

# Rosebud Dental Group

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## Newsletter



QUARTER 4 : 2014

Welcome to our final newsletter for 2014.

### PATIENT SURVEYS

For the remainder of 2014 we will be providing patient surveys to our new patients, they will also be available in our reception area and for download from our website.

Our aim is to identify via your feedback how we can improve our service. We encourage everyone to participate as any feedback, positive or otherwise, is appreciated.

### SMS REMINDERS

Rosebud Dental Group has implemented SMS reminders. All patients who have registered a mobile number



with us are set up for SMS reminders, however if you would still prefer a phone call please let the reception staff know.

To confirm your appointment all you need to do is simply reply to the text message with **YES**.

### COMPUTER PROGRAM UPGRADES

After battling some computer problems throughout the year we have recently had hardware and software upgrades. We appreciate that computers can be 'temperamental' and will occasionally have problems but we hope that computer downtime will now be significantly reduced.

### LOCAL DENTAL STUDENT

Recently Rosebud Dental Group played host/mentor to local student Vishi Phuong. Vishi graduated from

Rosebud Secondary College last year and is now studying to be a dentist at James Cook University in Cairns. As part of his course Vishi spent a week of Clinical Observation with us, it was a pleasure to demonstrate dentistry from the operators perspective to this pleasant young local man, we wish him all the best with his studies and will no doubt hear of his progress during university holidays.



### INFECTION CONTROL COURSE

We recently had Amanda Brown from IC-ed come and present an infection control course here at the clinic. We all found it very informative and it is something we will continue doing regularly. We encourage staff training at Rosebud Dental Group to ensure that everyone working in our clinic is up to date with current research and legislation.



### NEW DENTIST FOR EAST TIMOR



East Timor is one of the poorest countries in the world with very few dentists to provide dental care to the population, until recent years there were only 4 dentists in the entire country.

Six Mornington Peninsula dental practices, including Rosebud Dental Group, have over previous years financially assisted an East Timorese student studying dentistry in Bali with living and tuition expenses.

So it was with great pleasure we saw Ivonia return to East Timor earlier this year as a qualified dentist taking up a position at the National Hospital of Guido Valadares in Dili. We wish Dr Ribeiro all the best with her career in dentistry in such a challenging environment.

The financial support was transferred through the Alola Foundation. Alola is a not for profit non-governmental organisation operating in East Timor to improve the lives of women and children. Founded in 2001 by Ms Kirsty Sword Gusmao, the organisation seeks to nurture women leaders and advocate for the rights of women.



[www.alolafoundation.org](http://www.alolafoundation.org)

