite end devoted to the staff kitchen and training area.

Molnar Freeman Architects worked closely with building company, Trade A Management’s Project Manager, Andrew Fenton to ensure the vision was delivered on and everything worked as intended. The

result has exceeded the expectations of the owners, staff, patients and visitors alike.

Each of the three surgeries and private consultation room put their south facing orientation to full effect with views over Oxford Street and out towards Queens Park.

Gloss white floor to ceiling cabinetry on the internal walls and attractive sky blue upholstery on the comfortable top of the line A-dec 500 patient chairs and matching dentist’s and assistant’s stools blend seamlessly with the sunny outlook of each surgery.

The ambience in the operating theatre surgery is unmistakably that of a modern private hospital, complete with plumbed-in nitrous and stainless steel procedure trolleys, but benefits from vistas of the sky on two sides of the expansive space.



Practice manager, Emily Whitney, explained the rationale behind the investment in both modern design and state-of-the-art equipment this way: “Providing the best working environment and technology enables dental staff to do the best job for their patients.

“Patients are impressed as soon as they walk in and say the practice looks really modern and fresh. They also often comment that the A-dec chairs are so comfortable. That’s important when they might be in for a 90-minute to two-hour procedure.”

The practice owners mapped out a vision for the practice and this was further refined with input from staff on what would work best for them, including preferences for equipment based on their own practical experience.

Ms Whitney said emphasis was placed on ergonomics and workflow and also ample working space. “We wanted it to feel spacious and did not want patients to feel like they were going into a tiny little ‘box’.

“All rooms have large windows and as the rooms are interchangeable, the chairs needed to be ambidextrous, so A-dec was the best option,” Ms Whitney said.

All dentists at Dental Fresh are highly trained, with many having undergone additional studies in advanced procedures and participating in ongoing professional development, both externally and in-house under the mentorship of the senior clinicians at Malo Dental.

The overall feeling at Dental Fresh is best described as “minimalistic”, “fresh” and “modern” - from the all white front desk, white walls throughout and widespread use of on-trend polished concrete flooring. Woodgrain benches upholstered in natural toned fabrics and a large wicker pendant in the waiting area soften the setting, making it feel cosy.

A very attractive green and blue logo and Dental Fresh signage adorns the wall behind the reception desk, which is lit by a combination of extended tubular down lights and eyeball spotlights.

The reception also discretely extends to a private administration area to the side.

The high front desk, which is accentuated by foot-level LED strip lighting, carries subtle white-on-white raised lettering denoting the co-located Malo Dental clinic.

The names of some of Sydney’s most famous beaches are used for the various surgeries and consult rooms: Bondi, Tamarama, McKenzies and Bronte. This also serves to reinforce the practice’s links to the local community.

Automatic sliding doors provide access to the surgical theatre room and individual treatment and consultation rooms. The use of frosted glass with distinctive lettering provides privacy while allowing natural light into the hallways and common areas.

Treatment rooms are bright and modern, with ample bench space and storage, roll-away procedure cabinets and wall-mounted X-rays, plus large wall and ceiling mounted monitors to provide patient entertainment and assist with case presentation.



A separate room is dedicated to private consultations and also features a very large wide screen wall monitor for explaining treatment options, or discussing CBCT and OPG images.

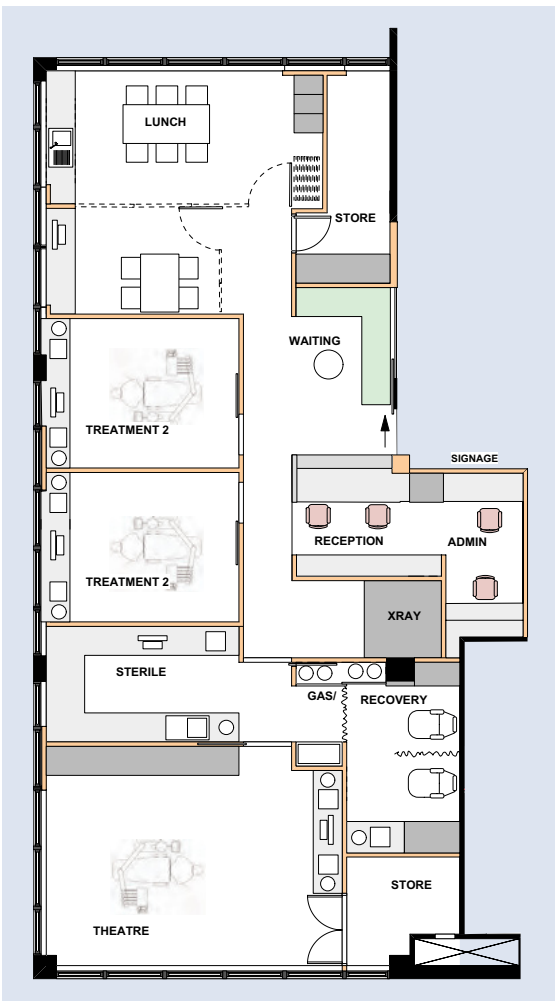
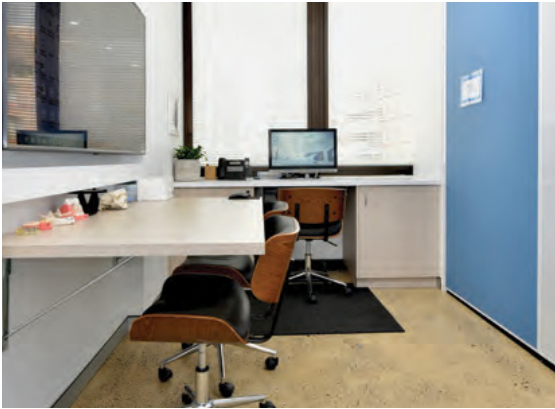
A folding partition wall opens from the private consultation room to the adjoining corner kitchen and staff retreat. This enables the space to be transformed into a spacious theatre for clinical presentations including implant training workshops for outside dentists.

Staff amenities are generous with a fully equipped kitchen with large dining table, fridge, microwave, single drawer dishwasher, sink and coffee machine.

Little has gone to waste with little nooks used for storage, including floor to ceiling private lockers. Another compact space at the other end of the hallway has been utilised as an CBCT/OPG room.

Opposite the CBCT/OPG room and next to the spacious operating theatre is a deep galley-style sterilisation room, featuring coloured task lighting indicating clean and contaminated zones with separate “clean” and “dirty” sinks to support instrument reprocessing.

Here, once again, the very best of equipment has been provided, including two W&H Lisa B Type sterilisers, the latest W&H



## Summary

### The Practice

The Practice	Dental Fresh / Malo Dental Sydney
Practice Type	General
Location	Bondi Junction, Sydney, New South Wales
Size	151 square metres
No of chairs	3

### The Team

Colour & Design	Molnar Freeman Architects, Edgecliff, NSW
Senior Designer	Tony Freeman
Construction	Trade A Management
Project Manager	Andrew Fenton
Installer	Presidential, Warners Bay NSW

### Equipment

Dental Units	A-dec 511 B
Handpieces	W&H Primea Advanced Air turbines, EA53 electric motors and W&H contra angle handpieces
Surgical Motor	W&H Implantmed surgical/implant motor
Sterilisation	W&H Lisa VA, W&H Lisa Automatic
X-ray	Kavo Focus
Digital Imaging	Acteon PSPIX Phosphor Plate Scanner
CBCT	Kavo OP 3D Pro
Compressor	Cattani K-AC3000 AC300
Suction	Cattani C-1A Turbo SMART A w/- Hydrocyclone
Mgmt Software	Dental4Windows
Imaging Software	KaVo Clinview, DTX Studio

Assistina TWIN handpiece maintenance unit (which cleans and oils handpieces in just 10 seconds), a Miele Thermal Washer Disinfector and under bench fridge for storing medicines for surgical procedures.

The practice principals worked with A-dec Australia head office in Mascot and equipment dealer, Presidential, to source and install the equipment, validate the sterilisers and provide staff training.

Timing was fortuitous and through negotiation with A-dec, Dental Fresh was able to install the first three new generation A-dec 500 units immediately on their arrival into Australia.

The new A-dec 500 units have upgraded patient chairs and a completely revised delivery system including a built in capacitive brake to stop the delivery head from sagging or drifting, plus the revolutionary new W&H Primea Advanced Air turbine system.

The Advanced Air system is a breakthrough in turbine design, combining the power of an electric motor and constant cutting speed with the lightness and tactile feel of a turbine.

Each of the chairs is equipped with the Advanced Air system and an electric motor, with two of the units fitted with traditional delivery systems and one with a continental delivery system to cater for individual dentist preferences.

The dental units are not only technologically superior to support the dental team, but the elegant and comfortable patient chairs also add to the upmarket and quality feel of the practice.



## A new specialist hub for Chatswood

By Joseph Allbeury

**T**here is an inherently natural synergy that develops around dental specialists working together. A multi-disciplinary approach to treatment represents the ideal pathway to optimal patient care and when cases are complex or traumatic, the value of specialist knowledge, experience and collaboration comes into its own.

Prosthodontist Dr Ben Lee and Endodontist Dr Mehdi Rahimi have long understood the power of collaboration. The pair both graduated in 2002 from the University of Otago in New Zealand. Dr Rahimi then completed his specialist training in Melbourne whilst Dr Lee graduated Prosthodontics in Sydney.

Years later, the pair found themselves collaborating under one roof in Chatswood, on Sydney's north shore, building a busy 3-chair specialist practice in the process.

Whereas traditionally, many specialist practices have tended to stick to a single discipline, the many advantages of working together were well known to the pair and never more so than when they needed to expand.

"Mehdi and I had been working together very successfully in our original practice on the 9th floor of this building in Chatswood," Dr Lee said. "So when the lease was coming up for renewal, we wanted to expand. The practice was only 3 chairs and we'd clearly outgrown the space.

"The entire building is owned by one landlord and so we talked it over with them and were offered options to expand laterally on the same floor or relocate to the third floor. If we expanded the old practice, the layout wouldn't have been ideal, so we took the opportunity to create a new practice from scratch."

"Before we moved, we also went in search of a periodontist to join us," Dr Rahimi said. "There are real advantages in being able to work together with other specialists in one location so we wanted to expand on that with the addition of another discipline. We had specific criteria for the type of person we were looking for in terms of how we would work together practically and professionally and we also wanted someone to buy-in to the new practice.



“We wanted a periodontist who was ready to become a business owner, rather than employing a periodontist who would at some point look to move on because they wanted a practice of their own. We were fortunate to find the ideal candidate in Dr Ehsan Mellati.”

Dr Mellati already had a working relationship with Dr Rahimi through another practice and they had consulted on cases together and cross-referred patients.

“I did my specialist training in Melbourne and then worked in Sydney at different locations for the next 5 years,” Dr Mellati said. When I heard they were looking to expand and bring in another specialist discipline, it was perfect timing for me as I was at the point in my career where practice ownership was the next logical step. Chatswood is also an ideal location as it’s close to home and perio compliments prosthodontics and endodontics so well.”

From the outset, the services of dental fit-out specialists, Perfect Practice, were enlisted to provide options and ideas on the layout of the new practice.

“When we initially looked at expanding laterally, we’d called in Perfect Practice to get some ideas about how that could work,” Dr Lee said. “We found them to be very generous with their time, expertise and advice. They drew up several floorplans and gave us different options and were very patient and professional throughout. Based on that, we could see that adding to the old practice would have resulted in a number of compromises. It was clear the best option would be to relocate completely so that we could design the practice exactly how we wanted it.

“One of the reasons we decided to use Perfect Practice was because they are one of the biggest dental fit-out companies. We had a hard deadline to vacate the space we were in, so we felt we needed a company with a lot of manpower. I’d also had some dealings with them as a sponsor when I was President of the Australian Asian Dental Association and Mehdi used them to build his other practice in Parramatta. So we knew they could do a good job and bring it in on deadline.”

The new space on Level 3 of 10 Help Street in Sydney’s Chatswood is approximately 300 square metres in total and the plan from the outset was for 9 chairs - three for each speciality.

“I’ve been collecting images for what my ideal practice would look like for years,” Dr Lee said. “So when it came time to come up with a concept, I opened my folder of pictures and voilà... Fortunately, the other guys loved it too.”



“So rather than a brief, I gave Perfect Practice a folder of pictures with detailed descriptions related to each area in the practice and they were happy to work from that. I wanted to bring in the elements of natural materials - wood, marble and ceramic - into the practice. In this era of minimalism, we wanted it to be very welcoming.

“Refining the design took a long time and there were a lot of changes. It’s essentially three separate practices operating in one space and, as a result, we all had a say in how we wanted our own space and then the common areas to look.

“Perfect Practice was very patient. It probably took a couple of months to lock everything down and there were a lot of emails with enormous threads circulating amongst us all.

“In the end, I really enjoyed the design process and I went out to Perfect Practice’s office a few times. They were very engaging and very professional and were committed to getting it right.”

Dr Lee and Dr Rahimi said that much of the wisdom they had derived from the old practice was used to design the new one.

“As specialists, even though we occupy the same practice, we effectively run separate practices,” Dr Rahimi said. “At times, we collaborate on patients and this is the real benefit of working in a single location, but we each have our own referrers and we each have our own patients. As a result of this, we effectively sectioned the practice into three smaller practices with our own associates and our own staff. We share the waiting area but the long reception counter is divided into three and we each have our own staff working in our own section. We also share the CBCT unit and staff amenities, but we each have our own dedicated treatment rooms and we each have a separate sterilisation room.

“Ben and I learnt a lot about practice dynamics from working upstairs together and this has been reflected in the design. One of the reasons we each have a sterilisation area, for example, is to ensure our instruments never get mixed up. That had been a constant problem upstairs and would have only gotten worse with three specialties and nine chairs to service.”

Each set of treatment rooms were also designed around the individual requirements of the three specialists and their specialties.

“Half my time is spent on traditional periodontic treatments and the other half is spent placing implants,” Dr Mellati said. “So my rooms are designed around those functions. However, I didn’t want a completely white, clinical look. Each room has what I call a ‘warm’ area with wallpaper to soften the lines and a comfortable chair for the accompanying person to sit in during treatment if required. There are TVs on the roof for education and entertainment as my procedures can be long.”

