



# *Leverantören* *En viktig resurs i hygienkedjan*



# NEJ TACK!

Jag vill **inte** ha:

- Reklam
- Religion
- Kokosbollar
- Dammsugare
- TV-avgift
- Tavor

Eller liknande!



2012-05-02

3



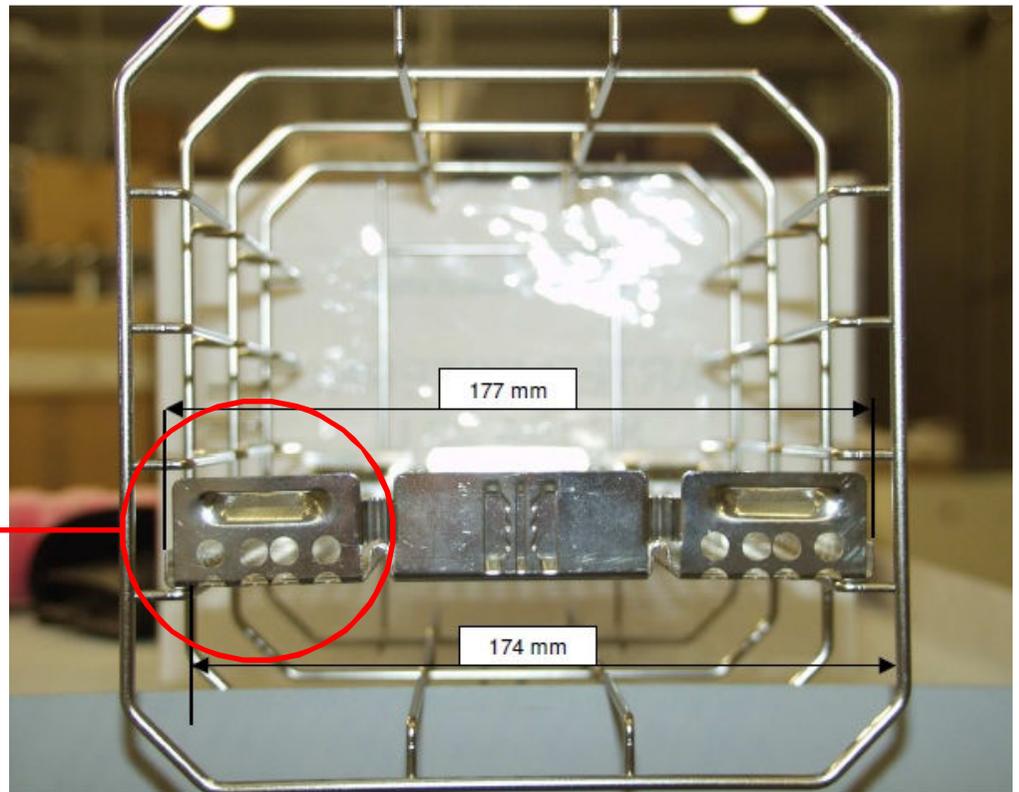
# ANVÄNDARE ”KLAGOMÅL”



