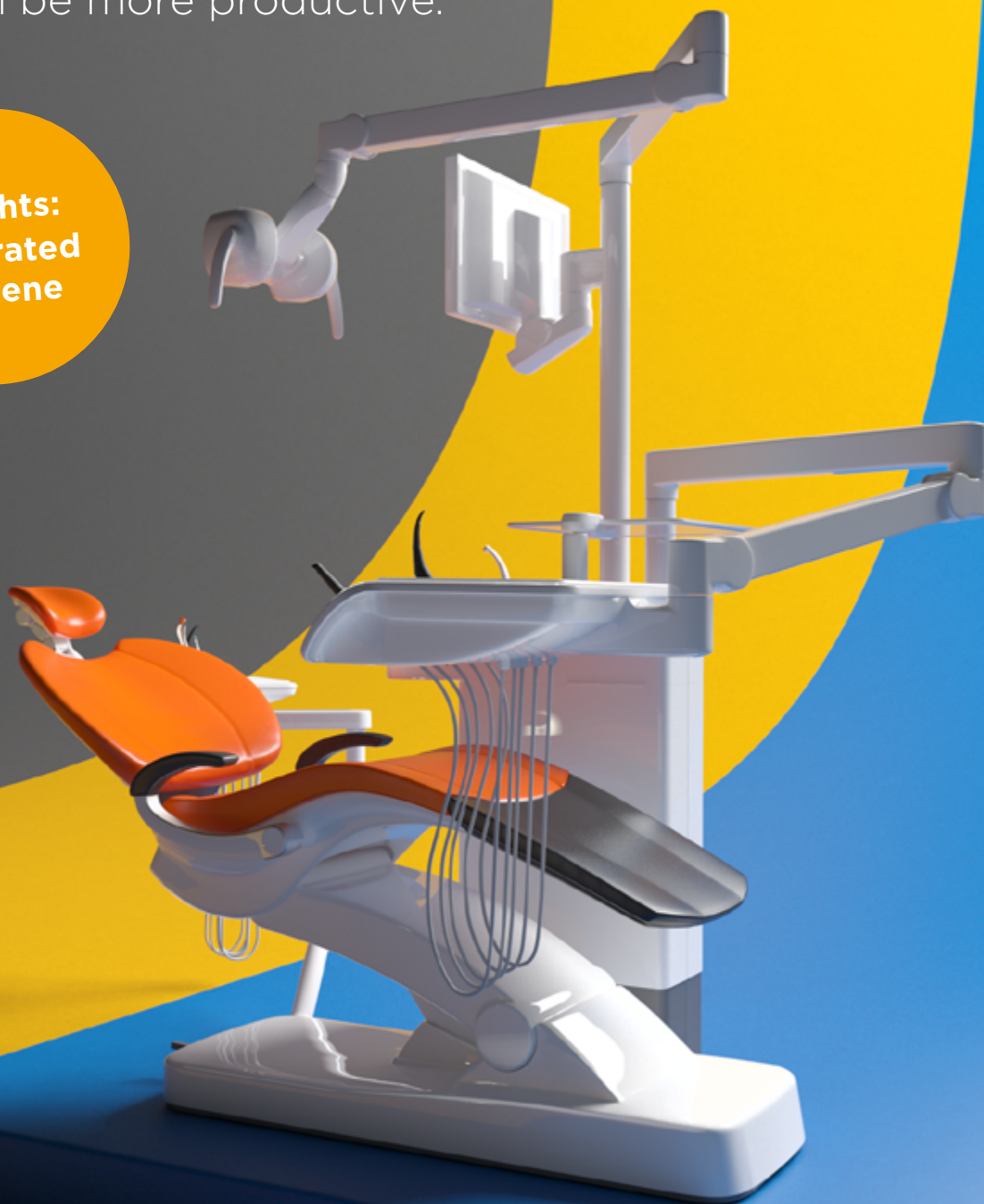


The more I do. The more you do.

I am Intego. Together,
we can be more productive.

**Insights:
Integrated
Hygiene**




THE DENTAL
SOLUTIONS
COMPANY™

 **Dentsply
Sirona**

Dear reader,

For well over a year now the spotlight of the world has been on the topic of hygiene like never before. Not only professional surgeons, but everyone – even little kids in kindergarden – now learn how to wash and disinfect their hands properly in order to prevent an infection. What does this mean for a dentist's office? How does this pandemic change patients' expectations towards hygienic standards when they go for their annual check-up?

