

Miele



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Miele

Story

MIELE'S SYSTEM4DENT IN PRACTICE

**FROM ONE
SINGLE SOURCE**

*Washing,
disinfection and
sterilisation*

ON LOCATION:

A dental practice by the lake in Münster

SYSTEM4DENT

EVERYTHING FROM ONE SINGLE SOURCE

Miele sets standards – not least in medical technology. For over 55 years, we have been developing reprocessing solutions in close collaboration with dentists and instrument manufacturers. The fruit of our labours: Miele System4Dent. High-performance thermal disinfection and sterilisers designed for an instrument cycle without any weak points. And these products ensure convincing results: gentle on materials, efficient and economical. The benefits of our system are presented on the following pages.

WORKADAY LIFE IN A DENTAL SURGERY

THE STARTING POINT

The German Commission for Hospital Hygiene and Infection Control (KRINKO) at the Robert Koch Institute and the German Federal Institute for Pharmaceuticals and Medical Products (BfArM) have formulated guidelines relating to the reprocessing of medical products*. From this, exacting requirements demanding gap-free documentation of the instrument cycle in dental practices are derived

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THE CHALLENGE:

Important in all dental surgeries: Secure processes in instrument reprocessing for the protection of patients and employees alike. Processes that save both time and money. The use of machines in an automatic process helps achieve this objective.

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THE SOLUTION:

Miele System4Dent offers a solution from one single source, designed specifically for use in dental practices. Our products and processes adapt to the needs of your surgery team, taking reprocessing to the next level.

*Robert Koch-Institut: 'Epidemiological Bulletin – Current data and information on infectious diseases and public health', February 6, 2018



CLEANING, DISINFECTION, STERILISATION

Our thermal disinfectors with their individual selectable options and innovative accessories, such as dispenser modules, versatile baskets and spray nozzles, adapt to the needs of clients. The high-performance small sterilisers are ideal complements in ensuring fast and safe reprocessing.

PROCESS DOCUMENTATION

Smart solution: Intelligent, app-based documentation software for the gap-free tracking and tracing of processes in dental practices. A selection of process documentation options is available for all models.

PROCESS CHEMICALS

Tailored ProCare Dent process chemicals support the thorough yet gentle cleaning of all instruments, prevent discolouration and reduce staining. Improved drying also prevents the annoying build-up of limescale and supports reprocessing results.

SERVICE

Highest of standards in providing advice, financing, after-sales service and validation of the highest Miele quality. Blanket service coverage guarantees a response within 24 hours. 90% of all service cases can be resolved during the first visit.



*André Kupsch,
Sales Manager -
Dental, Laboratory and
Medical Technology
Miele Professional
German Sales Subsidiary*



Interview

What makes this systematic approach so interesting?

Well, for a start it's the good advice it provides – personal, fair and practical. Thanks to many years of working closely with dentists and instrument manufacturers, our specialists – medical product advisers and service technicians – have gathered a wealth of experience which they can pass on to dentists and hygiene specialists and offer practical solutions to help with their daily work.

What other services does Miele provide?

In running a practice, the reliability of machines and fast technical service are key requirements. Miele meets both these demands. The availability of spare parts for 15 years from the discontinuation of series production offers good forward visibility in relation to what are already long-lasting machines. Should a fault still develop, Miele's factory service is on site within 24 hours.