“As a prosthodontist, in addition to carrying out major restorative cases, I spend most of my time placing dental implants,” Dr Lee said. “So my three rooms are designed for both surgical and restorative procedures. Given the nature of prosthodontics, my clinical rooms need to look aesthetically pleasing, so a lot of emphasis was placed on aesthetics. There are hidden lab suction units and hidden x-ray arms, black tapware against marble splash backs, white cabinetry with white Staron bench tops and a lot of frameless glass to achieve the sense of openness, minimalism and aesthetics. In contrast, the separate consult room was designed with softer colours and more comfortable materials to achieve comfort and relaxation.”



“Apart from the general clinical differences in our specialties, we also work differently,” Dr Rahimi said. “I use nitrous routinely, so my treatment rooms are more enclosed, whereas Ben’s have lots of glass. I work 4- or 6-handed and I do a lot of procedures under IV sedation, as well as filming for the ADA NSW CPD in my surgery at times, so my main room is larger to accommodate extra people. I also regularly have referring dentists in watching what I do, so apart from the TV on the ceiling, I also have a TV on the wall plugged into the microscope for dentist and patient education.”

New equipment was purchased throughout for the new practice and each specialist again shopped separately.

Dr Lee has a long-standing relationship with Dentsply Sirona and purchased new Sinius dental units for his rooms.

Dr Rahimi and Dr Mellati both purchased A-dec 500 dental units for their rooms from A-dec dealer, Presidential.

Melag autoclaves feature in two of the steri areas and a W&H Lisa in the other. A Morita X800 CBCT unit is shared by all.

Dr Rahimi also uses Leica microscopes.

The equipment was purchased from several dental suppliers, with each product being chosen more for its performance, than brand loyalty.

“We told Perfect Practice to bring their A-game,” Dr Lee said. “And they did. We needed the practice completed on time and we needed it done right. There was no option to extend the lease upstairs as there was a tenant moving in immediately after we vacated.

“Perfect Practice made the deadline, but there were some minor compromises due to the time constraint. To their credit, they rectified everything that wasn’t perfect in a professional manner and we were all more than satisfied with the result.



## Summary

### The Practice

The Practice	Chatswood Dental Specialists
Principal	Dr Ben Lee, Sydney Prosthodontist Group Dr Ehsan Mellati, Precision Periodontics Dr Mehdi Rahimi, Gentle Endodontics
Practice Type	Specialist Pros, Perio and Endo
Location	Chatswood, Sydney, New South Wales
Size	300 square metres
No of chairs	9

### The Team

Design	Perfect Practice
Senior Designer	Riyaz Bhada - Perfect Practice
Documenter	Susana Hernandez/Allan Hughes - PP
Construction & Joinery	Perfect Practice
Project Manager	Aaron Jenkins - Perfect Practice
Project Consultant	Peter Arnot - Perfect Practice
Installer	Presidential

### Equipment

Dental Chairs	Dentsply Sirona Sinius A-dec 500
Sterilisation	Melag Vacuklav 41B W&H Lisa 22L
X-Ray	Dentsply Sirona Heliodont Plus MyRay Hypersphere Instrumentarium Express PSP Scanner
CBCT	Morita X800
Compressor	Cattani AC300
Suction	Cattani Tandem Turbo Smart B
Software	OpenDental



“It was the first time I ever enjoyed working with tradesmen and they really were a great team. Everyone was fantastic to work with - patient, communicated well and professional. It made the process so much easier than we thought it would be.

“We’ve had very positive responses from patients and the practice feels very professional and very welcoming.”

Dr Rahimi said that having so much space would now allow the practice to go to a whole new level.

“I find the most enjoyable part of working as a specialist is when we can all collaborate as a team to provide the best outcome for the patient. Having a brand new practice with three times the space means we can not only work together more easily, but we can also bring in other specialists from time to time to consult in areas like paediatric dentistry, pain management and oral medicine.

“We’re all very happy with the result and Perfect Practice made the whole experience far easier than we expected.”

“As my first practice, it’s been a whirlwind experience made so much easier by having two colleagues to collaborate with throughout the process,” Dr Mellati said. “Six months in and the concept of a multidisciplinary specialist centre is well and truly coming into its own.”



DENTISTRY  
IQ

## Dentistry IQ has eye appeal!

By David Petrikas

**A** new dental practice overseen by a project manager skilled in glazing and commercial construction has delivered a very aesthetically pleasing, practical and cost-effective result for a Sydney dentist.

Dentistry IQ is operated by Dr Silfat Shamali, who wanted to establish her own dental practice to provide quality and value-for-money care for patients in this part of Sydney.

Dentistry IQ is located in a modern, eye-catching new development incorporating Bass Hill Medical Centre that fronts 858 Hume Highway, Bass Hill in South Western Sydney.

Bass Hill and the surrounding suburbs are undergoing a transformation including the modernisation of homes and increased population density marked by the number of duplexes replacing single dwellings.

This augurs well for patient demand, making the modern new building an ideal location to offer family dental services to complement the other health services on offer including medical centre, diagnostic imaging, pathology laboratory, pharmacy and upscale cafe.

When it came to building the practice, Dr Shamali and her husband sought the help of her brother-in-law, Feras Mahfoud, who has experience in both residential construction and commercial building – including supplying the impressive glass façade at Bass Hill Medical Centre.

Mr Mahfoud, in turn, approached surgery designer, Meow Lim, for guidance on layout, especially for the steri area. Working with Dr Shamali and her husband, the family together came up with a layout and design that suited their requirements and made the best use of the compact space.

Using his contacts, Mr Mahfoud was able to arrange the necessary building works to be completed to the required standard, using easy-to-maintain materials and finishes and also ensure the proper installation of the suction and other services.

Adjustments to the initial plan were made to accommodate structural issues such as roof support columns and under floor reinforcements. Allowance was also made for wheelchair access from the adjoining medical centre.



Electrically operated cavity-sliding glass doors are both attractive and space efficient without obstructing chair access. The use of frosted glass provides privacy for patients, while still allowing in natural light.

The colour palette and furnishings, which were chosen by Dr Shamali and her family, are both relaxed and contemporary. Elements include off-white stone benches, a linear natural timber wall and ceiling battens and timber-effect flooring.



Fabric upholstered patient chairs pick up on the muted natural hues and help tie the individual materials and finishes together in a complementary manner.

The practice's identity is embedded in bright blue signage and the attractive and plush cyan sewn upholstery on the A-dec 400 dental unit, which is fully equipped with an ambidextrous "Radius" delivery system, monitor mount and LED operatory light.

The team at Dentistry IQ looked at a number of options before deciding to source all the practice's equipment from leading NSW A-dec dental dealer, Presidential.

Sydney-based Presidential equipment specialist, James Wallace, was able to come up with a total package incorporating

the dental units, handpiece reprocessing and sterilisation equipment, digital imaging, compressor and suction.

All the equipment has been sourced from some of the world's leading dental equipment suppliers, namely A-dec, W&H, Acteon and Cattani respectively.

Presidential's technicians were also able to install the equipment and arrange the necessary X-ray and sterilisation certifications to get the practice up and running.

Dr Shamali said she chose A-dec for its quality and reputation for reliability, as well as its streamlined and attractive appearance and chair comfort. The sumptuous bright blue "cyan" coloured upholstery is both comfortable and the perfect complement to the practice's corporate colours.



## Summary

### The Practice

The Practice	Dentistry IQ
The Principals	Dr Silfat Shamali
Practice Type	General
Location	Bass Hill, Sydney, New South Wales
Size	63 square metres
No of chairs	1 + 1

### The Team

Colour & Design	Owners + Meow Lim, Metaforce, Sydney
Construction & Joinery	SS Glass, Sydney
Project Manager	Feras Mahfoud
Installer	Presidental

### Equipment

Dental Units	A-dec 400
Sterilisation	W&H Lisa VA
X-ray	X-Mind DC with Acteon PSPIX Phosphor Plate Scanner
Compressor	Cattani AC200
Suction	Cattani Cube
Software	Dental4Windows Sopro Imaging

The A-dec 400 dental unit provided everything required in a delivery system without any unnecessary and complicated electronics - unlike other brands that were initially considered. The delivery system is also left and right-hand compatible and the combined monitor/light mount swings easily out of the way for easier access to the chair and surgery.

Dr Shamali said patients were delighted with the look and feel of the patient chair and that she found the A-dec 400 easy to use. The matching A-dec 500 doctor's and assistant's stools are also extremely comfortable and designed to support an ergonomic posture for both the dentist and assistant while working.

The chair is fully equipped with quality W&H instruments, an Acteon Satelec ultrasonic scaler and Sopro 717 intraoral camera, which links to both a chair-mounted and overhead monitor.

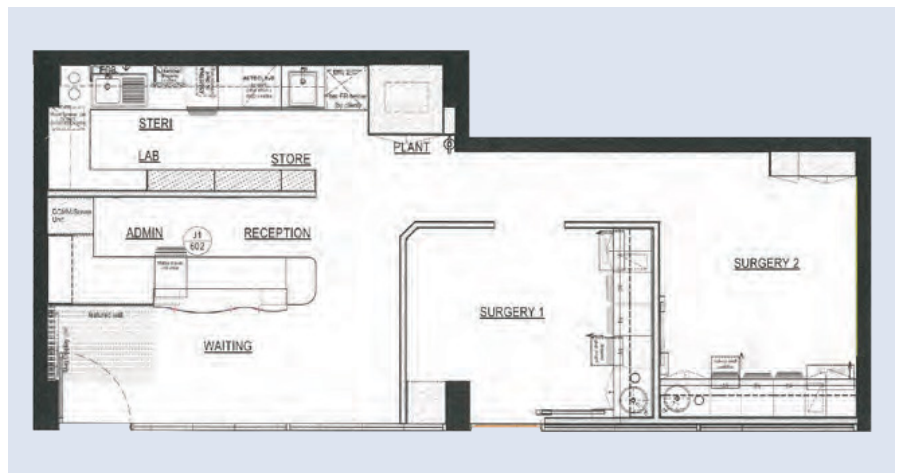
Other critical equipment in the surgery includes an Acteon X-Mind DC X-ray unit and the latest PSPIX desktop phosphor image plate scanner for rapid processing of X-ray images. Dr Shamali also uses an STA Single Tooth Anaesthesia analgesic unit for pain control.

The sterilisation room, which is tucked neatly behind reception, has ample storage

and built-in tray racks and is equipped with the latest B Type Lisa VA steriliser that features automatic load sensing and fast "Eco-Cycle" sterilisation cycles.

Instrument processing is streamlined thanks to the use of the innovative new W&H Assistina TWIN handpiece maintenance unit that can clean and properly lubricate a dental handpiece in just 10 seconds.

Maximum use of floor area has been achieved by a flowing layout that provides good access and optimum space for both the existing and a proposed second surgery.





## Top floor practice really sparkles!

By David Petrikas

**W**hen Northern Beaches dentist, Dr Sara Lonergan took over an existing practice that had been operating for 40 years, she already had a vision for a new “dream practice”. Those dreams were realised in 2019.

Dr Lonergan had well and truly outgrown her previous Narraweena surgery when she moved into her new practice at Frenchs Forest, not far from the new Northern Beaches Hospital. At 260 square metres, her Tooth Sparkler surgery is five times the size of the original practice - and a giant leap into the future.

Despite the sheer size of the practice and its top-floor location, Dr Lonergan said the building process was made relatively

painless by the experience of the dedicated team from AJ Barber, which handled the entire fit-out from beginning to end.

Based on earlier dealings with AJ Barber in updating her old practice, Dr Lonergan had no hesitation in entrusting them with the new project. Given the significant engineering hurdles in the building, that trust was well placed. These challenges included restricted material access to a second-floor location and avoiding tensioned steel rods when placing services in the concrete slab of a building not originally designed for the additional plumbing and electrical wiring required by a dental surgery.

“I couldn’t fault AJ Barber. They took pride in their work, were very thorough and have delivered a superior finish with no surprises during the build,” Dr Lonergan said.

“Their knowledge is indispensable. They know how dental practices work and have been building them for over 30 years. This means they’re familiar with details like dental plumbing and electrics, standard bench heights and room sizes and patient-protected radiology.”

The design and build process started in mid-2017, when Dr Lonergan found a residential property near her existing surgery and asked AJ Barber to provide a free site inspection.

While investigating this property, another commercial space came up. So they looked at both options and AJ Barber designer, Katie Fox, developed concept designs for both spaces.

However, neither felt like the right fit and it wasn’t until December 2018 that the top-floor property came on the market.

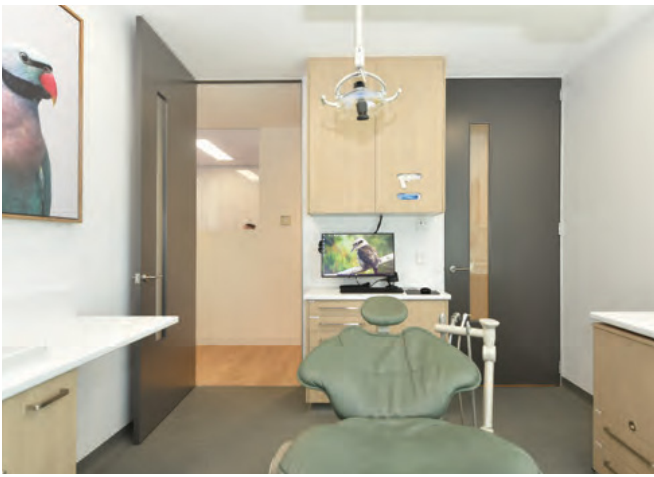


As soon as Dr Lonergan saw it, she knew it was the right one for her dream practice.

The design brief was “Scandi with an Australian twist” and this has been brought out through the decor and artworks. Few changes were made to the design Katie presented and other than providing some design samples, Dr Lonergan entrusted the selection of finishes to Katie as well.

“Katie and I have similar likes,” Dr Lonergan said. “We both like feature walls, but think that linear shapes in dental surgeries have been overdone, so we went with geometric lines instead, which has given it a fresh, unique look.”