Read how important it is to make your patients feel safe in the midst of it all. And how little things can already go a long way. Of course, we from Dentsply Sirona will tell you that our products are the best to achieve all that. But don't simply believe what we say – listen to what another doctor says about us. Enjoy the read, and please let us know what you think on Social Media! #dentsplysirona



Let us know what
you think:
#dentsplysirona

All the best,
Dentsply Sirona Team

Insights: Integrated Hygiene

> **Highest hygienic standards are no longer a distinguishing factor for any doctor's practice – they are a commodity.** Read about the challenges of infection prevention in today's environment.

DS: Dr. Lombardo, thank you so much for agreeing to do this interview. We look forward to your honest opinion and feedback! Today, we will be talking about one of the biggest effects of the pandemic: expectations of patients towards hygienic measures, and the much higher pressure on practices like yours to have the highest hygienic standard possible, that come with it.

Let me start out by asking you: How much time does your team spend on average per day or per week on cleaning and disinfecting your equipment, instruments, and so on?

Dr. Stefano Lombardo: Hours and hours. I would even go as far as to say that a big part of my team's working day is dedicated to cleaning and sanitization of equipment and disinfecting everything that needs to be disinfected, from surfaces to screens to instruments. The pandemic has definitely made us increase our level of attention – and I mean not only the dentist's or technician's attention, but ALL our attention – to disinfecting every little piece of equipment and surface.

Due to the pandemic measures, dentistry in Italy was closed for about a month before we were allowed to open up again. Since then, we have remained open, and the people who come to our center now ask us "Hey doctor, is it safe for me? Can I do my treatment in safety?". They never did that before. They need us to answer with confidence, "Yes, it is absolutely safe and I can even show you what our hygienic procedures are." Of course, we deep clean and disinfect the dental unit between each patient. On top of that, my team spends extra time deeply cleaning, disinfecting and reprocessing everything at the end of the day.

Our patients don't only want to be told they are safe, they actually want to see it with their own eyes. Therefore, the appearance of the working rooms is super important,

Interview with
Dr. Stefano Lombardo
from Italy



Stefano Lombardo, DDS

Diplomate as dental technician in 1992, received his dental degree with honors in 1997, at the University of Turin, Italy. He was Adjunct Professor at the University of Turin for ten years in the disciplines of Restorative Dentistry and Fixed Partial Denture. He is currently an Adjunct Professor at the University of Genoa, in the teaching of Fixed Prosthodontics, and one of the Professors of the Institute for Advanced Dental Studies (IADS) www.instituteofdentistry.com, founded by Dr. Myron Nevins and Dr. Gerald Kramer. Author of publications in Italian and International journals and lecturer in many courses and congresses. He is co-author of several Italian textbooks on Prosthetic Rehabilitation and Clinical Dental Medicine. In his private practice in Turin (Italy), Dr Lombardo, is focused on Restorative Dentistry, Fixed Prosthodontics and Implant-Prosthodontics with particular attention to aesthetics and new digital technologies.

Dr. Lombardo is founder and scientific director of DentalTraining (Turin, Italy) where he conducts numerous practical-theoretical courses and he hosts many important speakers, too. He also serves as Opinion Leader in many dental companies.

everything needs to be perfect. Surfaces as well as the operator who is dressed with an increased level of protection. Then the patient says, "Ah okay, I feel safe". Because in the end, it's feeling safe is what counts to them.

Therefore, the appearance of the working rooms is super important, everything needs to be perfect. [...] Then the patient says, "Ah okay, I feel safe". Because in the end, it's feeling safe is what counts to them.

So obviously, disinfecting the environment to make our patients feel comfortable is very important, but there is another dimension that hardly anybody thinks about: We bought a lot of new machines to improve the level of safety for our patients and our own. We get close to a patients' face with their mouths open – who else takes a risk as high as a dentist?

DS: What kind of equipment did you buy? Equipment to make it easier for your team to work or to increase the level of protection?

Dr. Stefano Lombardo: We bought some equipment to reduce the time of sterilization. But we also bought two aspirating machines which suck in the aerosol of the patient, specifically targeting and improving the dental hygiene procedures. We do everything we can to reduce the aerosol in the room, not only for the dental hygienist

Info



Integrated disinfection system

Permanent disinfection of all water lines with Dentosept S to preserve water quality. The automatic programs Purge and Auto Purge make hygiene processes simple, safe and efficient. The automatic sanitizing function cares for regular intensive disinfection, only with the press of a button. Can also be used as a self-contained water supply.

but also for orthodontic and prosthetic procedures, because the high-speed rotating instruments can have the same effect.

You know, as dentists we don't often talk about those hygienic procedures, because they are so basic and essential that we set them up once and then focus on our patients. But 2020 came as a reminder to ourselves how important the aspect of infection prevention really is.