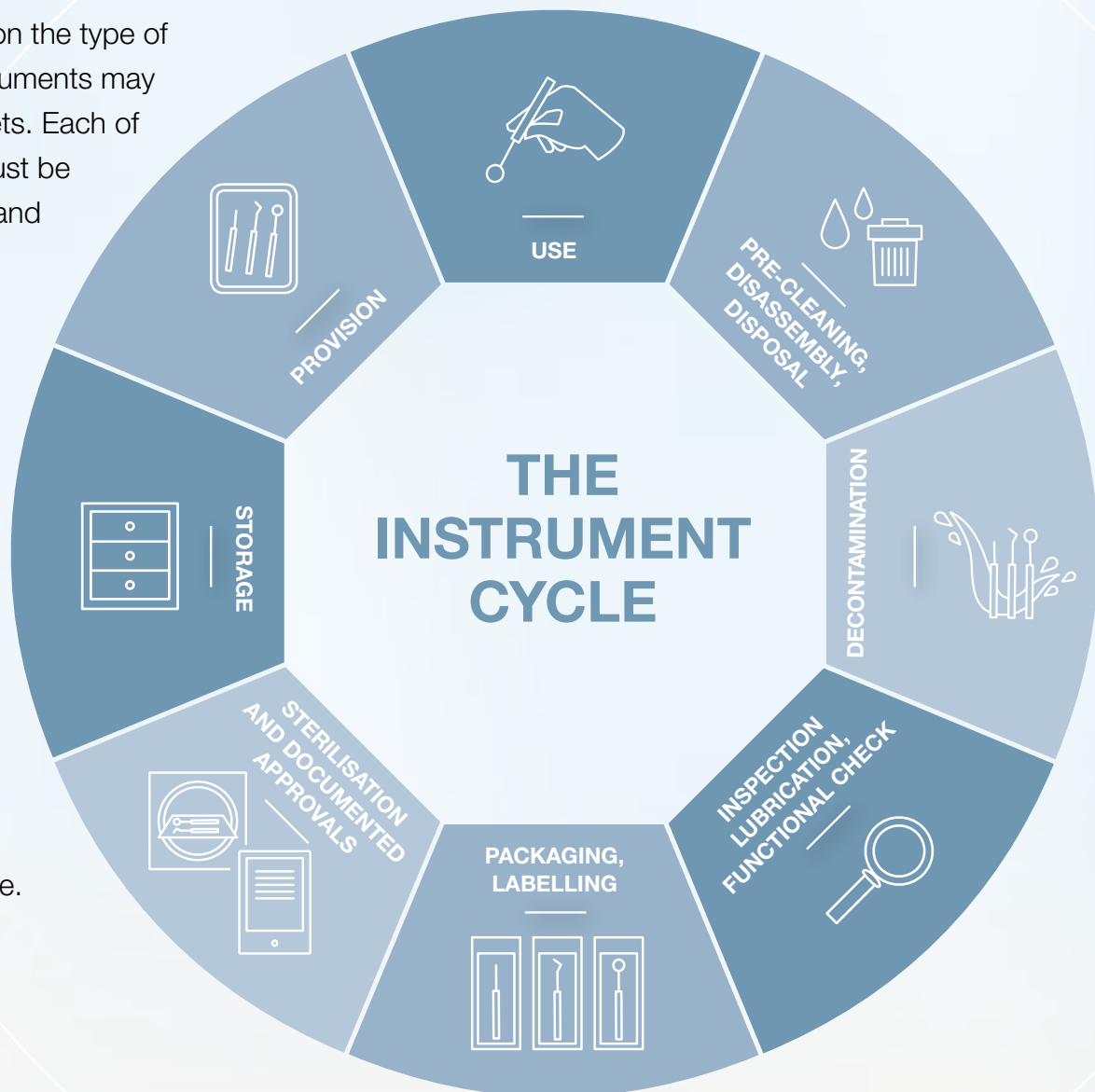
What in particular characterises these machines?

System4Dent offers a range of four thermal disinfectors with various chamber sizes as well as four sizes of high-quality sterilisers. This caters for individual needs at the planning and advisory stage. All models excel in terms of performance, ergonomic design and exceptional connectivity. This significantly simplifies daily routines.

HYGIENE IN
DENTAL PRACTICE

THE PERFECT CIRCLE

'Lakeside Surgery' in Münster. The surgery employs three dentists specialising in orthodontics and implantology. In the course of a typical day, the surgery team treats on average 60 patients with two dentists. Always in use: Medical instruments. A basic set of instruments is provided for each treatment session. Depending on the type of treatment, other instruments may be added to these sets. Each of these instruments must be cleaned, disinfected and sterilised after use in a validated process. A daily challenge. The surgery team aims to provide the highest of hygiene standards. One aspect is important throughout: Efficient processes which provide both protection and security to surgery staff and patients alike.





