



## Warm and friendly wins over patients in Brisbane

By David Petrikas

**A** dentist and her partner with an eye for design and wider family experience in establishing dental practices, have together set the design direction for an attractive Brisbane practice that has found favour among patients.

Dr Kannupriya Ramkanwar and her husband, Aman Poonia, successfully converted a retail let in Taigum Shopping Centre into a relaxing space offering a range of general and cosmetic treatments.

“Dr Kannu”, as she is known to her patients, said one of her main requirements was ample workspace, with the generous width surgeries creating a feeling of openness compared to some urban clinics.

At the outset Aman and Kannu wanted to avoid a “medical centre” style environment, instead opting for a warm, welcoming and modern chic feel to the design and décor.

After lots of research into contemporary surgery designs, they approached Elite Fitout Solutions to put their vision into practice based on their well-developed brief. The end result has been achieved using timber finishes, natural coloured floor coverings, eye-catching modern chrome and glass light fittings, mirror inserts and custom built magazine racks in the brightly lit reception area and waiting room.

A bright nursery nook with tiny tot seating provides a pleasant distraction for younger family members with a large television screen and comfortable seating

catering for adult patients. The full-length glazing and outward facing LCD monitor at the front of the practice provides a glimpse of the services available, helping attract walk-in patients.

An added feature of the layout is a second rear entry directly onto the shopping centre car park. The rear entrance hallway has been decorated with a long planter box and additional “DentaGlow” signage. Built-in floor to ceiling cabinets hide the large consumables storage area and an insulated, air-conditioned plant room is nestled behind a discrete door in a corner at the rear of the practice.

A wide hallway provides an easy flow through the practice, which assists staff as well as accommodating patients, including those with limited mobility.



In addition to the surgery design, the couple also commissioned a local graphic designer to develop a striking acrylic logo featuring a molar with star highlight signifying the "DentaGlow" branding of the practice, which is carried over to the smart staff uniforms (DentaGlow Taigum is to be one of a number to carry the DentaGlow brand).

Additional personality has been injected into the clinical areas by the use of striking bright "parrot" green, "paprika" orange and "cyan" blue A-dec dental chair upholstery, together with matching glass splashbacks and large wall prints in green, orange and bright blue.

The decorator upholstery colours available from A-dec were one of the attractions of the choice of dental units, together with their reputation for reliability and service support.







“A-dec has a good combination of features and models at different prices to choose from and that’s where we have found RJ Dental of Brisbane and particularly Mark Slater, very helpful,” Aman said.

“Mark has been providing good service to us and we have a continuing good relationship with him. He had an idea of the features we wanted in our dental equipment and put a plan in place and over time, we arrived at a solution working as a team.”

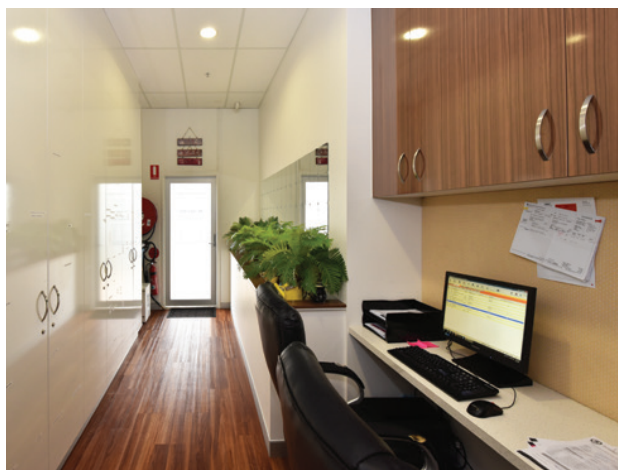
Dr Kannu has worked on A-dec chairs in a previous practice and has found them easy to work with and reliable. After consulting with RJ Dental regarding options and budget, she opted for two new model A-dec 400 chairs with sewn upholstery, cuspidor and traditional delivery system. An A-dec 500 has been installed in a recently added third surgery.



RJ Dental’s Mark Slater explained that the A-dec 400 is a mid range chair providing a good balance of price and features, including customisable delivery systems and upgrade options, coupled with the more compact “A-dec 300” style control head.

The sewn upholstery is very comfortable for patients, while the streamlined backrest design also offers good access for the operator. An electronic touchpad controls all instruments including turbines, mini LED curing light, ultrasonic scaler and electric motor.

Dr Kannu had planned to use the new high end A-dec 500 chair when it was installed in the newest surgery with the practice’s expansion, but has found she is now comfortable in her original surgery and has adapted well to the A-dec 400 (The A-dec 500 is currently used by the practice’s oral health therapist/hygienist).



## Summary

### The Practice

Practice Name	DentaGlow
Principal	Dr Kannupriya Ramkanwar
Practice Type	General
Location	Taigum, Brisbane, Queensland
Size	135 square metres
No of chairs	3

### The Team

Colour & Design	Dr Kannu Ramkanwar and Aman Poonia
Construction	Elite Fitout Solutions
Project Manager	Tim Lockhart
Installer	RJ Dental, Brisbane

### Equipment

Dental Units	A-dec 400, A-dec 500
Sterilisation	Lisa Fully Automatic
X-ray	Acteon X-Mind with Acteon PSPIX phosphor plate scanner
Compressor	Cattani K300
Suction	Cattani Turbo Smart B
Software	Exact and Sopro Imaging

In fact, Kannu was reminded of how nice the A-dec 400 was to operate when they acquired a satellite one-chair practice at Wavell Heights that had a European brand of chair that she found impossible to work with because of its poor ergonomics and inflexible delivery arm.

"I thought we'd use the existing chair for six or seven months while we got started, but after only half a day, I phoned Mark at RJ Dental and said I cannot work on this bulky chair, can you please get me another A-dec instead?" Kannu commented. The chair was duly swapped out with an A-dec 300 (which is a slightly smaller chair, but uses the same delivery system as the A-dec 400 units at DentaGlow Taigum).

The sterilisation room at Taigum features a galley layout with two entries - one from the hallway opposite two of the surgeries and one immediately behind reception to enable staff to cover either steri room or reception duties as required.

Two Lisa automatic sterilisers, an Assista handpiece maintenance unit, twin sinks, and storage occupy most of the space, with a separate hand-washing basin on the opposite wall. A compact lab is located at the far end of the steri area and also has its own sink and bench space. The entire building is covered by closed circuit television linked to reception to monitor all areas including the rear entry and recovery room.

The practice is equipped with Acteon "X-Mind" X-ray units and a networked Acteon PSPIX phosphor plate scanner to provide rapid processing of high-resolution X-ray images. The latest X-Mind Unity X-ray generator emits around only half the dosage of a conventional X-ray, reducing exposure based on bone density. This provides better image quality and lower radiation emissions.

The busy practice has four dentists working on rotation, plus a practice manager, Group Practice Manager, Aman and multi skilled assisting staff who cover assisting, sterilisation room duties and reception as required.

The practice's slogan: "The greatest compliment our patients can give is a referral of their friends and family" appears to be paying off, with DentaGlow now operating a second practice at Red Hill and a recently acquired one chair satellite practice at Wavell Heights.

