

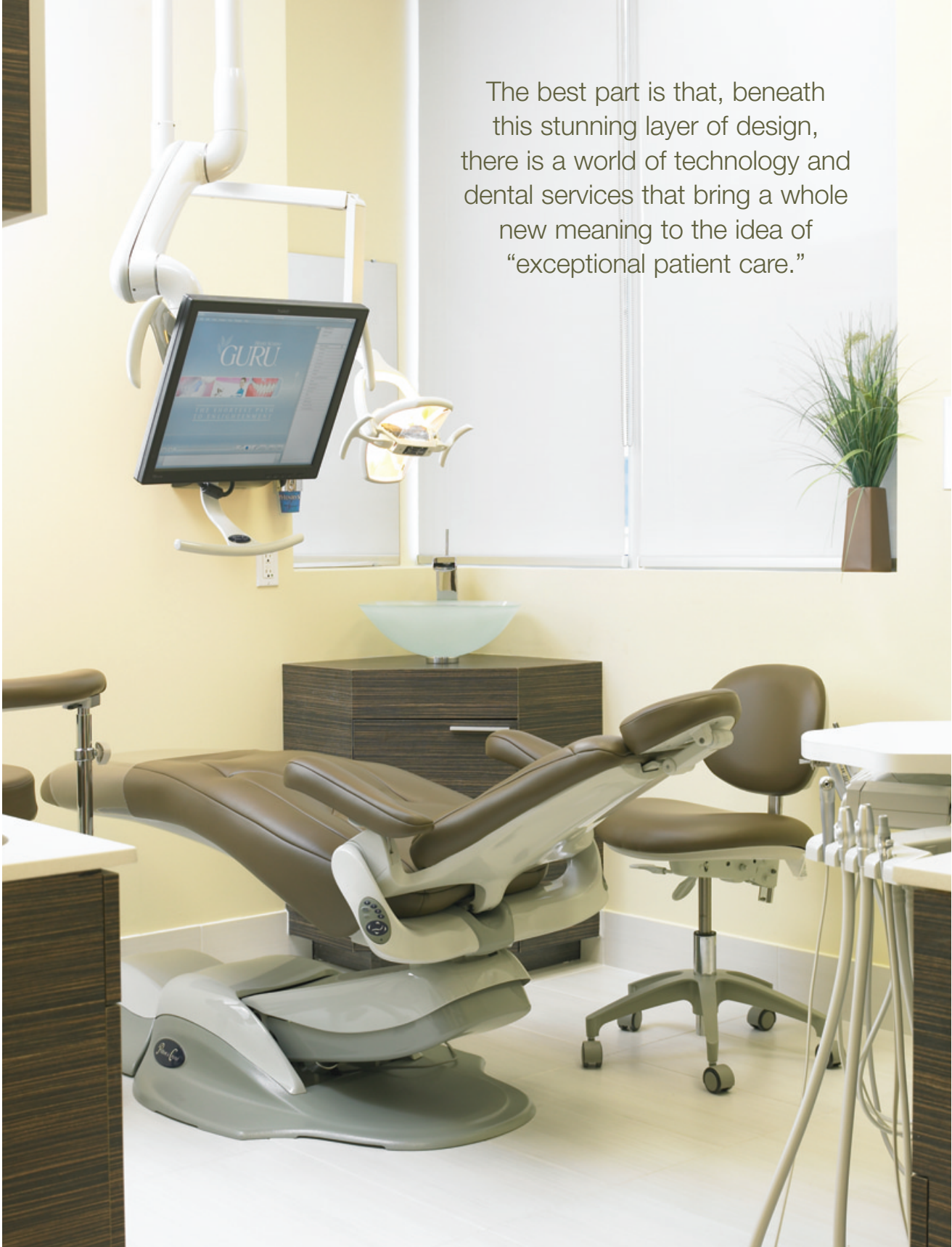
Dr. Dan Hagi ThornhillSmileCentre

Ontario, Canada

From the moment you enter Dr. Dan Hagi's ThornhillSmileCentre, you are completely surrounded by its aura of minimalist elegance. The term "Zen-like" comes to mind or, if you prefer, a sense of harmony and well-being with an ultramodern perspective. The overall design is composed of an attractive decorating palette of cool, cream-colored Italian porcelain wall tiles, linen-white leather couches and reception desk, gleaming glass surfaces and doors, ambient accent lighting, luscious dark-wood cabinetry, CaesarStone Quartz counters and backsplashes, and contrasting floor treatments. The best part is that, beneath this stunning layer of design, there is a world of technology and dental services that bring a whole new meaning to the idea of "exceptional patient care."