Wood-grained feature walls with geometric metal edging, wood-grain flooring and timber ceiling inserts have been used with dramatic effect in the reception area. Inside the treatment areas, the natural wood grain continues in the joinery, giving warmth to the clinical space. The wood grain also complements the light-coloured walls and contrasting charcoal doors.

An Australian theme is reflected in large artworks depicting Australian flora and fauna including the striking monochrome speckled black cockatoo, which takes pride of place in Dr Lonergan's surgery. There are large colour prints of a koala, parrot and kookaburra in the other surgeries, some of which look onto the gum tree canopies outside. Even the upholstery colours of the A-dec chairs mimic ocean blue, charcoal grey and eucalypt green, helping them blend seamlessly with the surrounding decor.

But it's not just the fresh designer look that makes Tooth Spar-kler a success - the layout has been carefully planned and executed. "As a dentist, I didn't want to worry about it," Dr Lonergan said. "I just want it to be a functional space in the right spot - and look good. It was worth the investment and comforting to know AJ Barber had my back and would do a great job."

Dr Lonergan said the central sterilisation room with its glass wall has greatly improved the "choreography" of staff throughout the practice. Bespoke shelving for trays aids materials management and the steri-room includes an under-bench Bromic Medifridge for storing medicines. Infection control is a high priority, with coloured LED lighting beneath the overhead cabinets delineating "clean" and "contaminated" areas to reinforce instrument-reprocessing protocols.



A hands-free sink is located immediately outside the sterilisation room for hand washing.

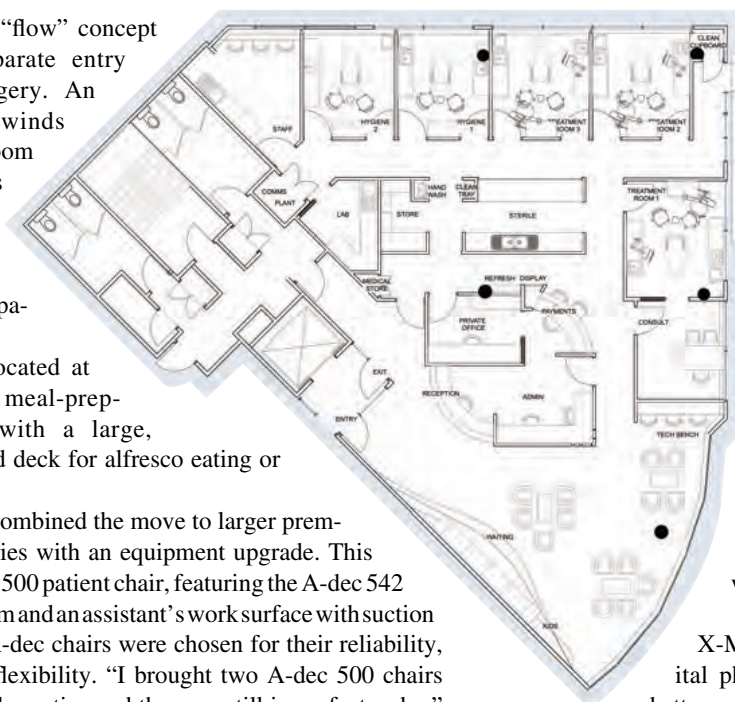
Patient comfort has been carefully considered in furnishing the vast space. The expansive waiting room includes an inset upholstered bench with ceiling-height upholstered backrest and geometric stitching, plus café-style chairs and tables and a corner bar-style bench with high stools for quiet browsing or working on a device. There is also a custom crèche area, built-in magazine racks and a large entertainment monitor set into the geometric feature wall.

Patients are welcomed at the high front desk and flow through from the large waiting room. From there they are ushered to one of the surgeries or a private consultation room to discuss treatment options. A separate curved payment desk in the nook behind the combined reception/administration area provides for patient privacy, while enabling staff to attend incoming and outgoing patients as required.

The ideal patient “flow” concept continues with separate entry doors to each surgery. An internal hallway winds from the waiting room past the payments desk, around the surgeries, past the glass-walled steri room and out to a separate private exit.

A staff kitchen located at the rear provides meal-preparation facilities, with a large, north-facing, covered deck for alfresco eating or just chilling out.

Dr Lonergan has combined the move to larger premises and extra surgeries with an equipment upgrade. This includes a new A-dec 500 patient chair, featuring the A-dec 542 remote delivery system and an assistant’s work surface with suction and chair controls. A-dec chairs were chosen for their reliability, small footprint and flexibility. “I brought two A-dec 500 chairs with me from the old practice and they are still in perfect order,” Dr Lonergan said.



Utilising the new A-dec 542 remote delivery system and the latest state-of-the-art ceiling-mounted LED operatory light allows Dr Lonergan to have a chair devoid of instruments when welcoming patients into the surgery. This provides a non-intimidating environment for consultations in the chair, helping to settle anxious patients.

The assistant’s work surface, with its large round top, enables the dental assistant to reach instrument trays and consumables without leaving the stool. Like the delivery system, the work surface pivots away from the chair when not required.

Dr Lonergan also upgraded to Acteon X-Mind Unity X-ray generators and a digital phosphor plate system, which provides better radiographic image quality without all of the bulkiness of earlier systems.

## Summary

### The Practice

The Practice	Tooth Sparkler
The Principals	Dr Sara Lonergan
Practice Type	General
Location	Frenchs Forest, Sydney, New South Wales
Size	260 square metres
No of chairs	5

### The Team

Colour & Design	Katie Fox, AJ Barber
Construction & Joinery	AJ Barber
Project Manager	Ben Fox
Installer	Presidential
Service Technician	Hunter Dental

### Equipment

Dental Units	A-dec 500 x 4 with A-dec 545 Assistants work surface
Sterilisation	DAC Premium
X-ray	X-Mind DC and Progeny with Dürr Vistascan Phosphor Plate Scanner
Compressor	Cattani K200, Cattani K300
Suction	Cattani Turbo Smart A
Software	Dental4Windows



## Luxe fit-out creates perfect haven

By David Petrikas

**A** very clear design brief, high-end natural materials and help from a seasoned designer and a great builder have combined to create a luxury surgery on the NSW Central Coast. Dentist, Laura Jarvis and her husband, Lucas, set out to visualise an environment that they and their staff would enjoy working in and which would attract and relax patients.

Their thoughtful design is based on the alluring feel of a luxury hotel - a place Laura and Lucas say they feel most relaxed and special, so that is exactly what their reception and waiting room was built to emulate.

To achieve this, they considered everything from choice of materials, colour, lighting, temperature, sound, decoration and even physical touch and smell.

“All of these factors affect comfort and getting one of these elements out of place will detract from the overall feeling,” Dr Jarvis said.

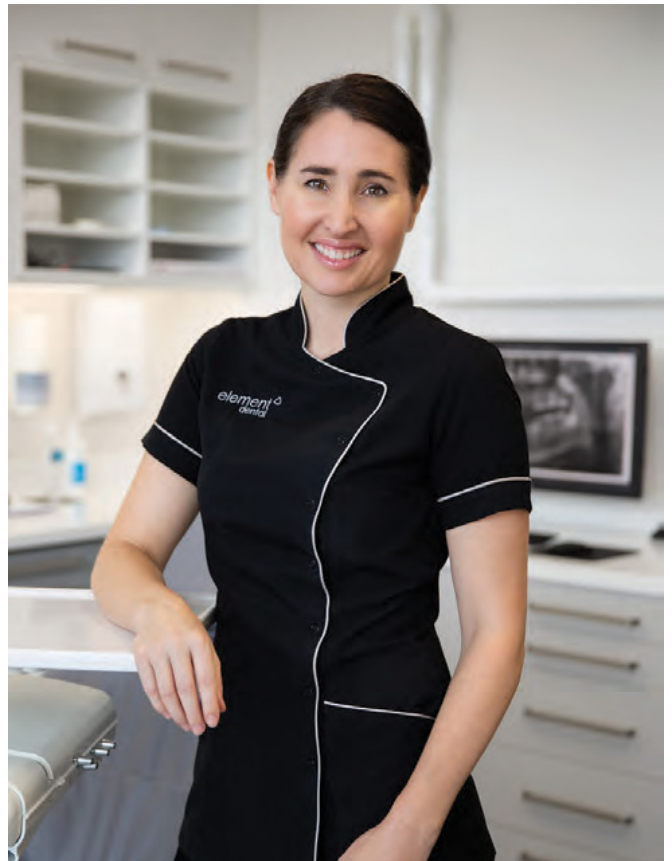
“We have now created a space that people enjoy sitting in. We have people who drop in just to relax, especially mums who arrive early just to use this as a place to sit in peace.

“We worked closely with Antony Poate for implementing the design. He was very obliging to draft our ideas onto paper and I cannot imagine having done this without his help. He

assisted the entire process including obtaining a complying development certificate, radiation licensing and assessing the space for suitability for a dental practice - looking at size, plumbing services, air conditioning services and ceiling heights.

“Antony provided us with an initial draft that was a great starting point. At that stage, we could virtually walk ourselves through the practice and visualise a final result, which made it easy for us to tailor the concept into something that would work for us.

“We went through the design and created a space of our own, selecting the materials and furniture and modifying room position and sizing to suit.





“We wanted to create something special with our reception desk to make a statement. This beautiful artistic centrepiece was not easy to achieve. It has a ‘matchbox’ corner and a rough edge to simulate the raw features of the material and is intended to look as though it has come direct from the earth, which was achieved by a hand-hewn ‘broken’ finish along the bottom edge which took a craftsman several hours of chiselling to achieve.”

Adjacent the marble desk is a marble topped “tea station” with infused tea for patient enjoyment. The reception area has individual chairs, wall art, a coffee table and designer carpet - all of which create a feeling of pampering and opulence, rather than a waiting room.

When it came to builders, Laura and Lucas were unable to find a dental fit-out company prepared to work with their material selection or tackle changes like lifting the electrical conduit trays above reception to provide room for a coffered and panelled ceiling.

“The dental fit-out companies we spoke to are not familiar with working with real hardwood parquet flooring or set ceilings, both of which we had our heart set on,” Dr Jarvis said. “Ramping

was required in most rooms and there were some challenges in some areas, but it all comes down to problem solving and there is always an answer when you find a builder prepared to work with you.

“The dental fit-out companies encouraged us to use more traditional dental materials such as vinyl flooring and grid ceilings, however we had our heart set on our material selection. The quotes came at an absolute premium for the inconvenience of working with different materials. It became clear that we needed to contact a fit-out company that is more familiar with our material choices and had to look outside the companies specialising in dental. At the end of the day, there are only two services that are specific to dental in a fit-out and that is plumbing and electrical. We were very specific in requesting that these sub-contractors had prior dental experience. The rest are just walls, floors and ceilings.

“We contacted a commercial shop fitting company, Denbil and they had absolutely no problem with our requests. Nothing we asked for was too hard and it was such a relief to have found them.”



Photographs by Lucas Jarvis

## Summary

### The Practice

The Practice	Element Dental
The Principals	Dr Laura Jarvis
Practice Type	General
Location	Erina, New South Wales
Size	140 square metres
No of chairs	2

### The Team

Colour	Dr Laura Jarvis and Lucas Jarvis
Designer	Dr Laura Jarvis, Lucas Jarvis and Antony Poate
Construction	Denbil
Project Manager	Shaun Wainwright, Denbil
Installer	Presidential

### Equipment

Dental Units	A-dec 500 x 2 with A-dec electric micromotor and ceiling mounted A-dec LED light
Sterilisation	Melag Vacuklav 44B+ Miele Thermal Disinfector
CBCT	Dentsply Sirona Orthophos XG 3D
X-Ray	Dentsply Sirona Heliodent Plus with Dürr VistaScan PSP scanner
Compressor	Cattani K200
Suction	Cattani TurboSmart A
Software	EXACT

Of course having a beautiful environment is only one aspect of a productive practice and Laura says that the choice of quality equipment and reliable service backup is something well worth budgeting for too.

“I have worked in many chairs from well-known brands and have to say that A-dec is the winner! The ergonomic design of the backrest provides comfort to the patient while being thin enough to allow for easier access for the dentist and nurse. Our career can be shortened by not having a comfortable chair,” Dr Jarvis said.

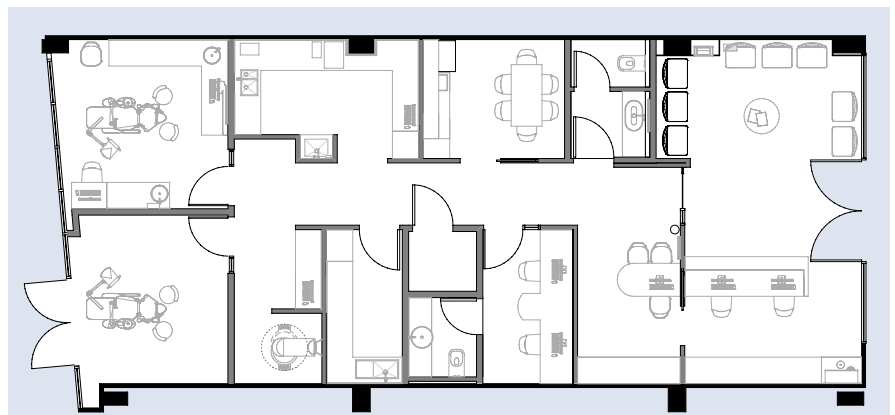
“I selected the A-dec 500 rather than other models for its overall appearance and for the deluxe digital touch screen which has much more information than a standard touchpad and works the best with the electric micromotor. I use the motor as an alternative to the air driven slow speeds and it can be used with a red band handpiece as well.

“The chair itself is the most streamlined of the models with a beautiful armrest that makes it easy to get in and out of and can be moved with your knee only and the headrest has an easy-to-use lever as opposed to a knob. It’s a small detail, but I really prefer it. The padding on the chair

is also the most streamlined of the models and for me, it comes down to aesthetic preference. I selected the sewn upholstery, as again I felt this was softer and more comfortable for the patients. I also believe it wears better as the fabric stretches.

“My patients love the chair and often comment on how comfy it is. Some will sit down and close their eyes as if to go into a deep slumber and some actually do fall asleep!”

