

## Dental Clinic (Marseille "les Docks")



# Audit Results



*This audit is structured with Yes/No answers to some simple criteria, gathered under a common theme, in order to qualify the overall quality of the clinic.*

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- Patient welcome
- Level of equipment
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- Patient information
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- Material quality

## Patient welcome

- The clinic entrance hall is pleasant and practical (harmonious color, lights are not bright, warming decoration, signals directing to the waiting room, toilets, private room)

**Yes**    No

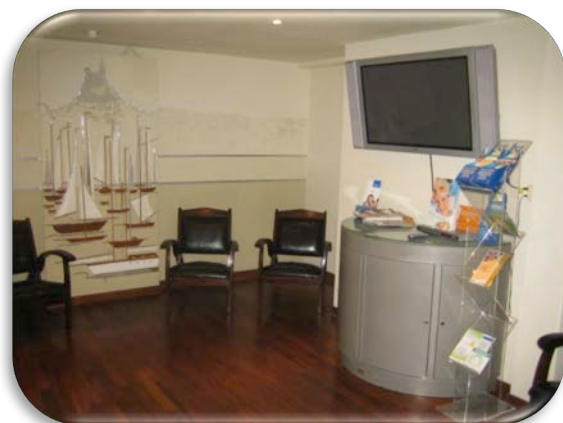


- Patient welcome is well-organized (specific hostesses, patient is recognized and addressed to by his/her first name, and warned if the dentist is showing up late)

**Yes**    No

- The waiting room is comfortable and the patients can relax (quietness, magazines and newspapers, cleanliness, comfortable seats, air conditioning)

**Yes**    No



Waiting room

## Level of equipment

- The treatment rooms are modern, and stress free (clean and light-colored, spacious, quiet and vented)

**Yes**    No



## Medical staff (excluding surgeons)

- The dental clinic medical staff has a professional civilian responsibility insurance subscribed through a well-known insurance company.

**Yes**    No

- Dental assistants have obtained an official diploma

**Yes**    No

## Patient information

- The communication and conversations held during the consultation establishes a relationship based on trust (attention is given to the patient's expression, the medical form is confirmed and filled in, the information provided is realistic and reassuring)

**Yes**    No

- The cure plan is explained clearly (simple words, use of visual support, radios, schemes, dental cameras, description of material used, the patient knows the limits and risks linked to the cure and has to sign a consent form)

**Yes**    No

- The information relative to the terms of payment is given to the patient along with the contract that comprises all the guarantees and exceptions (you can download it on [Ypsee.com](http://Ypsee.com), under the heading *Guarantees*). An invoice will be provided to the patient, in his/her own language.

**Yes**    No

- A satisfaction survey is submitted to the patient to ensure continued improvement of the service provided.

Yes    No

## Prevention against infection risks

- Each member of the dental staff is wearing the professional appropriate outfits (slippers, mask, glasses and disposable gloves) which are being changed every day.

Yes    No



- The dental staff uses dental surgery instruments that are sterilized following the regular sterilization procedures.

**Yes**    No

Sterilization room



- Dental assistants wash and disinfect the treatment zones (peripheral and units) after each patient's visit with the following method: "Spray/Clean/Spray".

**Yes**    No



- The dental prosthetics' job is carried out in the best hygiene and disinfection conditions possible.

## Material quality

### Material used to build prosthesis:

- Ceramic + steel (gold, nickel)
- All Ceramic (Zircon):

Gamme Vital

Gamme Procéra ([www.nobelbiocare.com/global/fr](http://www.nobelbiocare.com/global/fr))



### Implants Brands used:



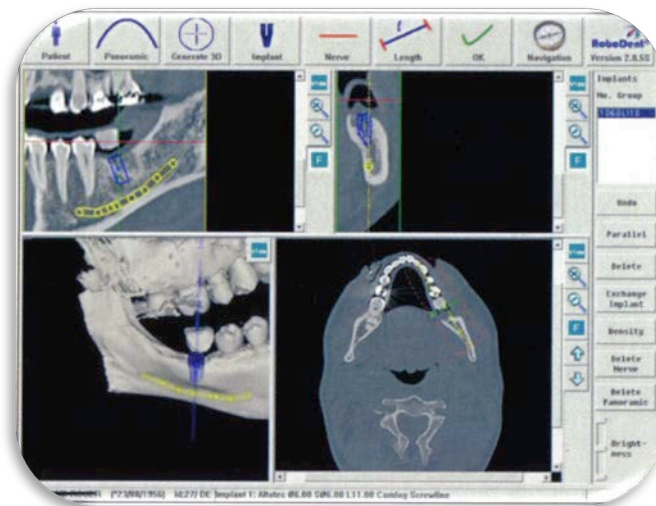
- MIS (Made in Israel): [www.mis-implants.com](http://www.mis-implants.com)
- CAMLOG (Made in Germany): [www.camlog.com](http://www.camlog.com)
- NOBEL BIO CARE (Made in Sweden): [www.nobelbiocare.com](http://www.nobelbiocare.com)
- TBR (Made in France): [www.tbr-group.com](http://www.tbr-group.com)



## Implantology

- Dental implants are placed using sharewares and panoramic radios.

Yes    No



Robot dent

## Dental Hygiene

- Tooth whitening