IN THE BEST OF HANDS: MACHINE USE

Patients are largely unaware of the complicated reprocessing of instruments going on 'behind the scenes' in the surgery. When patients ease themselves into the dentist's chair, all the instruments required for treatment are ready and waiting. Dentist Dr. Jan Tetsch and his employees are a well-rehearsed team. Fast and smooth processes represent a huge contribution to making sure patients feel safe and looked-after during their treatment. And that is just the way it should be. The fastidious observance of the instrument cycle ensures that no risk of infection is posed by dental instruments.

All instruments and their packaging, referred to as a sterile barrier system, or SBS, are labelled. These labels are applied after reprocessing. Label data is read out using a barcode scanner prior to treatment. This allows instruments to be linked to individual patients. Even retrospectively, it is possible to check that all dental instruments passed through the instrument reprocessing cycle prior to treatment and are in sterile packaging or pouches.



SAFETY IS EVERYTHING: DECONTAMINATION

The treatment room at the 'Lakeside Surgery' in Münster is a hive of activity. The surgery's sterile supplies assistants are responsible for the reprocessing of instruments on a daily basis. Up to three of them are typically in the reprocessing room at any given time. Every hand movement must be perfect; everything must be in its proper place.

The cleaning and disinfection of instruments is performed on the 'unclean' side of the reprocessing room. After treatment, the instruments are transferred to the reprocessing room in small tubs. Once there, pre-cleaning takes place. In order to reduce the risk of an infection through cuts and skin injuries, sterile supplies assistants wear knife-proof gloves, aprons and protective goggles. Next, the PG 8581 thermal



disinfector is loaded. The team has configured their machine with various inserts and baskets for a variety of instrument types. This makes loading simple and every action is well practised. This results in efficiency and a sense of security. With the right insert, up to 44 lumened instruments can be reprocessed per cycle.



UNDER CONSTANT SCRUTINY: MONITORING AND MAINTENANCE

Concentration and precision is now called for: Machine-based decontamination is followed by a visual assessment and an inspection of the level of cleanliness and functionality of instruments. Internal surfaces, in particular, as well as hinge areas must be checked for soiling, signs of corrosion, stress fractures, distortion and breakage. If necessary, instruments are lubricated. Damaged instruments are removed from circulation.



THE POWER OF STEAM: STERILISATION



The Cube X small steam steriliser is most conspicuous by virtue of its compact and space-saving design. When dental instruments arrive on the 'clean' side, they are placed on one of the steriliser trays, either wrapped or unwrapped depending on the type of instrument, ready to take a bath in a cloud of steam at 134°C.

The team at the 'Lakeside' practice in Münster most appreciates the uncomplicated processes when using the Cube X: Fast loading, convenient filling of the water tank, simple operation via the spacious touch screen and safe programme selection.



DOCUMENTATION MADE SIMPLE WIRELESS WITH APP

For the surgery team in Münster, one of the biggest benefits of Miele's System4Dent is wireless communication and data transfer between Miele machines and the tablet PC where approvals are granted via WiFi. The DataDiary app shows the entire protocol automatically and, on demand, even creates a PDF file. This solution is already available for thermal disinfectors. Soon, gap-free documentation will also be possible on sterilisers*. Once that is the case, sterile supplies assistants will no longer need to physically connect machines to documentation software. This represents enormous time savings for all concerned.



*Available from 2020 onwards

Interview

Why do you place your trust in products from Miele?

What counts for us in our everyday work are efficient processes and the maximum protection of our patients as well as the colleagues involved in instrument reprocessing. The hygiene chain must remain intact throughout, and sources of infection must be reduced to zero.

What significance is attached to the ratio between time and costs when purchasing machines?

Alongside the safety factor, time is a decisive criterion. If the use of machines helps to make optimum use of our personnel resources, investments in equipment hardly count. Add to this aspects such as simple operation

and convenience, and it's a winner all round. With Miele, you always have the impression that those involved in developing the technology come at things with a wealth of practical experience. Besides that, you can always rest assured of being given good advice and service.

Are you satisfied with the current state of affairs in your practice?