The chairs are looked after by Presidential who have been very supportive and able to assist in radiation certification, sterilisation calibration and all servicing requirements.





## Paediatric practice adds sophistication

By David Petrikas

One of Sydney's newest paediatric dental surgeries has elevated the style and standard of care offered to young patients and their families.

Dr Venkatesh Bhardwaj, a Senior Registrar in the Department of Paediatric Dentistry at Westmead Centre for Oral Health, established Macarthur Paediatric Dentistry in Camden to offer specialist paediatric care to patients in the rapidly growing Macarthur region southwest of Sydney.

At the outset, Dr Bhardwaj (known as "Dr Ven" to most) wanted surgeries that were large enough to allow easy wheelchair access and ample space for the functional requirements of the practice including sedation equipment.

He also wanted to provide a relaxing environment, not only for his young patients, but equally importantly for their parents to ensure their stay was as pleasant as possible. This approach appears to be working, with referral and return patient numbers already building since opening.

Dr Bhardwaj said he was fortunate in getting in contact with experienced surgery designer and builder, Andrew Mulroe, the Managing Director of Dental Fitout Projects, Belrose in Sydney.

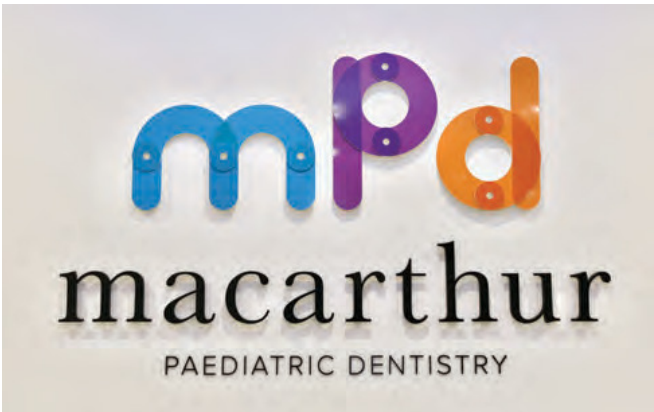
Dental Fitout Projects was instrumental in the project coming together, being able to help locate, design and fit-out a practice to suit Dr Bhardwaj's specific needs. The company has a reputation of listening very carefully to their clients' "wish list" and producing amazing results.

Macarthur Paediatric Dentistry is certainly no exception.

Dental Fitout Projects, MD, Andrew Mulroe, said the key ingredient to success was working closely with their clients to achieve the perfect partnership of dentist, designer and builder.

The company has a system that covers site assessment, design, procurement and construction, all in a smooth, easy-to-follow format that includes a full set of 2D and 3D construction drawings to help bring the project to life during the planning phase.

Andrew Mulroe and senior designer, Meow Lim, have together designed and built over 300 dental practices. Ms Lim's design skill set was critical to the outcome of this practice.



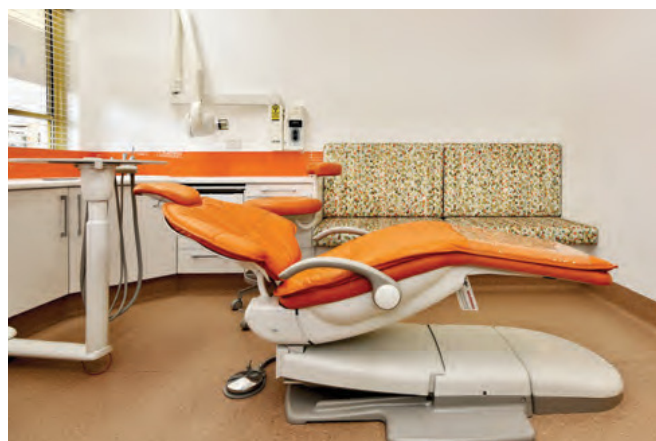
Dental Fitout Projects' Steven Hyde is the Senior Project Manager overseeing the projects, ensuring the highest level of quality while meeting construction deadlines and budgets.

"Dental Fitout Projects were fantastic and really helpful. They covered all the nuts and bolts and came up with exactly what I wanted and how I wanted it," Dr Bhardwaj said.

Macarthur Paediatric Dentistry has a more upmarket "adult" feel than many paediatric clinics, but manages to appeal to both adults and children through subtle touches such as high quality framed caricatures of children imagining themselves as superheroes.

The practice is located in a modern building with heritage-inspired styling, matching the historic town of Camden and is complemented by the crisp and modern interior décor.





By using plain wall colours, warm timber grained flooring, high-end finishes including a marble-patterned reception desk and modern furniture, together with decorator colour accents and graphics, the look is distinctly mature and sophisticated.

The main waiting area has modern seating and magazine racks for parents and adjoins a dedicated children's space with upholstered lounge, play rug, toys and television monitor. As a result of this more considered approach, the practice makes parents and children feel equally at home.

As a senior registrar at Westmead where he completed his Doctorate in Clinical Dentistry, Dr Bhardwaj is skilled at handling challenging cases, including dealing with children with behavioural problems, anxiety and patients with various disabilities.

This led to the clear choice of a dental unit with a separate delivery system and a bare chair and ceiling mounted LED lights without any attached poles or cuspidor (spittoon).

"Children often like to jump on chairs and grab things and some children with special needs can feel "boxed in" by a spittoon and bulky delivery systems," Dr Bhardwaj explained.

"The A-dec chairs allow us to separate the delivery system and have everything tucked away until needed. There is no comparison to the separate delivery system and it's worth paying a premium for a better chair as others which use a cart system are very clunky in comparison," Dr Bhardwaj said.

Dr Bhardwaj's work often requires the use of Nitrous Oxide sedation and requires an accessible and comfortable patient chair and the ability to provide four-handed dentistry.

He is fortunate in having skilled staff including a senior dental assistant with experience who was able to provide input into the layout of the practice to make it more efficient.

In his case, the DA is well catered for with an A-dec 545 round work surface that moves easily into position on a double pivoting arm when required and includes suction and its own chair and light controls.

When it came to selecting the main surgery equipment, Dr Bhardwaj spoke to James Wallace of New South Wales A-dec dealer, Presidential, who came up with a comprehensive chair and equipment package including sterilisation room equipment to get the practice operating.



## Summary

### The Practice

The Practice	Macquarie Paediatric Dentistry
The Principals	Dr Venkatesh Bhardwaj
Practice Type	Specialist Paediatric
Location	Camden, New South Wales
Size	115 square metres
No of chairs	2 + 1

### The Team

Design	Dental Fitout Projects
Senior Designer	Andrew Mulroe and Meow Lim
Construction	Dental Fitout Projects
Project Manager	Steven Hyde
Installer	Presidential

### Equipment

Dental Units	A-dec 500 with A-dec 542 side delivery A-dec 300 with A-dec 542 side delivery A-dec 545 articulating round assistant's work surface
Sterilisation	W&H Lisa VA Assistina TWIN automated handpiece maintenance unit
X-Ray	X-Mind DC with KaVo Scan eXam PSP scanner
Compressor	Cattani AC200
Suction	Cattani MicroSmart
Software	Pratika

Presidential was able to arrange the installation of the dental units, X-ray generators, compressor, suction and all the sterilisation equipment - which includes the latest generation W&H Lisa VA steriliser with wireless instrument tracking capability and W&H Assistina TWIN handpiece maintenance unit.

"I've used A-dec equipment extensively in all training hospitals including some older equipment and some newer A-dec equipment and Presidential was able to provide me with exactly what I needed," Dr Bhardwaj said.

The main surgery has an A-dec 500 dental unit while a second surgery features a second generation A-dec 300 patient chair with load bearing armrests and the same A-dec 542 side delivery system and award-winning A-dec multi LED operatory light.

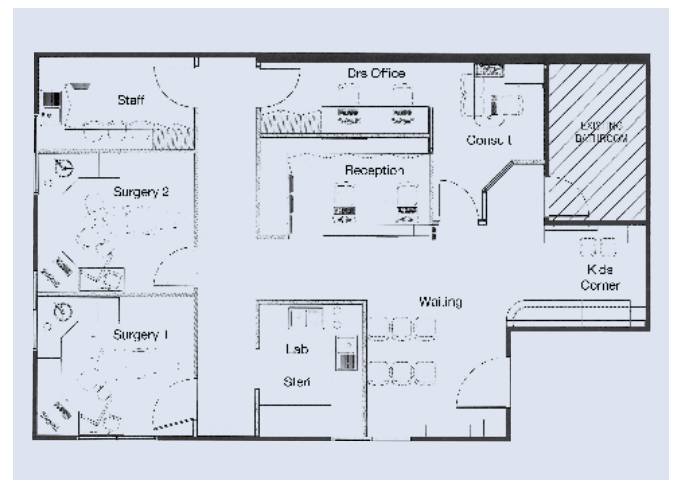
"I really liked the look of the A-dec 500 and it is really soft and comfortable for the patient. Also, the bright orange upholstery matches my logo."

Dr Bhardwaj particularly likes the speed of movement of the A-dec 300 patient chair, which enables him to quickly sedate patients and begin working on them immediately.

"The newer A-dec chairs are very easy on the eye and the upholstery is surreal - in terms of comfort, colour and ease of cleaning and it also wears quite well, while other chairs tend to look frayed and old after only a short time.

"Even the A-dec sewn upholstery still looks nice even when it wears and the ability to separate the delivery system is fantastic as it is tucked away behind the eye line of patients which is very important when treating anxious children," Dr Bhardwaj said.

Macarthur Paediatric Dentistry is located at Suite 1, 21 Elizabeth Street Camden NSW - Tel: (02) 9188-0202.





## Seven Hills practice has lots of appeal

By David Petrikas

**A** large, brand new family dental practice, Capstone Dental, has added a much needed health service and a splash of design flair to the Seven Hills Plaza in Western Sydney.

After scouting around a few locations in suburban Sydney, young Sydney dentist, Dr Ken Chan, found Seven Hills Plaza to be an ideal location with high visibility to pedestrian traffic.

“With future residential development and a childcare centre planned for the area, Seven Hills Plaza was looking for more service-based shops,” Dr Chan said. “The Medical Centre here is always busy so it looked like a great place to setup.”

Dr Chan said he was hoping to attract patients to the practice by providing something “new and fresh” and so enlisted the help of an experienced surgery design and fitout company to take the best possible advantage of the opportunity.

Dr Chan said he was looking for someone trustworthy and genuine. He asked around his colleagues and was referred to Commodore Dental & Medical Fitouts to do the surgery design and construction, which he is very happy with in terms of both affordability and quality.

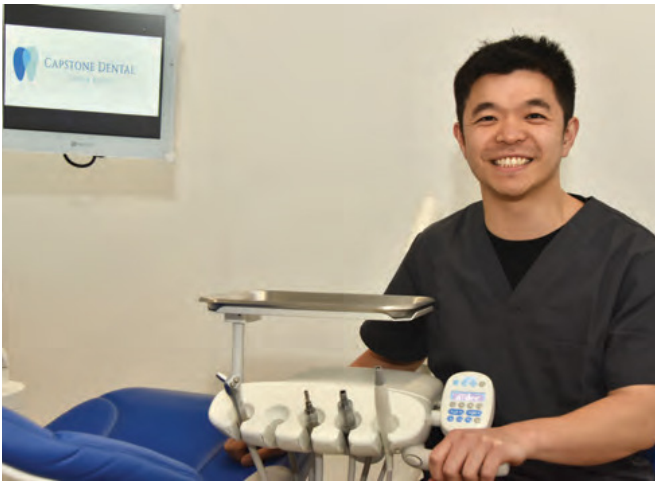
“Craig Exley from Commodore Fitouts was very approachable, responsive and flexible,” Dr Chan said. “He really listened to what I wanted and I relied on his experience. For example, I didn’t really know how many shelves I wanted for gloves and

masks and other details, so I trusted Craig and he really helped maximise my use of space and also came up with a great layout for the practice that works really well.

“The shopping centre manager said it is easily the best looking shop in this part of the centre which is very nice to hear and we’ve had great feedback from our patients too.”

The shopfront has a distinctive feature wall clad with vertical timber strips laid in a random pattern with the two-tone blue logo and signage set into the wall at eye level.

The same timber panel design is used as a feature infill in the reception desk and is complemented by a suspended wooden ceiling niche, wood-grain floorboards and modern Scandinavian furniture.



A small play nook off to the side features colourful children's furniture and wide diagonal wall stripes in eye-catching, blue, yellow, grey and black.

The waiting room design was important to get right as the front of the practice features wide floor to ceiling glazing and doors, so the interior of the practice is all on show.

The pleasant mid and deep blue colour palette is also used in the Capstone Dental logo and continued into the clinical areas with blue glass splashbacks and the Diplomat blue upholstery of the A-dec patient and dental chairs.

The floor area has been maximised by placing the surgical consulting rooms down the left hand side of the building off a wide corridor, serviced by a central sterilisation room.

This, in turn, links up with the staff amenities and through to a small private office behind the reception desk so that staff can easily walk from the meal room or office through to the front desk from behind if a patient walks in.

The overall feel of the practice is spacious and professional with a definite "designer" touch to the interior décor, materials and finishes and furniture choice.



There is also potential room for another specialist to operate from the practice to provide complementary services, such as another dentist or an ear, nose and throat specialist.

When it came to equipment selection, Dr Chan was strongly influenced by a colleague to look at A-dec. This was followed up with a visit to the A-dec showroom with equipment representative, James Wallace from Sydney A-dec dealer, Presidential and A-dec Territory Manager, Adam Rabone.

“I went to the A-dec showroom in Mascot to see what I wanted for my patients as they’re the ones sitting down, so I tried out the chairs to see which one I would be happy with in their shoes and the A-dec 400 with sewn upholstery stood out for value and features.

“As a patient, I always want to rinse and I want my patients to have a good experience, so I opted for a cuspidor and also installed a ceiling mounted monitor so I can turn the TV on and keep their mind off things.”

There is also a multi LED A-dec operatory light that gives a soft even spread of daylight-balanced light without shadowing that reduces eyestrain and assists with diagnosis and shade matching.

The homework before deciding on equipment appears to have paid off for both patients and staff, according to Dr Chan.