DS: It sounds like cleaning, disinfecting, sanitizing is a lot of work for your team. Is there anything you can do to make the lives of your dental assistants easier?

Dr. Stefano Lombardo: Well, yes. Their work largely depends on the treatment units that we have. Therefore, I think my choice of buying the Dentsply Sirona treatment centers was right, and now my team says, "thank you" to the DS family, because the fully integrated infection prevention system reduces a considerable amount of work for them – especially the "autopurge" process, which enables fully automatized flushing of the water lines.

You know, for many years I was just one dentist of many in a practice. As a young doctor, you go to work and you focus on getting the job done. But now that I opened my own center, I had to start thinking about each of my employees, not only the assistants, but the other doctors and the dental hygienists. My perspective has shifted. When I opened my center, I said "Okay, what is the best product right now in terms of technology, safety, and of amazing design." So, what was the answer? Dentsply Sirona is the best, I think. Therefore, I started buying everything of the same brand. To be honest, for my own center, I didn't try any other dental units. Dentsply Sirona treatment centers are easy to handle, fast to work with, and safe. What else do I want? I am very happy with my chairs.

As a young doctor, you go to work and you focus on getting the job done. But now that I opened my own center, I had to start thinking about each of my employees, not only the assistants, but the other doctors and the dental hygienists. My perspective has shifted.

> Integrated infection prevention can make your life so much easier. Once you use the integrated feature, you do not want to go back.

DS: Since when have you been using your treatment centres?

Dr. Stefano Lombardo: I opened my practice four and a half years ago, in 2017.

DS: And before that, when you were working at a different practice, were you also using Dentsply Sirona products?

Dr. Stefano Lombardo: No never, for the first time in my own practice. Before opening up my own center, I had worked with two Italian brands: Anthos and Castellini. I also tried Planmeca. For a number of years I worked with a KaVo unit. Every dental unit has its characteristics and is different. What I didn't like was the plastic fittings, they are just unstable. The movement of the chair, or the surfaces that are white when you buy it and yellow two years later. And they are not so comfortable for the patient.

DS: When you were looking at buying the new treatment units for your center, were you looking specifically for the integrated infection prevention feature or was that an added bonus?

Dr. Stefano Lombardo: To me, the infection prevention feature was an added bonus. The first things I was looking for were no. 1: durability. My plan was to keep my new units for a minimum of ten years, and I wanted to work with them without any problems. I didn't want any technical, electrical or hydraulic problem. Who needs the maintenance crew at his practice all the time? That was the first aspect.

Then I looked at the design as well as the opportunity to have integrated features – I wanted to be able to eliminate any extra surgery units, the endodontic unit, etc. – too much confusion in the room. So the second aspect I was looking for was a clear design and integrated functions. I wanted everything as compact as possible, with a comfortable patient chair, and maybe even with a massage*. Why not? I figured, this might be a nice feature for my patients who are

sometimes really tense when they sit on a dentist's chair. I liked the thought to include not only safety but comfort in the unit.

It was only later that I started speaking about the integration of the infection prevention system. My sales representative at Dentsply Sirona told me, "we can reduce time and we can improve the safety of your patients". To me, that was a no-brainer, because infection prevention is such an important aspect. Now it might be one of the first things I would ask my sales representative. During this pandemic, we hardly speak of anything else but safety, sterilization, sanitization. Every dental unit should have an integrated infection prevention system.

During this pandemic, we hardly speak of anything else but safety, sterilization, sanitization. Every dental unit should have an integrated infection prevention system.

Another aspect that was important for me was, that with Dentsply Sirona, I knew I was getting German engineering. It's similar to buying a car: you know that a German brand is safe, has beautiful, European design and works smoothly. With those type of products, you don't go for non-essential features and aesthetic design without purpose. German products might be leaner, but they are very well thought through, solid and the selection and construction of the material is perfect.

DS: When you were looking into buying your treatment centers: Did you also consider the team in your decision process?

Dr. Stefano Lombardo: No, to be honest, my focus is on my patients. I have a YouTube channel where I teach other dentists. In my teachings, I never say, or even think, that I can do two more patients per day with a specific dental unit. For me, it is not about squeezing more patients into your time at the office, but about working in comfort, relaxed, without accidents or unexpected events. I want to work in safety with all the comfort that I can get, for example with the integrated endodontic system with apex locator*.