Absolutely. Each and every injury sustained during work has to be logged in a first-aid book. So what should I say? Ours is empty because our processes are correct, because we place great store by trained personnel and have machines which blend in seamlessly with our everyday surgery work. That leaves nothing to be desired.



Dentist Dr. Jan Tetsch specialises in oral surgery and has been practicing in Münster since 1999.



EVERYTHING HAS ITS PLACE STORAGE

The subsequent storage of instruments also subscribes to clear guidelines. The place of storage must provide clean, dust-free and dry conditions. The latter aspect is the reason why instruments cannot be stored in the reprocessing room. In the 'Lakeside Surgery', instruments are therefore stored in a cupboard at the entrance to the hygiene room. All instruments, protected in closed and sealed packaging systems, have a six-month shelf life. Always ready and waiting for the next treatment session.



OPTIMUM INTERACTION



Miele's System4Dent represents an ideal solution to all aspects of instrument reprocessing. Thanks to innovative technology and reliable services, both time and costs are saved in daily work. This is the secret to our success.



• Thermal disinfectant

Miele Professional has been setting standards in the field of efficient and safe machine-based reprocessing in dental surgeries for more than 5 decades. Designed for decentral instrument reprocessing, Miele thermal disinfectors offer added value: better cleaning performance, improved process security and greater convenience. For each installation situation and set of instrument requirements, a matching thermal disinfectant offers the optimum capacity in all cases.



DATA DIARY



Process documentation

Miele Professional offers flexible solutions for the documentation of instrument reprocessing. The documentation of reprocessing, including all relevant parameters, represents a clear quality benefit – and offers a wide range of opportunities to optimise both processes and costs.

Service •

Miele Professional is synonymous with exceptional quality – not least when it comes to service. Blanket coverage allows service technicians to be on site within 24 hours. And, thanks to on-board spares, first service visits result in around 90% first-time fixes. It is no coincidence that Miele's customer service has been awarded top ratings for outstanding service for many years.



◦ Steriliser

Thanks to shorter cycles, innovative drying technology and an intuitive user interface, both Cube and Cube X meet the highest of standards with respect to safety, user-friendliness and the economics of everyday use. Both models are compelling propositions in terms of their perfect drying and their colour touch display makes for simplicity of use. Whether small practice or large clinic: Miele offers two models, each with a different chamber size, to do justice to the varying requirements of dental surgeries and hospitals.



Accessories ◦

In order to ensure optimum reprocessing results, Miele provides innovative accessories for its thermal disinfectors and sterilisers which make the reprocessing of instruments in dental practices even safer and simpler. Alongside baskets, trays and holders for lumened instruments, the range also includes dispensing modules, water pre-treatment products as well as cupboards and plinths.



◦ Process chemicals

ProCare Dent process chemicals form the basis for the thorough and gentle treatment of expensive instruments. According to recommendations issued by instrument manufacturers, Miele Professional offers specially formulated products for the reprocessing of standard and transmission instruments. Each product is carefully geared to the various phases of the washing and disinfection cycle on Miele thermal disinfectors.

Machine-based reprocessing –Improved performance, greater security

Legal requirements are not the only reason why dental instruments must be sterile when used on patients. Consequently, the safety and the well-being of patients, users and third parties should not be compromised by the reprocessing of instruments. The hygienic reprocessing of instruments in an automatic system offers a multitude of benefits. By applying suitable, validated processes, this approach ensures that the success of reprocessing is quantifiable and reproducible.

Peculiarities of machine-based reprocessing

The manual reprocessing of dental instruments is admittedly an option, but this approach brings with it risks to the persons tasked with the job and also presents the challenge of being difficult to validate, alongside requiring greater effort in documentation.