“Some of my colleagues asked me why I was buying brand new, but I wanted reliable equipment with a long warranty and to give my patients a good experience from the get-go. That’s how to attract and keep patients.



## Summary

### The Practice

The Practice	Capstone Dental
The Principals	Dr Ken Chan
Practice Type	General
Location	Seven Hills, Sydney, New South Wales
Size	182 square metres
No of chairs	1 + 4

### The Team

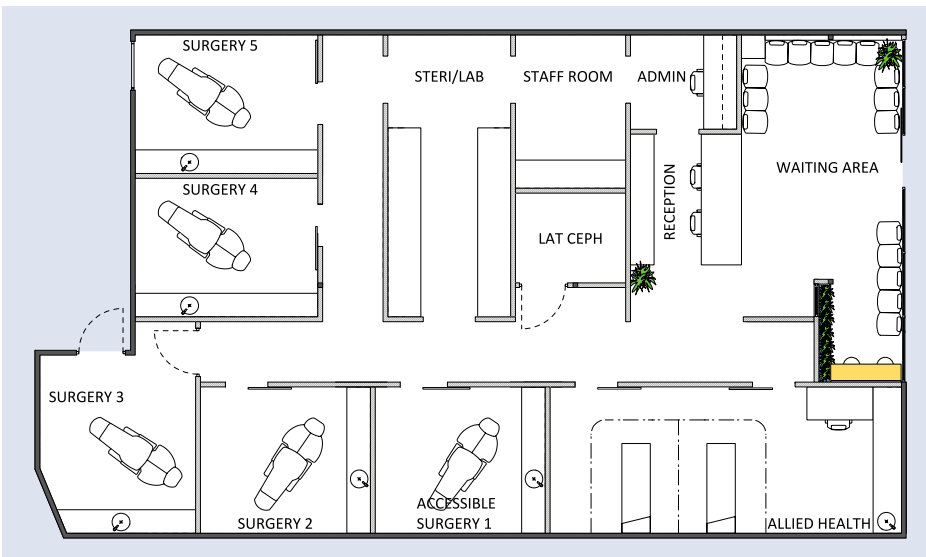
Design Company	Commodore Dental & Medical Fitouts
Construction & Joinery	Commodore Dental & Medical Fitout
Project Manager	Craig Exley
Installer	Presidential

### Equipment

Dental Units	A-dec 400 with A-dec 300 traditional delivery system
Sterilisation	Melag Vacuklav 23B+
X-Ray	EZ Ray
OPG	Vatech PCH-2500
Compressor	Cattani AC200
Suction	Cattani Turbo Smart
Software	Pratika

“Heaps of patients say they like the comfy patient chair, so that is a plus. I also wanted my dental assistants to be happy, so I bought an A-dec 500 assistant’s stool and dentist’s chair. It’s a long day working 8-10 hours, so we need to look after our bodies.”

The A-dec 500 dental stool provides a new level of support with different “performance zones” on the chair cushion which provides the necessary posture support and comfort, without restricting blood flow to the legs.



It supports the lower back and the seat base can be tilted slightly forward to distribute weight to the operator’s feet. This relieves lower lumbar strain and allows the body to maintain a healthy posture while seated.

Similarly, the assistant’s stool features a curved torso rest which takes pressure off the back and a high foot rest which allows an “active” seated position with the body partly supported by the thighs which is designed to avoid slouching and postural problems.

All-in-all, Dr Chan is happy with the entire build process and has already been rewarded with a rapidly building patient list, most of whom are walk-ins to the new practice.



## Natural light provides superior experience

By David Petrikas

**A** clever layout, which results in a light and airy space, has enhanced the workflow and provided a superior patient experience in a Sydney orthodontic practice.

Well-known specialist orthodontist, Dr Matthew Foo of Pymble Orthodontics, commissioned experienced surgery designer, Andrew Mulroe of Dental Fitout Projects, to expand an existing practice to include additional patient chairs and a completely revamped reception area and staff amenities.

Dental Fitout Projects has an enviable reputation of outstanding customer service, working with the customer from the beginning to the end of the project and beyond.

Company MD, Andrew Mulroe, personally took on the project management for what was a challenging job, requiring huge attention to detail as evidenced by 82 pages of construction plans. Seasoned designer, Meow Lim, oversaw the design and consulted closely with Dr Foo's wife, Dr Samantha Lai Sing, on colours and finishes.

The revamp - much of it conducted over the Christmas period - involved stripping out the entire space from slab to slab and removing the ceiling of the underlying tenancy to run services and an entirely redesigned zoned air conditioning system.

The updated practice has five modern patient chairs - three in a light-filled semi-open plan treatment room, plus two private treatment rooms linked by a private consult office in between.

This arrangement supports an efficient turnover of patients - typically in for routine checks and adjustments - and privacy for adult patients, new patients or those with special needs.

Each of the individual treatment "cubicles" in the open plan surgery has a brightly upholstered bench to allow parents to sit in on procedures and is separated from the others by waist height storage cabinets topped with frosted glass panels.

Thoughtful touches are everywhere, such as individual sinks and mirrors opposite each cubicle that allow patients to freshen up and check on their braces, while large mirrors and striking artworks in the main hallway add additional brightness to the practice.



A striking feature of Pymble Orthodontics is the ambience throughout, not only the main 3-chair treatment room which faces north and has blinds to regulate light on sunny days, but also the southern and eastern aspects which all benefit from natural light coming in from the full height glazing.

The use of vivid white walls helps reflect light throughout. The ambience is fresh and clean while not being overly clinical as is often the case with white walls thanks to the earthy timber flooring, strategic placement of artworks and other designer touches.

White is also used to good effect in the U-shaped sterilisation room on both walls and cabinetry; colour-coded green and red strip lighting highlight clean and contaminated areas.

The sterilisation room is large enough to accommodate two W&H Lisa sterilisers, separate “clean” and “dirty” sinks and a massive tray inventory including two banks of pass-through shelving allowing trays to be retrieved from the outside hallway without entering the sterilising area.

Dotted discretely behind frosted glass doors are private offices and storage rooms and a dedicated OPG/Ceph/CBCT room that is conveniently close to the 3-chair treatment room.

While the end result is virtually flawless and benefited from a very large space which presented a blank canvas, the build had its challenges including managing around the location of existing windows, concrete columns and stairwells in the multi-storey building. This required some clever manoeuvring including a kinked main hallway and other adjustments to individual rooms.





A space underneath an internal stairwell, which was used as a children's play nook, is now part of a private internal office and storage area. In turn, the new waiting room next to the new reception desk is now a large curved area with individual seating, which extends around a corner to a new children's play area with infants' furniture and toys.

Patient facilities incorporate a modern kitchenette with Billi hot water tap, sink and marble pattern splashback, large TV and built-in magazine racks. The area was designed to feel like an airport club with a casual, relaxed lounge feel.

The reception desk is a statement piece with a curved marble front desk designed to follow the curvature of the building, with built-in up-lighting for dramatic effect. Next to it is a colourful fish tank full of goldfish and aquatic plants. The waiting room doubles as a seminar area which can hold 30 to 40 people.

Staff have also benefitted from a spacious private kitchen and locker room, complete with coffee machine, wall oven, dishwasher and microwave located close to reception.

Of course, no practice would be complete without the latest dental equipment aimed at efficiency and patient comfort.

Dr Foo chose A-dec for its known reliability and the ability to customise the chair components to his specific requirements.

His A-dec 400 patient chairs are equipped with over-the-patient delivery systems with high speed and low speed handpieces and a micro etcher to assist with banding.

Dr Foo chose a powerful A-dec EA53 electric micromotor, which has much more torque and consistent speed delivery compared to an air turbine. He also uses the electric motor for prophylaxis and inter-proximal reduction with an IPR instrument kit as the quiet operation and torque produces more consistent results.



## Summary

### The Practice

The Practice	Pymble Orthodontics
The Principals	Dr Matthew Foo
Practice Type	Specialist orthodontic
Location	Pymble, Sydney, New South Wales
Size	221 square metres
No of chairs	5

### The Team

Colour & Design	Meow Lim
Construction & Joinery	Dental Fitout Projects
Project Manager	Andrew Mulroe
Installer	Presidental

### Equipment

Dental Units	A-dec 400
Sterilisation	W&H Lisa VA
CBCT	Vatech
Compressor	Cattani K300
Suction	Cattani TurboSmart
Software	Dolphin

He also finds the new A-dec 400 model chair perfect for orthodontic work as it features a fast chair recline action, allowing a faster patient turnaround especially for quick procedures like check-ups and band adjustments.

It is also supremely comfortable and stylish, which is good for the patient and helps enhance patient perceptions of the practice. “The patients love the chair cushions and comment on the comfort,” Dr Foo said.

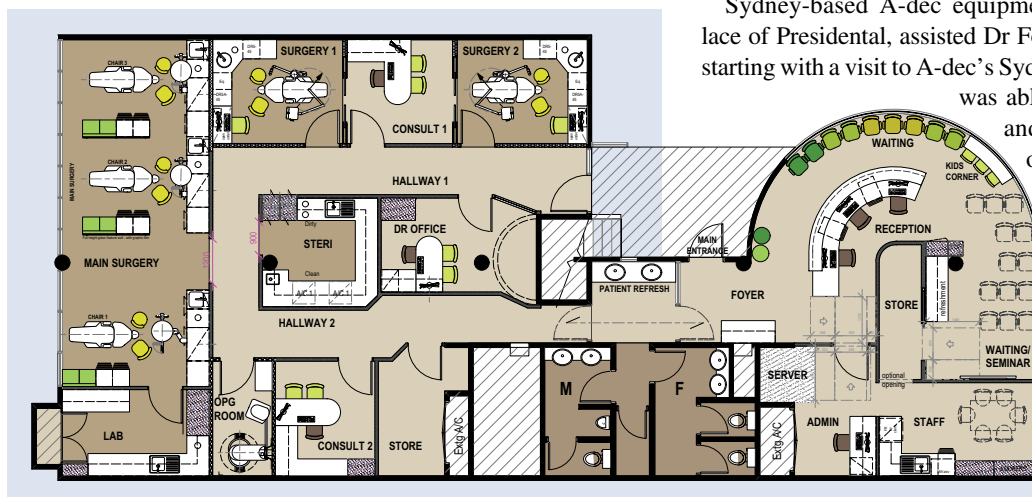
He also uses A-dec’s award winning LED operatory light which features daylight-balanced light intensity, which is important in complementing the natural daylight in his treatment rooms.

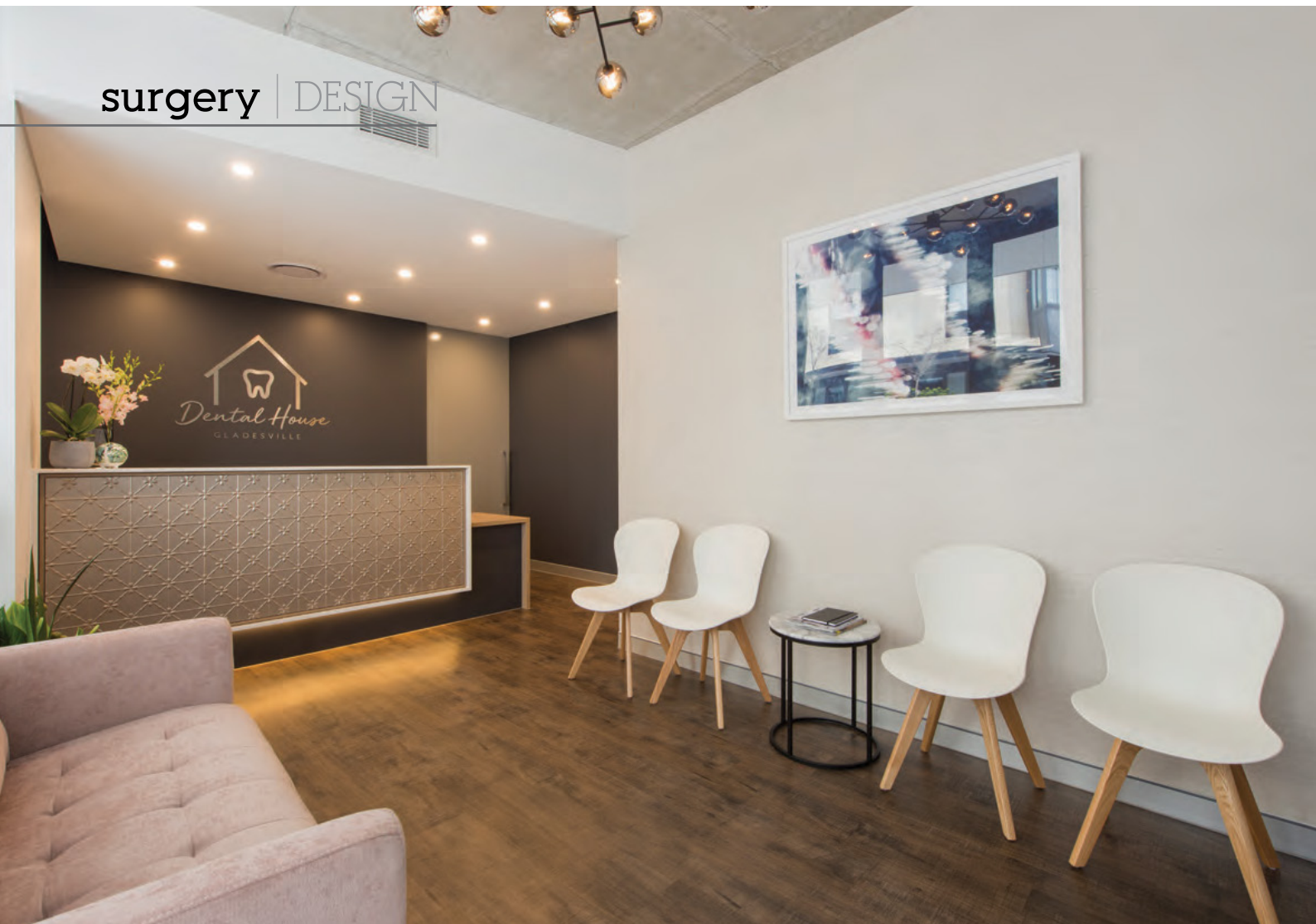
“It’s a great light as I can adjust the intensity and the ‘cure safe’ function is great as it gives me more time to work when doing band ups. Unlike halogen, the LED has no heat and has a great spread of light. It’s fantastic.”

