

centre for training, Q & M will be able to offer advance training to local practitioners keen on improving their skills in areas such as CAD/CAM, Implantology and Cone Beam 3D Radiography. Under this new scheme, foreign dental professionals are allowed to enrol in the training program with the Dental Centre, while still retaining employment with their respective employers.

Day courses and scheduled courses, and other relevant professional training are currently offered to these foreign dental professionals, who “then take this knowledge back to their countries and practice over there,” commented Dr. Ng Jet Wei, Deputy CEO. “Foreign dental professionals are not allowed to practice locally, but especially for hands-on courses such as Implants, foreign dental professionals will be able to be temporarily registered and allowed to train under these courses,” said Dr. Ng Jet Wei.

“The rationale behind this scheme is to encourage and enhance Singapore’s image as a training hub.” added Dr. Ng Jet Wei.

There is an auditorium that also doubles as a lecture room, which can seat about 40 people. Q & M now has a convenient location to train their dentists and clinic staff, and organize lectures for members of the public.

There is also a laboratory with a glass panel so patients can see the lab technicians at work on their prosthesis. Patients can come in the morning, and walk out in the afternoon with a crown. Located in the basement of one of Singapore’s newest malls, patients can opt to walk around the mall instead of waiting in the clinic, making the dental visit all the more pleasant.

Rooms equipped with cameras have also been designated. Linked to the lecture room, this facility allows students to observe the dentist at work, and allows lectures to be conducted with ease.

With 30 normal dental chairs and two children’s dental chairs installed at the 1,071 sqm Dental Centre, plus latest acquisitions from Sirona, which includes the CEREC and the Galileos 3D Radiography, Q & M looks set to equip the Dental Centre with more – and this time, it will be dental laser machines.

Along with the spacious waiting area, there is a library stocked with the latest books and journals in dentistry, a convenient resource for the Q & M dentist to use. To comply with Q & M’s stringent infection control protocol, a sterilisation room has also been designated.

This luxurious centre seems a far cry from the simple outfits that Dr. Ng has set up around Singapore. He states that opening up the Dental Centre was a business decision. Priority was given to establishing the peripheral clinics, and the Dental Centre can now complement the other clinics by housing about 30 dental surgeons who have undergone further training, to whom more complex cases can be referred to.

Q & M made an effort to ensure that all its clinics are easily accessible. Most of the clinics are located next to

bus and train interchanges all over the island. The Dental Centre is no different. City Square Mall, where the Dental Centre is located, is connected to a train station. In fact, the train station, as well as a taxi stand, is on the same floor as the Dental Centre, making it extremely convenient for patients to navigate.

Staying competitive

One of the challenges that all dentists face is the need to stay competitive. While there is medical tourism in Singapore, it cannot be denied that neighbours, such as Malaysia and Thailand are also picking up. How then can Singapore remain competitive?

“Quality,” Dr. Ng states. “As a nation, we are fortunate to be rich enough to have a good infrastructure. We also use English as a medium of communication. Much of the latest technologies come into Singapore early, and easily.” He elaborates that Singapore dentists cannot be reasonably expected to compete on costs with their Asean counterparts as the cost of running a business is definitely higher in Singapore. Quality then, is the way to set Singapore dentists above the rest.

“Dentistry is not just a science of treating people, it is the art of treating people.” Speaking from years of experience, Dr. Ng elucidates, “The science of treating teeth is just one aspect. You can be doing the best job in the mouth, but patients do not know that until you treat them well. When you treat them as a person, your professional relationship with them is improved, and they are likely to refer more patients to you. Unfortunately, many in our profession only see the science part, and fail to realise the art of treating people.”

There are many qualities to being successful, but learning this art is probably one of the best starts. **DA**



Galileos 3D Radiography