

# NORTHSIDE DENTAL AND IMPLANT CENTRE

THE NORTH SHORE'S FIRST QIP ACCREDITED DENTAL PRACTICE.

**THE AUSTRALIAN DENTAL** Association strives for continuous quality improvement within the dental profession. Quality benchmarking is aimed at providing a practice environment that is recognisably committed to safety and the delivery of quality patient care.

On March 15 this year, Northside Dental and Implant Centre were the first practice on the north shore to be awarded Quality in Practice (QIP) accreditation. To date there are only 168 practices nationally that have achieved accreditation. While the process was both extensive and rigorous, it was well worth doing because it proved to us what we've always known - our patients can rest assured that they are receiving the best

possible quality care, with the best materials available, under the most stringent infection control procedures.

Patient care has always been paramount at Northside Dental and Implant Centre. We have always recognised the importance of maintaining systems that ensure the ongoing quality of care and infection control, which is particularly critical in today's environment. Maintaining these stringent standards requires constant, pedantic attention to detail. Everything from ensuring we know which medications patients are taking to ensuring that every instrument used is properly scrubbed; thoroughly sterilized and safely stored away every day. Each surgery is cleaned and sterilized before and af-

ter each patient and again at the end of the day when an environmental cleaning audit is completed.

There is no substitute for quality. The doctors on our team have decades of experience between them and use only the very best materials and equipment. They are supported by registered nurses and chairside assistants who are professionally capable, respectful, friendly and empathetic.

Our practice management decisions are governed by feedback obtained from our patients, whom we survey regularly. The results speak for themselves with 99 per cent of our patients reporting overall satisfaction across the board - cleanliness; staff courtesy; explanation of procedures, and services provided.