Another consideration in the choice of chair model was the easy left- to right-handed capability of the A-dec 400 chair that has proved useful as he has a left-handed hygienist who operates between two of his private treatment rooms.

Dr Foo and his clinical staff have also been catered for with the latest “A-dec 500” dentists’ and assistants’ stools, providing superior all-day posture support and comfort.

Sydney-based A-dec equipment representative, James Wallace of Presidental, assisted Dr Foo with his equipment selection, starting with a visit to A-dec’s Sydney showroom in Mascot. James was able to point out the suitable chair and delivery system options for orthodontic work together with handpiece and lighting options.





## Dental House the culmination of a dream

By Joseph Allbeury

**D**ental House in the Sydney suburb of Gladesville is celebrating its first Christmas in 2018 and partners Dr Amy Dempster, Dr Kate Aitken and Kylie Aitken couldn't be happier. Opening in April, the brand-new practice is the culmination of a dream long held by the two dentists which was crystallised in collaboration with Kate's sister-in-law, Kylie.

"Amy and I both went through dental school together and we were both in the Air Force," Dr Aitken said. "We'd always had grand plans for opening our own practice, but we just never seemed to get ourselves organised to make it happen.

"Then we were joking one day that we needed my sister-in-law, Kylie, in our lives to organize us and next day, Kylie said, 'Let's do it!' And it went from there. Amy and I have both always been more interested in dentistry than business, so it suddenly made perfect sense. Kylie's from an accounting background and ran her family business for many years and that had just been sold, so she was sort of in limbo while deciding which way to take her career.

"After that, we then started looking around seriously for premises. We all live locally around Gladesville and our kids go to schools locally, so it made sense to set up our own practice around here too. We wanted to be able to work and have the flexibility around school times, as well as being involved in our own community."

Kate and Amy had looked at setting up a few years back in Frenchs Forest, in Sydney's north, but the timing just wasn't right. During that process, however, they connected with specialist surgery design and construction company, Perfect Practice. For round two, they approached the company once again to help with finding the right location.

"We looked at a lot of properties and Perfect Practice were invaluable in that process," Dr Aitken said. "Dean Arnot came to several properties with us. He drew up plans at a couple of the more ideal locations to see how they would work and it was a great help.

"We eventually found a tenancy in a new building just off busy Victoria Road that ticked all the boxes.



“It’s got parking. It’s got good facilities and there’s a courtyard out the front that acts as a buffer to the main road. That was important for us as we knew we would be treating a lot of kids and families.”

Perfect Practice then began working with the trio to finalise every aspect of the design of the new venture.

“Once we signed the lease and agreed to sign on with Perfect Practice, it all happened pretty fast,” Dr Aitken said.

“We went out to their offices and we’re given a project manager. He basically ran through how the whole process would work.



“Within the first month, we needed to lock down the design if we wanted to meet our self-imposed deadline to open in April. Perfect Practice were able to include pretty much everything we wanted in the relatively small space. We would’ve liked our own bathroom facilities, but that was the only thing we had to give up in the end. There are bathrooms as part of the complex, so it would have been a luxury having our own at any rate. Otherwise, we have three surgeries, a steri area and lab, a staff room, reception and waiting area and an area for kids to play. We also have an OPG and that room’s large enough to upgrade to a CBCT in the future.

“The entire process went smoothly and like clockwork. Perfect Practice just took the stress away. You hear horror stories about things going wrong in design and we wanted to avoid that at all costs.

“We all went to the meetings with a good idea of the colour scheme we wanted, classic and timeless with a warm and welcoming feel. It all came together quite quickly when we got to look at the colour boards with the designer at Perfect Practice and we are delighted with the finished product.

“A good friend of mine had helped us do a branding document for the practice which we also sent to Perfect Practice before the first design meeting and that made it easier for them to then pick out the sorts of things that we liked.

“By January, we had everything signed off and Perfect Practice commenced the 12-week build. We all took one last holiday and left it to the site manager to make it happen.”

Come April, the practice was ready.



## Summary

### The Practice

The Practice	Dental House Gladesville
The Principal	Dr Kate Aitken, Dr Amy Dempster and Kylie Aitken
Practice Type	General
Location	Gladesville, Sydney, New South Wales
Size	89 square metres
No of chairs	2 + 1

### The Team

Design Company	Perfect Practice
Senior Designer	Owners and Azhar Khan, Perfect Practice
Construction & Joinery	Perfect Practice
Project Manager	Craig Cullen, Perfect Practice
Installer	Presidential

### Equipment

Dental Units	A-dec 500
Sterilisation	W&H Lisa VA Steriliser with W&H LisaSafe Label Printer W&H Assistina Twin maintenance unit
X-Ray	KaVo Focus
OPG	Soredex Cranex
Compressor	Cattani KAC300
Suction	Cattani C1A0000 Turbo Smart A Cube with Hydrocylone
Software	EXACT

“Perfect Practice finished the day before our deadline and the budget never changed. They took all the stress away and delivered exactly what we wanted. If there are every any issues, they’re back immediately to fix them.”

Dr Aitken said they then went about organising the equipment installation.

“We worked with A-dec dealer Presidential for the majority of the equipment,” she said.

“Amy and I’ve worked with A-dec chairs for a long time. The military have

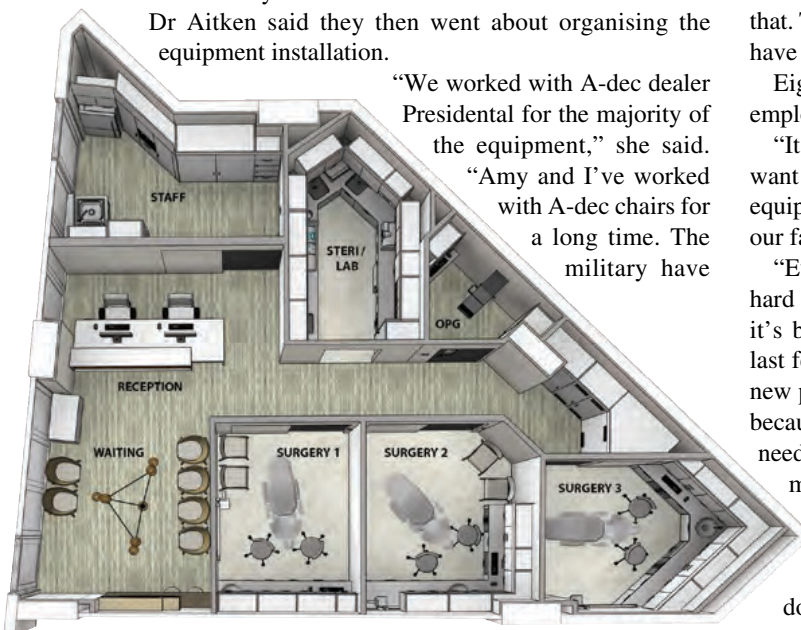
always used them and we know they’re a great workhorse. We used them at the other practice we were in too. We were limited to a few brands anyway because Amy’s left handed, so we needed an ambidextrous chair and there’s only a few brands that offer that. The A-dec units also have quite a small footprint as we don’t have a lot of space.”

Eight months on, the practice is open six days a week and is employing a third dentist part time.

“It’s just so nice to walk in and everything looks the way you want it to look and doesn’t feel too clinical,” Dr Aitken said. “The equipment is new and state-of-the-art and we get to work with all our favourite materials.”

“Everyone tells us we’re doing great for a new practice. It’s hard to go from having a full book to starting from scratch, but it’s building all the time. We’ve actually been quite busy the last few months. We’ve had months where we’ve had a hundred new patients. You think that everyone will immediately find you because you’re open in the area, but people don’t immediately need a dental appointment. So it’s nice that we’re getting word of mouth referrals from new patients and we’ve had old patients finding us too. We’ve now come up to our recalls so we’re not just relying on new patients any more.”

“The best part, though, is that Amy and I get to focus on doing dentistry and Kylie takes care of the rest.”





## The Happy Tooth puts patients first

By David Petrikas

**W**ith its bright colours and distinctive mural, “The Happy Tooth” (a dental clinic, not a restaurant) at Kurri Kurri is hard to miss.

And that’s just the outside!

The Happy Tooth is a significant asset to Kurri Kurri. The growth in patient numbers since opening is ample proof of its acceptance by the local community.

One of a group of four Happy Tooth clinics, the Kurri Kurri clinic was established by the Ward family, including local identity, Ralph Ward (a lawyer and former research engineer) and is operated by a team including Ralph’s son and daughter, Dr David Ward and Dr Alexys Ward,

who are both dentists. Their aim was to contribute to their local community, continue to live and work in their local region and fill an unmet gap at Kurri Kurri for local general dental and specialist dental services.

Being one of the smaller communities in the New South Wales Hunter Region with a population just less than 6000 people, Kurri Kurri does not enjoy the same level of medical services as larger towns such as Cessnock, Muswellbrook or cities like Maitland and Newcastle.

As a family dental practice, The Happy Tooth is indeed a happy place for patients and staff alike, thanks to the thought given to the patient experience and the facilities on offer.

Kurri Kurri is known as the “Town of Murals” with murals on many of the town’s buildings providing a pictorial history of the Hunter region. The Happy Tooth has its own mural on the front façade of the building. It seemed only natural therefore to extend the theme in to each of the three treatment rooms.

The surgeries are all individually colour-themed and it is a thrill for the young patients to see what colour chair and what interesting wall art awaits them when they go in for their check-ups and treatment.

According to Ralph Ward, the idea is to relax patients and to provide an attraction for younger children to look forward to coming to the dentist.



The waiting room area has a dedicated nursery nook and glassed in space with personal computers with access to games and family-friendly websites - all within view of parents in the sun-filled adjacent waiting room.

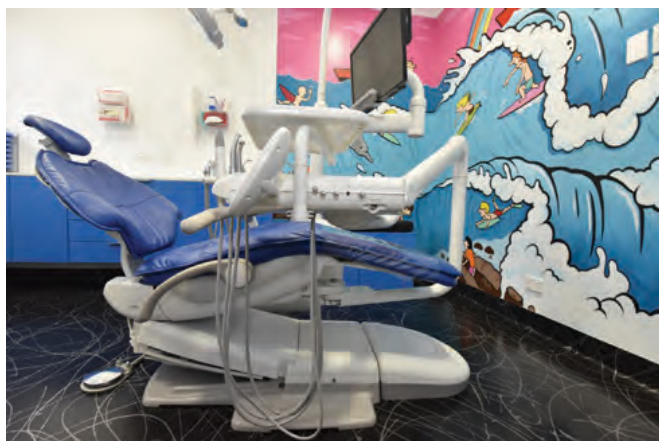
The strategy has already paid off with patients arriving early for their treatments in the hope of getting in a bit of gaming time before seeing the dentist. In turn, the dentists run to a strict schedule to ensure patients are not kept waiting for treatment.

The Kurri Kurri clinic is offering a broad range of services including orthodontics, intravenous sedation to support oral surgery and more complex extractions together with crown and bridge, endo and implants.

The practice has a private consultation room and a recovery room that can be monitored by staff throughout the building and a security system with 24 x 7 remote monitoring.

When it came to establishing the practice, the Ward family worked together with local A-dec dealer, Presidential, to completely revamp the original building to accommodate the new clinical requirements and allow ample room for both patients and staff.

Presidential has been involved in the development of all four Happy Tooth clinics, providing initial consulting advice during planning in addition to supplying and maintaining the dental equipment at each site on a programmed maintenance schedule.



The Kurri Kurri clinic was shaped by lessons learnt in the three sister practices at Muswellbrook, Singleton and Cessnock with principal dentists, David and Alexys Ward and the group manager, Megan Budd, all providing input, resulting in a modified and updated layout to best suit patient and staff needs.

The Kurri Kurri clinic is virtually a “building within a building” with a completely revised floor plan from its previous commercial use to provide ample space and the efficiencies required in a busy dental clinic, plus comfort and privacy for both patients and staff.

In addition to wide hallways providing central access to the treatment rooms and steri room, it has a staff amenities area at the rear with separate access incorporating a spacious kitchen and recreation area, complete with table tennis table and data projector for staff training.

The practice has a strong emphasis on staff skills development, with each of the dental assistants completing their Certificate III or IV training and holding radiography certificates enabling them to work in assisting, X-ray, sterilisation and reception as required.

The dental team is similarly highly qualified and in addition to general dentistry, The Happy Tooth has a dental prosthetist, dentists skilled in implantology and oral surgery and another dentist completing orthodontics training.

Scott Donoghoe of Presidential in Warners Bay, near Newcastle, provided guidance on the most appropriate equipment options to suit the particular requirements of the practice.

Being located in a small regional town, reliability, durability and patient comfort were key considerations, together with ergonomics, use of the equipment by left and right-handed operators and the ability to support four-handed dentistry.



## Summary

### The Practice

The Practice	The Happy Tooth Kurri Kurri
Principal	Dr David Ward and Dr Alexys Ward
Practice Type	General
Location	Kurri Kurri, New South Wales
Size	280 square metres
No of chairs	3 + 3

### The Team

Design	Presidential and Ralph Ward
Construction	Anambah Constructions
Project Manager	Ralph Ward & Paul Thomas, Construction Supervisor, Anambah Constructions
Installer	Presidential, Warners Bay NSW

### Equipment

Dental Units	A-dec 500 with cuspidor
Sterilisation	W&H Lisa Fully Automatic W&H Assistina 301 Plus
X-ray	Planmeca Pro X
OPG	Planmeca ProMAX
Compressor	Cattani K300
Suction	Cattani Turbo Smart C2
Software	Dental4windows, Planmeca Promaxis

The decision was made to install A-dec 500 dental units with a cuspidor and a self-contained dental unit water system incorporating twin water bottles to enable the chair to operate continuously all day without refilling the dental unit water lines.