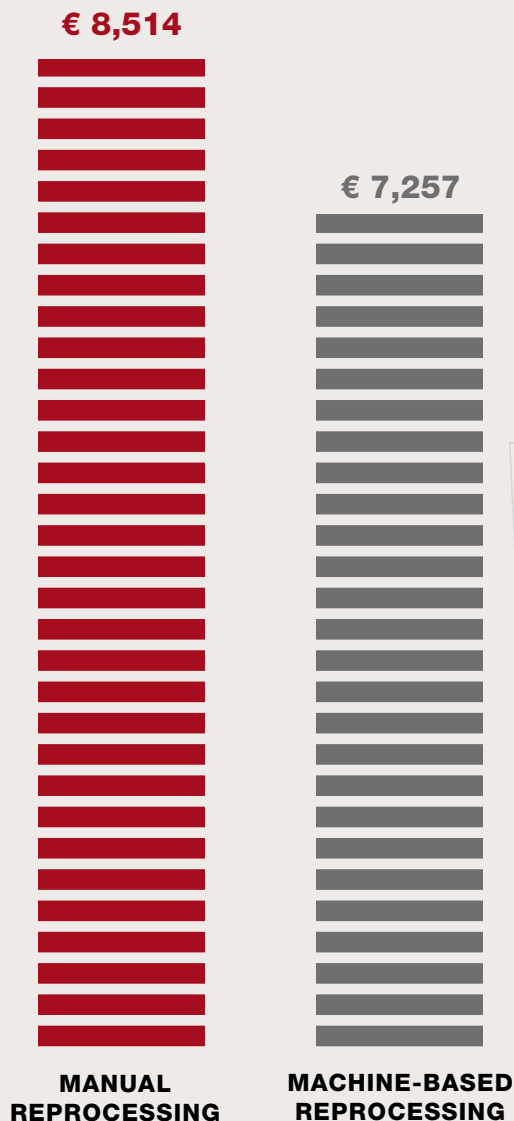
Machine-based reprocessing offers many concrete benefits to processes in dental practices.

Modern machines are able to cope with large and demanding loads, reprocessing them fast, uniformly and reliably. This simplifies the work of the surgery team and creates a sense of security. The same applies to the important aspect of process documentation and the recording of reprocessing. By linking machines to a process documentation system, records are continuous, complete and legally compliant.

Furthermore, machine-based reprocessing is sustainable and offers considerable cost-cutting potential. And the performance of modern machines is soon noticed. Their excellent reprocessing results are matched by minimum consumption of water, energy and chemicals.

Benefits of machine-based reprocessing

- Safe, validated process
- Reproducible, documented processes
- Sustainable value-retaining reprocessing
- Machine-based reprocessing is part and parcel of quality assurance



TRIED AND TESTED

Worthwhile innovation

**COST BENEFIT
OF MACHINE-BASED
REPROCESSING IN A
THERMAL DISINFECTOR**

€ 1257
per year

approx. € 6000
after 5 years*

**Operating costs and performance monitoring
not considered in manual reprocessing*

*Source: Chamber of Dentists Westfalen-Lippe: 'Repetitor, Aufbereitung
von MP – Manuell? Maschinell? – Rationell!', 3rd. edition, 2019*

A comparison of manual and machine-based reprocessing reveals potential annual savings in the order of € 1257 in favour of a validated, machine-based process.

The cost of manual reprocessing

- 215 days per year
(excl. general overheads, e.g. reprocessing chemicals,
performance monitoring)
- Cost of an experienced assistant in reprocessing per hour
(incl. ancillary wage costs)
approx. € 19.80 (standard rate)
- Two hours employment per day:
€ 8514 per year

€ 8514 personnel costs
+ plus running costs

TOTAL: APPROX. € 8514.00 PER YEAR

The cost of machine-based reprocessing

- 215 days a year based on costs of approx. € 3000: € 13.95
per day (thermal disinfectant costs approx. € 10,000,
Maintenance, validation and repairs approx. € 2000 per year,
10-year life cycle: € 30,000)
- Cost of an experienced assistant in reprocessing per hour
(incl. ancillary wage costs)
approx. € 19.80 (standard rate)
- Employed one hour per day:
approx. € 4257 per year

€ 4257 personnel costs
+ € 3000 operating overheads

TOTAL: APPROX. € 7257 PER YEAR



**LET'S WRITE
IT TOGETHER!**

*Your success
story*

QUALITY FROM MIELE

Never be satisfied with less

Want to know more about System4Dent
or our thermal disinfectors and sterilisers?
Our experts in the field of dental
technology would be pleased to advise
you!

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