

Rosebud Dental Group

Newsletter

QUARTER 2 : 2013

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Welcome to our second newsletter for 2013.

STAFF PROFILES

Continuing from last years newsletters, we will be introducing you to members of staff whom you may or may not have already met. This quarters newsletter will be introducing Dr. Elbarki, Cassandra and Suzanne

Dr. Heba Elbarki

Dr. Heba Elbarki lived in Australia prior to moving to Alexandria, Egypt as a teenager with her family. Graduating as a dentist from Alexandria University in 1998 Heba returned to Australia and completed her ADC exams in 2006. Since then she has worked in both Government and Private Practice prior to joining Rosebud Dental Group in early 2010. Heba loves dentistry and is very passionate about preventative dentistry and oral hygiene. Heba is crafty in her spare time, loving cross stitching and embroidery as well as being an avid reader.



Cassandra

Cassandra qualified as a dental assistant in 1992 at the Pharmaceutical College of Melbourne. She continued to work in specialty practice and general practice before starting with Rosebud Dental Group in 2010. Cassandra assists with Dr. Elbarki and Dr. Cameron and you may also catch her on reception too. Cassandra has an interest in cooking and cinematic art.



Suzanne

Suzanne began as a dental assistant as a 17 year old. She has worked in many practices gaining experience, and also worked in London for 9 months before leaving dental assisting to raise a family. Suzanne has worked on and off with Rosebud Dental Group since it opened in 1987. You will often see her nursing with Dr. Cameron.

ACCREDITATION

Rosebud Dental Group is very proud to announce that it is one of the first dental

practices in Australia to achieve accreditation. The Australian Dental Association Inc. (ADA Inc.) and Quality in Practice (QIP) have worked collaboratively to develop Introductory Dental Practice Accreditation. The accreditation process is responsive to the needs and expectations of the dental profession and provides a sound evidence-based approach by focusing on the six National Safety and Quality Health Service (NSQHS) Standards applicable to dentistry. By achieving accreditation a dental practice demonstrates a commitment to the provision of excellent dental care for their patients and continuous quality improvement within the practice environment. Under Introductory Dental Practice Accreditation, once a practice has successfully completed the process by demonstrating compliance with the NSQHS Standards, the practice will receive two years accreditation from the date accreditation is awarded. The award of accreditation is a significant achievement. Accreditation is independent recognition that an organisation, program, product or activity meets the requirements of defined criteria or actions.



MATERNITY LEAVE

Our practice manager Hope will be taking some extended leave throughout this year. She is expecting her first child in early April and will return to Rosebud Dental Group in August.

PARKING

Staff at Rosebud Dental Group have made a conscious decision not to park on site until site management parking upgrade plans go ahead. We have found that this has greatly improved the parking congestion making access for our patients much easier.

WAITING ROOM MAKE-OVER



Our waiting room and reception received a make-over late in 2012 and we are very



pleased with the results.

In our waiting room we have new chairs, new magazine subscriptions, new paint, new displays including a local health care provider display.

PRIVATE HEALTH INSURANCE

As well as still being choice providers for Medibank and Bupa, Rosebud Dental recently joined with the CBHS network. This means that patients with CBHS private health insurance will receive better rebates on their preventative dental treatment (e.g. exam and cleans).

A reminder to all our patients that you need to bring your health insurance card to every appointment.

Unfortunately the limitation with the **Fast** claims... on the spot HiCaps system is that we do need to swipe your card every time you come in for treatment as we are unable to process claims manually with a membership number.