The brightly coloured A-dec upholstery fits perfectly with the bold colour schemes in each surgery featuring pink, yellow, green and blue chairs and matching wall murals. Flamingos, Minions and banana trees, surf scenes and Newcastle Harbour all feature in the wall murals in the surgeries.

An added highlight is the use of coloured droplets added to the patient cups, which turns the water pink during cup refill (A more sedately decorated room is used for adult treatments).

The treatment rooms are also fitted with the latest A-dec LED operatory lighting which provides bright “daylight balanced” light without harsh shadows to avoid eye-strain and assist with clinical diagnosis and shade matching.

The large U shaped sterilisation room is equipped with a Lisa automatic steriliser and Assistina handpiece maintenance unit for speedy and efficient cleaning and maintenance of the quality LED equipped European W&H handpieces. A large Cattani K-300 compressor provides ample pressure to operate up to six chairs.

Another thoughtful touch is the inclusion of return air ducts in each surgery so that room temperature and air quality is maintained with the solid door of the surgery closed which also helps reduce the transmission of sound.

The practice has X-ray units in each of the treatment rooms and a separate OPG room to enable full panoramic cone beam images to be acquired and processed quickly in-house.

All in all, The Happy Tooth is a great example of thoughtful design and practicality in an appealing package perfectly aligned with its target demographic.





## The perfect home for The Good Dentist

By Joseph Allbeury

**D**r Garreth McBride readily admits that calling his new practice The Good Dentist was a ballsy move. However, after working with a marketing consultant to help him stand out and with no desire to name his practice after the street it was on or the suburb it was in, the affable Irishman settled on a name he hopes patients will take as a tongue-in-cheek given.

And they have. The Good Dentist has been open on trendy Darby Street, Cooks Hill, in Newcastle, two hours north of Sydney, for just on a year and it's already a hit with locals.

"When I graduated as a dentist in Manchester, England, I worked in the NHS for six years and then decided it was time for a change, so my wife and I migrated to Australia," Dr McBride said. "I've been here five years now and for the past four, I was working in a corporate dental practice.

"Setting up my own practice was always on the agenda and if anything, it was the impersonal nature of the corporate sector that spurred me on to do it sooner rather than later. Work was becoming less enjoyable and more like a chore, so I decided the time was right.

"I was already living in Newcastle so it was a natural place to set up. Newcastle has everything - friendly people, great beaches and it's close enough to Sydney to visit often yet you can get across town in 5 minutes.

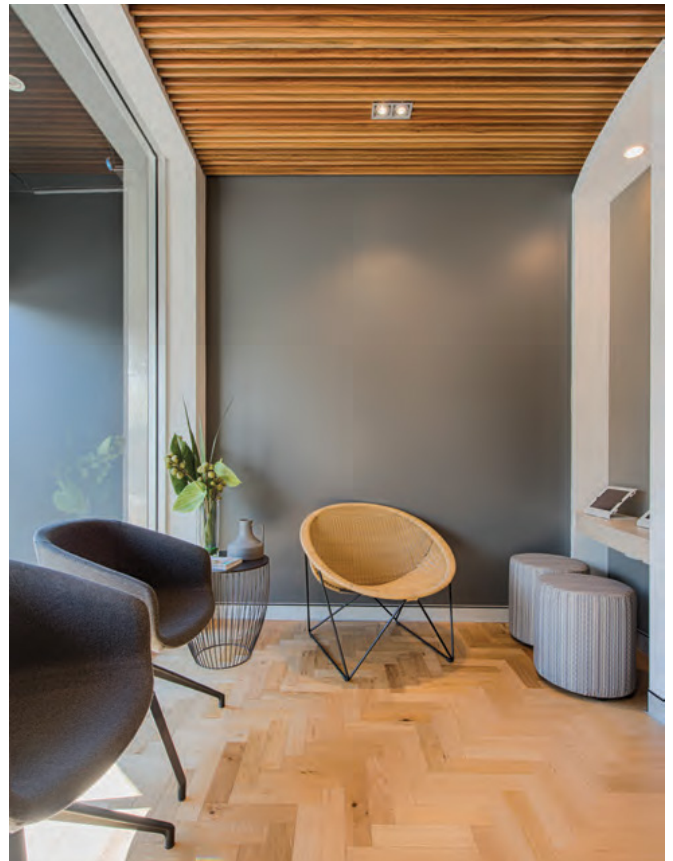
It's similar to Ballycastle in Ireland where I grew up, just a bigger version."

The Good Dentist is located in a shop-front on a busy street, giving it maximum exposure to passers by.

"Darby Street has always been our favourite street in Newcastle. It's close to the affluent suburbs and it's full of boutiques, bars, cafes and restaurants and always busy. I'd thought from day one that it would be great to have a practice here and after that, it was just a matter of when.

"As it happened, my mate owns the building we're now in. He was moving out to larger premises, so we snapped it up as a tenant."

After securing the perfect location, Dr McBride then went in search of a surgery design and construction company.



“When I was doing my due diligence to find a fit-out company, I had five different companies tender,” Dr McBride said. “The one that impressed me from the start was Perfect Practice. They were straight down the line with everything and I’d heard nothing but good reports from colleagues that had used their services. I was particularly impressed that they could give me a 3D rendering upfront of how the practice would look when complete. I really appreciated that. They were the most professional of the five companies and in the end, the choice was easy.”



Dr McBride’s brief was to maximise the 99 square metre space and include two surgeries with the ability to add a third in the future.

“Perfect Practice met with us on site and ran me through their initial findings. After that, we entered into an agreement and spent 5 or 6 sessions in Sydney at their office going through everything in great detail.

“My objective was to have a functional space with a home-like feel to put patients at ease as soon as they walked in but still have a WOW factor.

“I would describe the dentistry I do as relaxed, friendly and built to last. I take time to find out who my patient and their family

are and build a rapport from there. Perfect Practice were able to reflect that in the design and I’m very happy with the result.

“I also really like the design because there’s no dead space,” he said. “Even after a year working here, nothing stands out like we should have done it differently. Perfect Practice listened to every single thing that I said and they matched my expectations every time. I wanted a wall garden, I got it. I wanted parquet flooring, I got it. Everything I wanted, they delivered. It was seamless from start to finish.

“I also felt so involved every step of the way. I went on site every day and I felt like I was part of the process. The whole project was very well thought out and very well executed.



## Summary

### The Practice

The Practice	The Good Dentist
Principal	Dr Garreth McBride
Practice Type	General
Location	Cooks Hill, Newcastle, New South Wales
Size	99 square metres
No of chairs	2 + 1

### The Team

Design	Perfect Practice
Senior Designer	Azhar Khan
Construction & Joinery	Perfect Practice
Project Consultant	Peter Arnot
Installer	Presidential

### Equipment

Dental Units	A-dec 500
Sterilisation	W&H Lisa Fully Automatic with LisaSafe printer and Assistina 301 Plus
X-ray	Soredex Minray with Digora Optime Deluxe PSP scanner
OPG	Soredex NovusE
Compressor	Cattani KAC300
Suction	Cattani TurboSmart A
Software	Dental4windows

“One of the advantages of using a company like Perfect Practice is that they really know the building code and the requirements for dentistry. We didn’t have to provide disabled access to the practice, for example, because we don’t own the building. That would have been an expensive exercise because there are several steps at the entrance. Two of the five companies that tendered said we needed it, but Perfect and two of the others said we didn’t because we didn’t own the building. That saved us a lot.”

Dr McBride chose A-dec 500 dental units for the practice and a W&H Lisa steriliser supplied by Presidential, who also installed the compressor and suction motor. Australian Imaging supplied the Soredex OPG and intraoral x-ray units.

“I finished at the old practice in November and I took three months off while the new practice was built to spend time with my wife before she gave birth to our daughter.

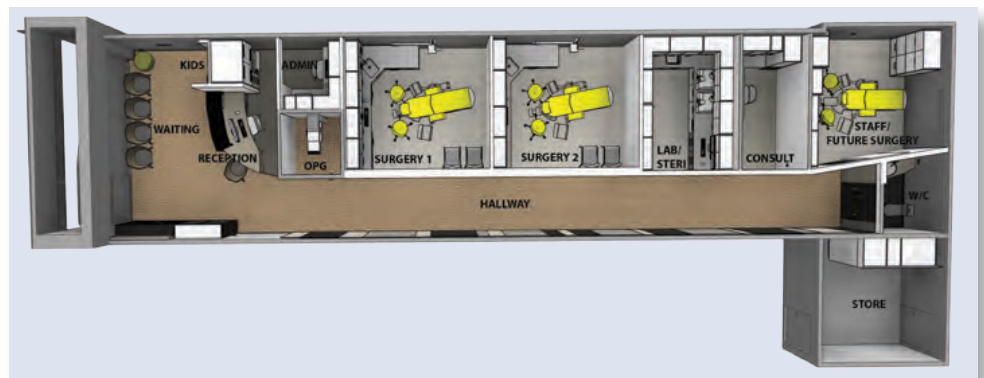
“Perfect Practice delivered the practice on time and on budget in early February and it was full-on once we opened. We worked with a marketing consultant and we did a big, personal push on social media, plus radio station HIT 106.9 to get patients through the door. We tracked everything. 9%

of new patients came from radio; 24% from Facebook; and 11% from Instagram. A massive 34% came from passing trade and the rest from word of mouth.

“We set an ambitious target of 1000 new patients in the first year and we hit it. We now just need to keep the momentum up. To celebrate our first year, from February to April, we’re running a competition to win unlimited dentistry for life.

“I’m 100% happy with the practice. If I had to do it again, I wouldn’t hesitate to use Perfect Practice and I recommend them to all of my colleagues. It was a great experience.

“My advice to anyone thinking about opening their own practice is to just do it. Don’t work for someone else and dream about what-if... get out and just do it.”





## Preventive Dentistry: The name says it all!

By David Petrikas

**A** strongly held philosophy of preventive dentistry has been the catalyst for the total makeover of a Canberra dental practice that is a delight for both staff and patients alike.

The name of the dental practice, ‘Preventive Dentistry’, reflects the ethos of using preventive treatments and preserving the natural dentition of their patients with the least invasive approach.

Established in 1963 by Dr Noel Egan, the practice was the first in the Australian Capital Territory to utilise dental hygienists to implement preventive dental care. Dr Steve Lising has been part of the practice since 1997, taking over from Dr Egan two years later in 1999. The philosophy of the practice has been retained ever since.

Over the years, Preventive Dentistry has grown to keep up with demand for its services, recently moving from Turner to Braddon, increasing the number of treatment rooms to five, utilising newer technology and providing patients and staff with more comfortable surroundings.

Dr Lising’s wife, Dr Ann Duong, who joined the practice in 2005, has a keen eye for aesthetics and design and the couple also had a good concept of the type of layout which would work, having each worked in private practice for many years.

They enlisted Sydney surgery design company, Perfect Practice, to put their ideas onto paper and then build. “We loved the location but the space came with some significant challenges including eight columns in all the wrong places and the inability to core drill the slab for plumbing,” Dr Lising said.

After an initial period of refining the design to fit the available space, the build commenced on the modern low rise building in Braddon, the newest part of Canberra’s thriving business district.

Two years on, the location has proven very successful, with a commanding position presenting an opportunity to promote the practice to passers-by using Preventive Dentistry’s logos and signage on the building’s windows.

New patients are welcomed into the reception area with its stepped reception counter and inbuilt corner glass consumables cabinet, which opens to a spacious patient lounge.

A striking gold metal lattice light fitting in the shape of a globe, together with the choice of colours, furnishings and materials in both reception and the waiting room, reinforces the upmarket feel.



The cool green wall behind reception, contrasting with the crisp brushed aluminium “Preventive Dentistry” lettering, is not only aesthetically pleasing, but as Dr Lising explains, is calming to patients as well. A large bunch of brightly coloured flowers displayed on the reception counter gives the impression of a day spa.

The adjoining patient lounge has a combination of leather textured upholstered benches, individual seating and an oversized ottoman on dark brown textured carpet tiles.

A bespoke woodgrained modular feature wall housing a monitor showing Dr Lising’s own nature photography and spot-lit illuminated magazine racks, along with the expansive glass windows and first floor location, provide a pleasant ambience. Wood grain flooring is also used extensively in the common areas, providing a warm feel.

Bleached effect light woodgrain laminate cabinets and white worktops with contrasting dark splashbacks and dark window frames give the surgeries a bright modern look.

Dr Lising said the objective was to relieve patient anxiety by avoid the typical “sterile” clinical feel of a dental surgery and instead focusing on patient comfort using modern interior design to evoke a “fresh, clean, airy” feel.



Preventive Dentistry has five bespoke surgeries - three for dentists and two for hygienists - which are shared by four dentists and five dental hygienists six days a week. Most patients are well maintained with regular, six- to nine-monthly appointments for hygiene and dental examinations. Each of the five surgeries was ergonomically designed and decorated with careful consideration to the individual clinician’s requirements and the procedures that are performed.

The dental team is also well cared for, with a generously sized kitchen, changing room, locker and private toilet as well as internal access to the secure staff parking area that can accommodate 10 cars. The plant, equipment and storage room is located in the adjoining carpark to minimise noise and facilitate more space within the practice.

Natural greens, rich brown and off-white are used on cabinetry in the large staff kitchen/meals room and the L-shaped central sterilisation room, complementing the wood-grain used elsewhere.

Large windows are a feature of the building, which have been successfully incorporated into the design of the practice, especially the surgeries where natural light makes for a pleasant work environment.



Daylight can be controlled with either filtered or block-out blinds depending on the orientation and time of day. Having such large windows provides a bird's eye view of some of Canberra's landmarks framed by seasonally changing foliage.

Patient comfort is enhanced considerably by the choice of new A-dec 500 chairs with plush sewn upholstery, together with re-upholstered A-dec chairs relocated from the previous practice.

The newer A-dec 500 chairs feature Continental delivery systems, which have the advantage of improved operator ergonomics and an easy to clean delivery head. The supported "whip arm" tubing is clear of the floor and patient chair and also prevents a handpiece, scaler or expensive camera being accidentally dropped. The entire control head can be swung away for ease of entry and egress to the chair and is fully left and right-hand compatible.