Patients sometimes shift in their seat, and it can be hard to see everything. If you have a monitor, a TV, music and entertainment, it might be an experience a little bit different from the classic dental experience of 50 years ago, I admit that. But it helps patients to relax, when they go to the dentist very, very tense. It is my job to create an ambience, for example with the same colors, the same design, etc. that patients come in and say, "Wow doctor, it's perfect. Everything is in the right place and I feel comfortable. Okay start, do what you want." Then I can get my job done, and do it well.

To me, it goes even beyond just the treatment: When a patient rings the bell and opens the door, each doctor,

Info



Massage and lumbar support

Teneo offers an anti-stress-massage feature, gently massaging the patient's lower back. The adjustable back rest adds to the relaxation of the patient.

assistant and team member, all the equipment, the ambient I think is important. I believe this is how we advance our profession as well.

DS: Even if you didn't directly involve your team prior to your decision to buy Dentsply Sirona products, do they like it now?

Dr. Stefano Lombardo: They do! I have to say, my team loves working with our units, and I think that they actually enjoy connecting the suction and starting the automatic disinfection at the end of the day. They really don't like to do the manual disinfection procedure anymore.

Dr. Stefano Lombardo's assistant:
The various integrated systems simplify the preparation of the operating fields, e.g. the implant or endodontic operating field. They reduce treatment duration to the minimum and simplify all preparation protocols. The real benefit is the time saving.

DS: You just mentioned both the automated and the manual disinfection procedure you have at your center. We need to mention that you have multiple Dentsply Sirona products, some with and even some without the infection prevention integration. Why is that?

Dr. Stefano Lombardo: Yes, I chose the basic Intego instead of the Pro. We use that unit for the dental hygienists, it's usually the only unit they use. I am pretty sure that the day they start working on the Sinius and the Teneo, they will probably ask me "Doctor, please change the unit in room number 1 because we want the Sinius, too". And I just might do that ...

I think that they actually enjoy connecting the aspiration with the Teneo unit and starting the automatic disinfection at the end of the day.

You know, I'm a technology lover. Not only with the mobile phone or the laptop, but with everything. I use a lot of technology. I am sure I am driving my assistant crazy with all the technological gadgets I use when I work. I am aware that not every dentist is like me, therefore I added a basic unit to our center. A basic dental unit, simple but fast and intuitive, can sometimes be better, if you are the type of person who wants nothing but the essential features. In that case, the Intego is one of the best choices. It's a perfect solution because it is both essential, and fast and intuitive to use at the same time. For the dental hygienist, for the orthodontic, pedodontics, or even for the specialist that does not require a lot of digital integration of prosthodontics or endodontics.

Info

Fast, reliable intraoral X-rays with the **Heliodent Plus** unit model - directly integrated into the treatment center. Quick availability, spontaneous X-rays can be taken as needed. This is both efficient and ergonomic, meaning that the patient has no need to leave the chair.

EasyTouch: Increased operating convenience thanks to intuitive touchscreen technology and additional operating and display options.

ApexLocator: An ApexLocator can also be integrated into the EasyTouch to allow for permanent control of the working depth during endodontic treatment and a reduction of X-ray exposure.

Integrated Torque Control: Speed and torque are adjustable, and the motor stops automatically when the set maximum torque is reached. This ensures greater safety and perfect workflow for endodontic treatment.



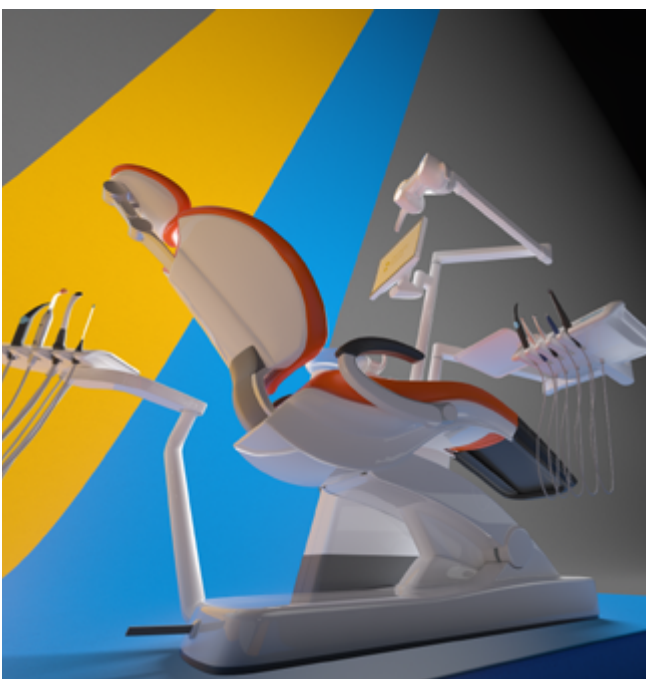
DS: Coming back to your team: How important is it to work with good equipment to attract a good team assistant? Does that make a difference?

