

# HARLEY HAPPENINGS

Issue 3 - April 2023

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## A Message from Vicki Linden

*Manager*



This edition of Harley Happenings finds us in a new year feeling refreshed and ready to take on the many new opportunities 2023 will provide.

We are all excited to meet our new patients and new clinicians this year as well as welcoming back our returning patients and clinicians to both our Harley Dental specialist practice and Harley Day Surgery.

Over the past few months our team have been focusing on major quality improvement projects that will improve the productivity and efficiency of our

systems helping us focus on what really matters; the service and care we provide our patients & clinicians and the wellbeing of our staff.

One of our key objectives in 2023 is to continue to improve the service we provide. With this in mind, I would like to extend an open invitation to our referring clinicians and practice managers for a guided tour of our facility, to meet our team and to have a conversation about how we can better serve you and your patients. You are welcome to contact me at the practice and book a time convenient to you.

Wishing you all the very best for 2023.



## Harley Day Surgery

Leading up to October was very busy for Harley Day Surgery.

Our 12-month accreditation review surgery was scheduled. All staff were involved in ensuring our facility was fulfilling all the requirements to pass.

Policies, procedures, work instructions and patient paperwork were all reviewed to make sure everything reflected our current processes.

The 2 surveyors visited over 2 days and Harley Day Surgery was able to demonstrate what an excellent

day hospital we have become. We passed with minimal recommendations. The whole team should be very proud, the support for each other during this time has been tremendous.

During the Christmas and New Year Festivities we continued to work on treating patients at their preferred times in the Day Hospital.

Some down time has been used for special cleaning to ensure our high infection free standards and routine maintenance of equipment.

We are keen to welcome new clinicians and recruit Registered Nurses to our Day Hospital in 2023.



84%

Hand Hygiene

*National Benchmark is 80%*

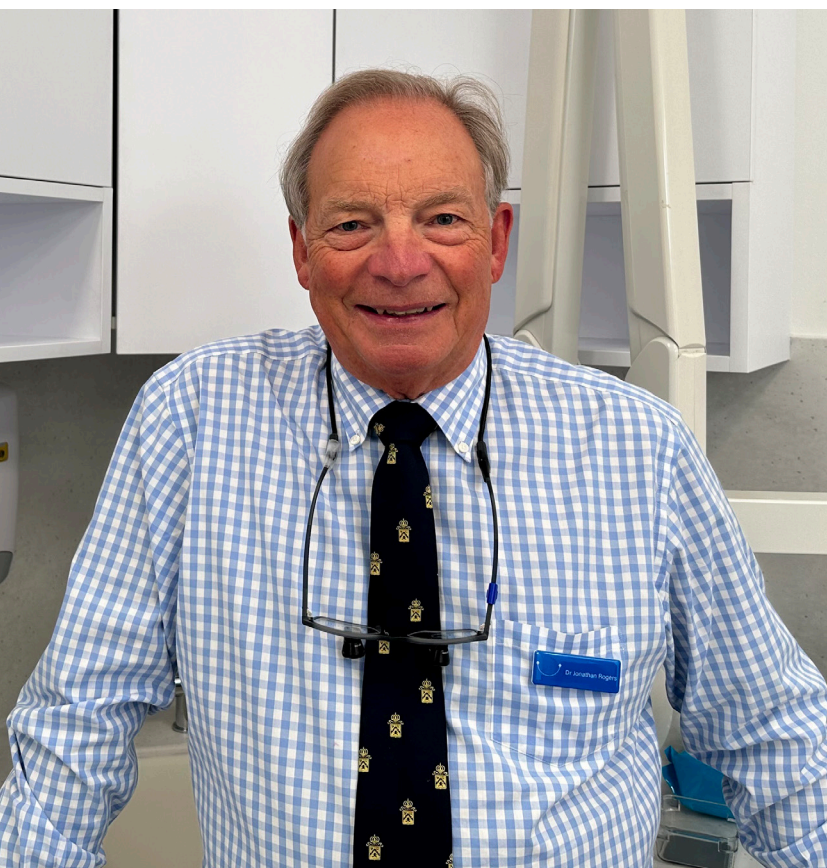


0%

Adverse Medication Incidents



Waiting time reduced  
by 33%



## Welcome to Harley Dr Jonathan Rogers

Harley Dental would like to welcome Dr Jonathan Rogers to the practice. Dr Jonathan Rogers is a Consultant with the provision of IV Sedation for referred cases.