The high tech "SoproLIFE" intraoral cameras used by the dentists are a key part of the minimally invasive approach to dentistry adopted by the practice to aid diagnosis and treatment planning in consultation with patients. Dr Lising routinely uses the SoproLIFE camera during the initial examination to get a baseline record of the condition of the teeth, fillings and soft tissues, but in particular to assess occlusal pits and fissures. SoproLIFE has a "Macro" setting for zooming in on fine details with 115-x magnification to help detect cracks or open restoration margins. The images are shared with the patients via large ceiling mounted monitors.

Dr Lising says this objective assessment is great for conservative dentistry by avoiding unnecessary interventions. "It is an extra tool to justify the decision not to replace old restorations or open stained fissures if they are stable even though they might not be perfect."

The opposite could also be true, where undetected caries could spell future problems for the patient. "Having a tool which will show me areas of caries hiding under stained fissures or at cavity margins, often leads me to discover unexpected caries in areas that I thought were sound. You can find and treat caries before it is large enough to show up on X-rays.

"Showing the images to the patient involves them in decisions on treatment options and is also a great medico legal record of the patient's tooth health and dental procedures carried out over time," Dr Lising said.

When restorative, prosthetic or surgical procedures are indicated for patient care, Preventive Dentistry's dentists Dr Lising, Dr Duong, Dr Scott Park and Dr Deanne Carr work as a team to provide a wide scope of dental treatment by sub-specialising within the practice. The dentists refer patients to each other for some components of their overall treatment plan.



## Summary

### The Practice

The Practice	Preventive Dentistry
The Principal	Dr Steve Lising and Dr Ann Duong
Practice Type	General
Location	Braddon, Australian Capital Territory
Size	181 square metres
No of chairs	5

### The Team

Senior Designer	Owners and Perfect Practice
Construction & Joinery	Perfect Practice
Installer	Presidential

### Equipment

Dental Units	A-dec 500 Continental A-dec Cascade and A-dec 1040
Sterilisation	Melag Vacuklav 43B+
X-Ray	X-Mind Unity, Gendex Denoptix Scanner
Intraoral Scanner	3Shape TRIOS 3
Diagnostic	Acteon SoprOLIFE intraoral camera
Laser	AMD Picasso Lite diode Laser
Compressor	Cattani K-AC400
Suction	Cattani Tandem TurboSmart B
Software	Exact, Gendex VixWin Platinum

Dr Lising loves the challenge of complex reconstructive cases utilising modern high strength and high aesthetic ceramics with minimal tooth preparation and implant borne prostheses to return debilitated dentitions to full function. He integrates state-of-the-art technology including Canberra's only 3Shape TRIOS 3 colour intraoral scanner and AMD Picasso diode laser to achieve the highest precision whilst maintaining patient comfort.

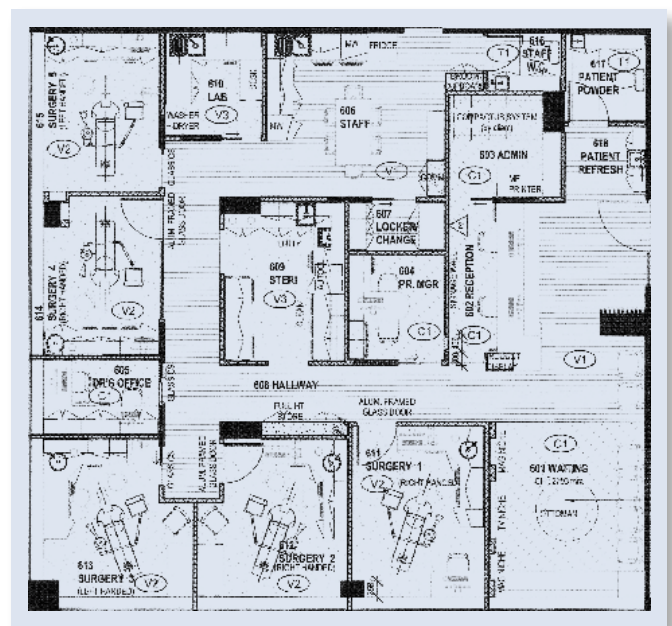
Dr Ann Duong's appreciation of aesthetics, keen eye for detail and meticulous approach to planning and execution of Preventive Dentistry's new rooms is reflected in her dentistry. "Sometimes dentistry is as much an art form as it is a science. Creating beautiful smiles is where the two meet."


Dr Park is arguably Canberra's most experienced dental sleep medicine clinician utilising SomnoDent and Oventus MAS devices. He also has a special interest in digitally guided implant placement using the TRIOS, CBCT and the DIONavi system.

Dr Deanne Carr has a special interest in injectables for treatment of TMD as well as a wide range of cosmetic applications that complements her passion for cosmetic dentistry. She also enjoys endodontics, which Dr Lising is particularly happy to refer to her.

As Preventive Dentistry utilises the 3Shape TRIOS 3 colour scanner instead of taking impressions, Dr Lising now plans to convert the laboratory to a CBCT/OPG room. This was one of the various options factored into the original surgery design.

"I thought a five surgery practice was big enough but if the practice keeps growing, we might have to convert the staff kitchen into surgery number six and take the staff out to lunch every day!" Dr Lising said (half) jokingly.





# Surgery in Focus: ACT Endodontics Forrest ACT

## A-DEC 500 TOP CHOICE FOR ENDODONTIST

**W**hen ACT based endodontist, Dr Martin Habibi fitted out his Canberra practice, he wanted no compromise when it came to the choice of dental equipment.

Dr Habibi is a leading practitioner, credited with saving the teeth of many patients by performing transplants, root canal therapies, treating cracked and damaged teeth and providing emergency dental services.

In 2020 Dr Habibi carried out the complete renovation of his stylish new Fitzroy Street practice, where he incorporated the latest dental units, Zeiss microscopes and 3D imaging systems.

While the diagnostic aids are important in case diagnosis and prognosis, he says the key equipment supporting his patients and his work are the new A-dec 500 dental units.

“With longer procedures, patient comfort is paramount as they are in the chair for a long time. The A-dec 500 is so comfortable some patients can fall asleep in them. Many have commented on the comfort of the chair and its supportive neck rest,” Dr Habibi said.

The streamlined design of the new A-dec 500 and its advanced delivery system also supports the practitioner, enabling the patient to be seated low in the lap of the doctor while still allowing the overhead microscope to be used to help guide procedures.

To take advantage of the patient chair’s ergonomic benefits, Dr Habibi also invested in matching ‘A-dec 500’ dentist’s and assistant’s stools which provide enhanced ergonomic support, enabling the operator to maintain a good working posture.

Poor posture is a major cause of musculoskeletal injury among dentists, and the new A-dec 500 stools were literally designed from the ‘bottom up’ to address this problem.

A cleverly designed seat cushion attached to a specially shaped armature underneath creates different ‘performance zones’ using differing density foam filling – providing a balance of comfort and support where needed, without restricting blood flow to the thighs.

The angled adjustment of the seat base transfers part of the operator’s weight to the legs which alleviates strain on the lower back, while a fully adjustable backrest means the operator works in an upright position with the needed lumbar support to alleviate neck and back pain.

The dentist’s stool has unique ‘oscillating’ armrests which follow the natural movement of the lower arms . This proves a real godsend when holding instruments during long procedures.

A matching assistant’s stool with footrest and padded torso support offers similar benefits to dental assistants, allowing them to work at the optimum height while being properly supported whilst leaning over the patient to provide suction and

practice fourhanded dentistry.

Meanwhile, the A-dec 500 dental unit has a completely revised delivery head, featuring an intuitive icon-based touchpad and centrally located grab handle with inbuilt capacitive ‘touch’ switch that automatically unlocks the air brake to hold the delivery arm securely in position without drifting when the operator’s hand is released.

The larger six position delivery head accommodates a full suite of turbines, electric motor and contra angle handpiece, ultrasonic scaler, intraoral camera and A-dec triplex syringe .

Optional clip-in trays are ideal for placing ancillary equipment – in this case a reciprocating endodontic motor, together with hand instruments and consumables.

ACT Endodontics has two styles of delivery systems – the Continental as used mostly by Dr Habibi and a traditional delivery system used by his associate specialist endodontist, Dr Christopher Punch.

Both systems offer ambidextrous ability to suit all operators. Dr Habibi finds the Continental unit enables him to retrieve and replace handpieces while still viewing the microscope, safe in the knowledge that the handpiece cannot be dropped on the floor.

The latest A-dec 500 features revolutionary rubber whip arms which enable more fluid movement with minimal resistance compared to other systems, while still supporting the handpiece and handpiece tubing.



### Equipment:



- A-dec 500 with Continental delivery
- A-dec 500 with Traditional delivery
- A-dec 500 dentist's and assistant's stools

Apart from its ergonomic advantages (reduced need for reaching and twisting, and less handpiece weight while in the operator's hands), the Continental system ensures there are no dangling cords which eliminates potential tangling or snagging when patients enter or leave the chair.

Dr Habibi (left, above) was assisted in his equipment selection by equipment specialist, Luke Williams (right, above) from authorised A-dec dealer, Presidential which arranged installation of the dental units and ongoing service support.

“

The A-dec 500 is so comfortable some patients can fall asleep in them.”

**Dr Martin Habibi**  
**ACT Endodontics**  
**Forrest ACT**

For more surgery examples follow #MyA-dec on the below.



# Portside Dental combines beauty and function

A decision to go it alone and establish their own dental practice has paid off for Dr Meredith Metin co-founder of Portside Dental, Newport (Melbourne), and her practice manager partner, Rachael Jones.

This stylish practice goes well beyond any conventional drill and fill dentist to offer a range of treatments from oral surgery, including bone grafting, sinus lifts and dental implants, sleep dentistry and All-on-X surgery, to dermal fillers for a complete face makeover.

Despite its clinical excellence, Portside Dental stands apart for its aesthetically pleasing and comfortable ambience, along with the gentle touch and reassuring manner of its highly skilled team who put patients at ease.

Principal dentist, Meredith jokes that after working for over 20 years in other practices that she had an “epiphany” and decided to establish her own practice so she could do things her way, both clinically – and also by providing the type of stylish setting that she would like to work in and would also be attractive to patients.

Partnering with colleague and friend, Rachael Jones, they found an ideal building in an area they know had an opening for more dental services.

A modern Hamptons palette and high-end finishes, including fluted marble tiles, artworks and sumptuous soft furnishings provide a relaxing haven for patients and staff.

Meredith points out the décor is not the most important element, with her choice of equipment deliberately designed to make her work easier and patients comfortable.

Having worked with a range of brands, Meredith consulted with A-dec Melbourne Territory Manager, Mindy Green to find equipment which would deliver the quality, comfort, ergonomics, reliability and service support that she was looking for.

This is a practical consideration given the length of some more involved procedures which makes patient and dentist comfort paramount.

“I was looking for the Rolls Royce of dental units and Mindy convinced me that the new A-dec 500 Continental unit was the way to go,” Meredith said. She then spoke to equipment sales specialists, Michelle De Blasis and Luke Williams from dental equipment dealer, Presidential who supplied the A-dec chairs and assisted her equip the rest of the practice.

Portside Dental has another A-dec 500



chair, and an A-dec 300 chair used mostly by the Oral Health Therapists. However, Meredith says the Continental style delivery system was a bit of a revelation compared to the chairs she’s previously worked on.

“I suppose it’s a bit like flying first class or business class, once you’ve experienced it, you don’t want to go back to economy, and while I’ve got other chairs in the practice, I find I can’t go back to them after using this one.”

She said among the benefits of the Continental system were the support of the instruments by the soft rubber whip arms and tubing, which made the instruments very light in the hand.

It also means that you don’t have to take your eyes off the patient to return an instrument to the control head, along with a reduced risk of dropping an instrument or needle stick injuries as the burs aren’t



facing upwards like on traditional delivery units.

The Continental delivery system glides easily into position and stays in place without drifting, thanks to the inbuilt touch-sensitive brake which activates automatically when you release the grab handle. It can also be positioned low to work on wheelchair patients.

Special provision also had to be made to provide direct street access from the main surgery to comply with additional regulations concerning medical anaesthesia. The surgery is also wheelchair friendly throughout.

Meredith says she moves the delivery system to the side of patient to provide a better patient experience than working right over the patient which may feel a bit claustrophobic to them.

She said you can swing the delivery system away to allow the patient to get on or off the patient chair and move it out of the way while talking to the patient.

The delivery system is equipped with a compact A-dec NLZ electric motor, high speed turbines and an inbuilt intraoral camera.

The practice caters to mostly female patients with complementary treatments such as cosmetic injectables as well as a full range of restorative and cosmetic dental treatments.

A visiting oral surgeon and medical anaesthetist also work from the practice to provide sleep dentistry, advanced oral surgery and implant procedures.

The practice is open six days a week and the team has been kept busy since the new practice opened, indicating an unmet demand for comprehensive dental treatments in the portside suburb. ♦



# X-mind and PSPIX offer speed and image clarity

Kirrawee dentist, Dr Tim Clipsham, is one of the many in Australia to benefit from the image clarity and ease of use of the award-winning X-Mind X-ray unit available exclusively from A-dec.

Dr Clipsham who runs a general dental practice in the Sutherland Shire of Sydney said he found the X-Mind X-ray very simple to use.

The X-Mind X-ray unit is used in conjunction with a compact Acteon PSPIX Phosphor Image Plate unit. The revolutionary PSPIX is the smallest and faster phosphor plate unit available – processing a digital image in just seconds.

“Once the guys from Presidential helped me set up the PSPIX and the X-Mind in the surgery it hasn’t missed a beat. I find that I can position the X-ray head and take images from different angles using holders for producing bitewing and periapical images.

“The X-ray arm has a good reach to it and the PSPIX unit is very fast and produces very clear images,” Dr Clipsham said.

The PSPIX is available with a range of different size phosphor plates, which make it suitable for all patients including children and those with smaller mouth openings.

Phosphor plates are much smaller and flexible than solid state digital sensors which make them more comfortable for the patient and able to obtain images in tighter spaces.

The processing speed of the PSPIX means images are available quickly on a networked computer monitor, with one small PSPIX unit able to serve an entire practice with linked workstations. ♦



More information is available from your nearest A-dec dealer. Phone: 1800 225 010



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