Located in Thornhill, Ontario, Canada, the 4-operator, 1,700-sq. ft. layout gives the staff a streamlined and efficient area to attend to their practice's specializations in aesthetic and implant dentistry. Prior to opening the new facility, Dr. Hagi had worked as an associate in surrounding areas. "After five years the time had come to build a state-of-the-art facility with a modern feel, a real home for my dental passion. I wanted to be able to provide an exceptional level of care in a warm





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and welcoming space. Letting patients experience comfort and pampering that goes beyond the ordinary and conventional. Patients tell me that they sometimes forget that they are in a dental office.” comments Dr. Hagi. “The practice’s information security policy and advanced, state-of-the-art computer technology infrastructure ensures that sensitive information in the custody of the ThornhillSmileCentre is protected, and that its confidentiality, integrity and availability are enforced and maintained at all times. This applies to all information assets—patient records, data and information regarding business operations, finance and administration of information technology. The goal is to promote trust and confidence for our patients as well as compliance with laws, regulations and industry best practices.”

Properly integrating all the elements necessary for a smoothly functioning dental office is the result of knowledgeable and skilled specialists with the technical expertise to carry a project to its fulfillment. Henry Schein offers the dental practitioner the advice and support required to take an inspired idea and transform it into an agenda that becomes a functional reality. Toronto Branch Manager Ken Croney understood Dr. Hagi’s desire to create an environment that would meet his standards

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for patient care and his projected plan for operating a dental practice with the potential for continuous growth. From digital radiography and patient entertainment to massage chairs in “ultraleather” for superior comfort during procedures and the highest levels of information security—ThornhillSmileCentre receives exemplary scores for the utmost attention to a full circle of some of the most valuable practice-building products and services available to the dental practitioner.



Left to right: Sharon Hagi, Information Technology Architect and Security Specialist; Dianne McChesney, Field Sales Consultant; Bobbie Mazar, Office Manager; Ken Croney, Toronto Branch Manager; Dr. Dan Hagi

“If it’s your first practice, trust those who have done this before, like Henry Schein’s representatives, who listen, and were there every step of the way. After discussion, I was confident that the vision I had was shared by everyone on their team,” notes Dr. Hagi.

“Staff and patients are very pleased with the overall presentation of the clinic,” comments Branch Manager Ken Croney. “Customers love the appearance of the clinic and the staff enjoy their work environment for many reasons, including the ergonomics and its capabilities for practice management, digital radiography, and the aesthetic appeal.”

ThornhillSmileCentre will be crafting beautiful smiles for many years to come. Their expertise and experience will continue to grow as will their ability to please their patients. “We get great comments from patients when they come in; they love the space. It’s a joy to work in—and growing...I’ve never been busier in my whole life,” remarks the Doctor.



In the future, Dr. Hagi hopes to introduce new technology including the Cadent iTero intraoral digital scanner and hard- and soft-tissue lasers as well as expanding the computing infrastructure. The upside doesn't stop there. Dr. Hagi's insights sum up his level of satisfaction with the project, "The clinic turned out to be a gem. I can work the way I want... with the most up-to-date equipment and offer my patients the benefits of the best care possible, all this in a great-looking space that is comfortable, relaxing, environmentally friendly, and efficient. Do it right the first time, with focus on security, integrity, and availability of information. The right functional design, coupled with the right operational processes can, in fact, ensure that the practice's vital IT infrastructure will enable the business to run smoothly and efficiently while promoting growth. Today's practices need this...and it is the right thing to do for our patients."