After graduating from the University of Adelaide in 1975, Dr. Rogers has been practicing dentistry for over 45 years. He specializes in complex dental care, such as reconstructive and aesthetic dentistry, oral and implant dentistry. Additionally, he has extensive experience in managing anxious or medically compromised patients.

To find out more or refer a patient, please contact our friendly team.



## Prevention of Post Veneer Cementation Sensitivity

A patient complained of postoperative sensitivity after porcelain veneer placement, which persisted for months and was unresponsive to any desensitizing protocols. Upon further examination, it was discovered that the issue stemmed from the pre-veneer cementation and acid etching process.

Research has shown that correct etching protocols are crucial in preventing postoperative sensitivity after veneer placement. A recent article published in the South African Dental Association (SADJ Strelt, Sykes.L 2022) revealed that veneer surfaces treated with a diluted solution of a neutralizing powder made of sodium and calcium carbonate for a total of 5 minutes, followed by an ultrasonic cleaning bath to rinse off any residual etching acid, resulted in a lower incidence of sensitivity.

If your lab technician supplies a pre-etched veneer, request that they follow up with an ultrasonic bath.

Alternatively, UltraDent recommends etching the veneer surface for 30 seconds with 35% phosphoric acid, followed by a water rinse and dry for 5 seconds. Shahverdi (2012) found that a combination of sandblasting and hydrofluoric acid etch treatment, followed by a thorough saline rinse, was the most successful protocol, achieving a bond strength of 28MPa for enamel and 14MPa for dentine. Self-etching primers are a simpler alternative that can provide better bonding to dentine.

In summary, it is critical to eliminate or neutralise any residual etching acid on the tooth and veneer surface to prevent untreatable post-veneer cementation sensitivity.

To refer a patient, complete an online referral. Alternatively, if you would like a referral pad mailed to you, please contact our friendly team on (08) 8239 0000 or email [reception@harleydental.com.au](mailto:reception@harleydental.com.au).

### Dr Rob Ormerod

Prosthodontist  
BDS (Rand), M. Dent (Pros) (Wits), ADC (Melb)



## Meet Our Team - Louise Viergever

*Louise is Practice Coordinator at Harley Dental.*

### What and where was your first job role in healthcare?

I began my career in healthcare at a dental practice located in Berri, after which I underwent a traineeship and subsequently relocated to Adelaide.

### What is your job role at Harley Dental?

As the Practice Coordinator, my primary responsibility is to supervise the day-to-day functioning of clinics and medical offices, ensuring that all operations are carried out seamlessly and with maximum efficiency.

### What do you enjoy most about your work here at Harley Day Surgery?

I enjoy facilitating the collaboration between our team members to ensure that our patients receive the highest level of care possible. It brings me satisfaction to know that I am playing a part in ensuring that our patients' needs are met, regardless of their unique circumstances.

### What is one of your most memorable moments in the past 3 months?

Being a part of the team responsible for facilitating Dr. Jonathan Rogers' transition to Harley Dental and Harley Day Surgery has been a tremendously positive experience. Working alongside my colleagues to ensure that the process went as smoothly as possible was a challenging yet rewarding undertaking.



## Building Resilience: Multi-Disciplinary Mental Health Event

We recently partnered with the Australian Dental Foundation, a local not-for-profit, to host "Pit Stop with Dr Sachin Kulkarni and Ananth Venkatesh: Resilience".

The event focused on building a personal Resilience Toolkit that participants can refer to when faced with stressful situations. Participants were able to share their own experiences and learn from others, building a sense of community among healthcare workers. The session also featured a guest speaker, Pragati Rayar, a social worker who presented on the topic of burnout.

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