Dr. Stefano Lombardo: Absolutely. You know, in my 24 years of dentistry, I learned one thing: You can be the best clinician or operator, but it is equally important that you are able to work in teams. If you open a center with just two units, you and the dental hygienist can do all the work. But if you have other doctors and specialists in your practice, the endodontics, the orthodontics, the periodontics, etc., all the sudden teamwork becomes everything. The secretary is just as important as the management of the appointment and the economic part. Everyone should have a smile in order to make the patient comfortable.

I think the general practitioners are the past. We have much more specialised clinics and you must speak the same language as your colleague. You have to work together and try to achieve the best results for your patients because our treatment plan sometimes requires weeks and we bring in three or four people for consulting. Everybody has to be on the same page and the team is very important.

> In all honesty: What could be changed about the chair? Read what an experienced Dentsply Sirona user would change about the Treatment Centers.

DS: When you opened your center, what were the features that convinced you the most of the integrated infection prevention? Is there anything that really stood out to you, maybe something that differentiated Dentsply Sirona products from competitors?



Dr. Stefano Lombardo: I did a little check of competitors, and the brands I considered competitive choices for my center were KaVo and Planmeca. Quite a few times I went to Cologne, to the International Dental Show, where you can look at the products in real life. If you want to characterize me in one word, it would be 'square' (laughs) and when I chose my dental unit, I was looking for something linear and clean.

Of course, I looked for the features I mentioned above, and when I did that, I found a completely integrated unit like the Teneo, with all its parts motorized for the perfect position of the operator and the patient. I wanted an integrated system for endodontics and surgery and my sales representative said, "of course, we have that in the Sinius and the Teneo. You can change the program and the handpiece, and you start with your surgery with your saline solution pump in the machine". I was impressed. That's what I wanted for my personal dental unit. Then I found out about the integrated infection prevention and realized "Wow, not only good for me, but also beautiful for my assistant".

Then I found out about the integrated infection prevention and realized "Wow, not only good for me, but also beautiful for my assistant".

DS: Now that you've been using your treatment center for quite a number of years, is there something that you would improve?

Dr. Stefano Lombardo: If anything at all, then it might be the aspiration cord. It's a little bit rigid. Other than that, I think that the latest software update has brought tremendous improvement. I am very happy with my units.

I love the possibility of having everything from Dentsply Sirona. Staying with one brand and having one of the best in the market is a benefit for me, for example a very good x-ray machine for the panoramic x-ray or the more complex CBCT exams. That also supported my choice for the Dentsply Sirona brand: it's intuitive and very technologically advanced.

> What is the overall effect on the practice, on the patients, on the team? Read about how you can improve your practice.

DS: You mentioned earlier that treating a patient is a lot about building a relationship, would you agree? Which results in a completely different way of looking at your practice ...

Dr. Stefano Lombardo: There are clinics who put out one patient after the other and it's all about the numbers. But I think, that nowadays there is a difference between classic

dentist offices and a new type of dentist who aspires to put the well-being of the patient before the numbers. I can only do that though, when I have reliable equipment, good machines that don't break.

Dr. Stefano Lombardo's assistant:
Comfort, design, reliability and robust materials are the hallmarks of all Dentsply Sirona treatment centers.

DS: So, what do you see as an overall effect on your practice using Dentsply Sirona products, using the integrated infection prevention features?

Dr. Stefano Lombardo: The more often a patient has to go to any doctor's office, the higher the risk of infection. That's the risk we need to manage. We manage that by following all safety and hygiene protocols and we get certified equipment. Then you can tell your patients "We have the best protocol and the best machines". It's like a quality seal.

DS: How do you feel your patients benefit from the integrated infection prevention?

Dr. Stefano Lombardo: I think that I can definitely say that the comfort and the status of relaxation of a patient the dental practice can evoke is important. When the patient knows that there is a permanent automatic integrated infection prevention system, not only at the beginning or the end of the spray mechanism, it helps them feel comfortable. The comfort of the patient is our comfort because the patient feels relaxed. Then we are relaxed too and we can improve our work.

The comfort of the patient is our comfort because the patient feels relaxed. Then we are relaxed too and we can improve our work.

DS: The comfort of the patient is our comfort. I think that is a very good closing statement. Thank you so much Dr. Lombardo!

> Find out more about the Intego at dentsplysirona.com/intego



Follow us on
Instagram
[@dentsplysirona](https://www.instagram.com/dentsplysirona)
or Twitter
[#dentsplysirona](https://twitter.com/dentsplysirona)