# FALL 1 - NORGE

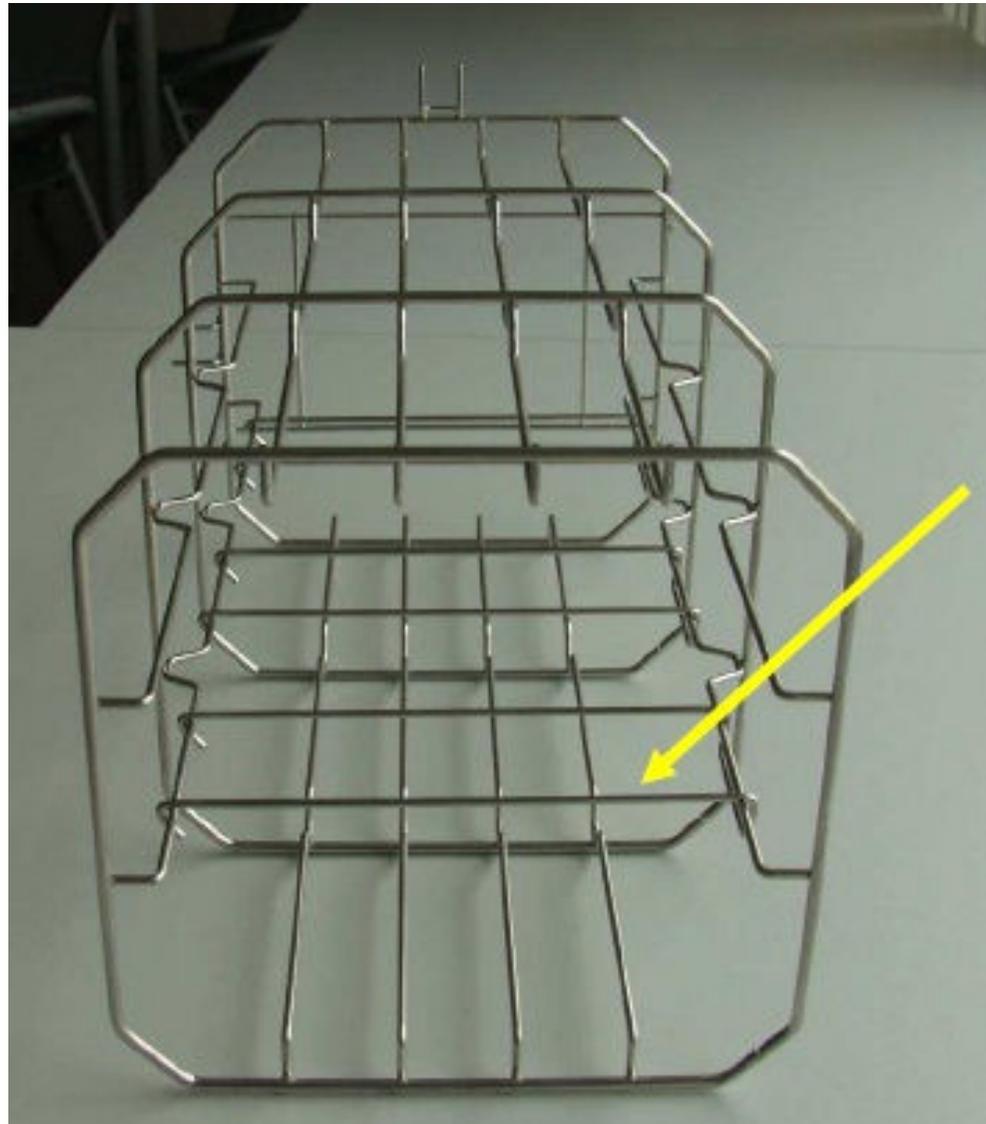
## *”Stendent”*

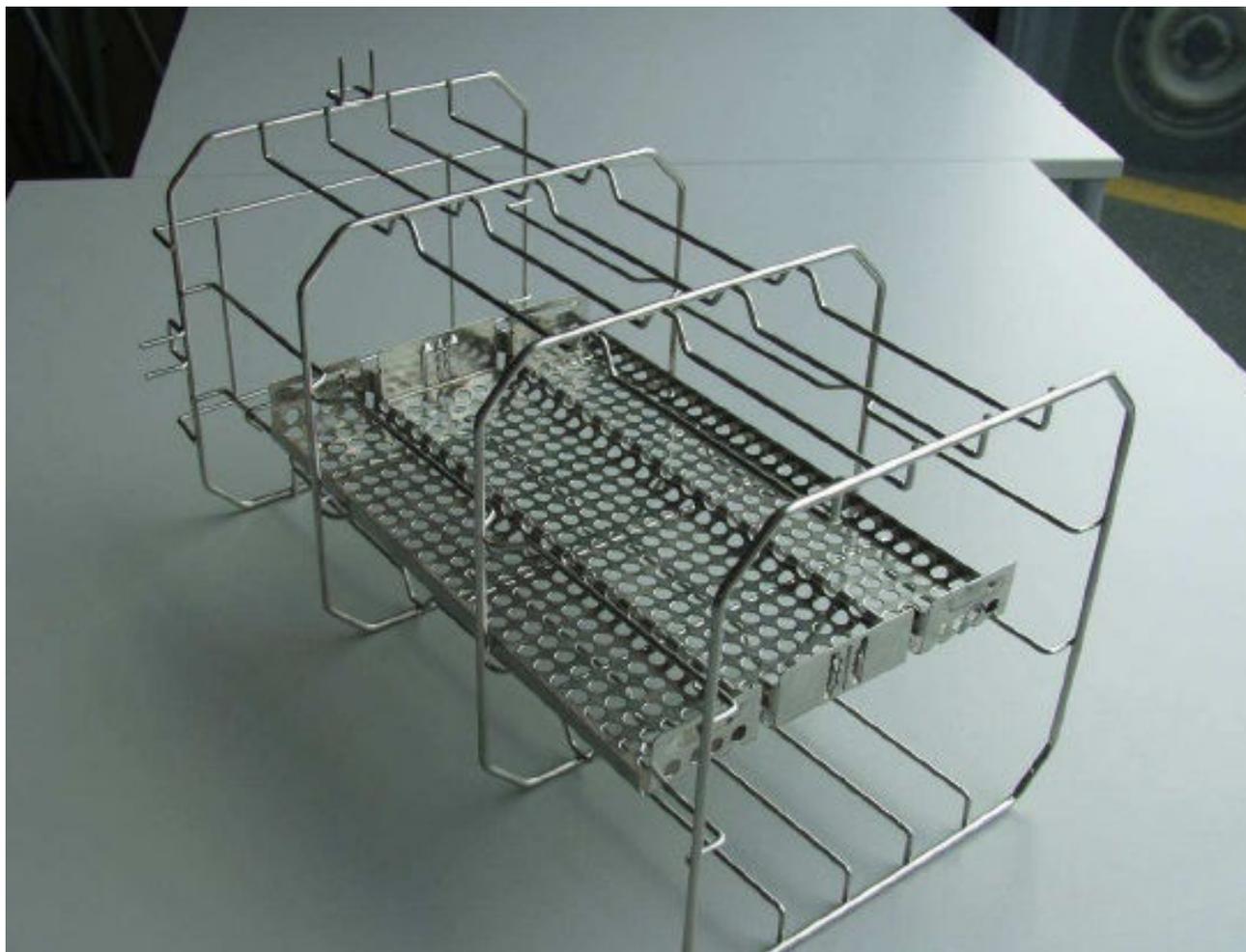














# FALL 2 - SVERIGE

## *”Gröna boken”*





### *Fortlöpande och daglig kontroll*

I korthet omfattar den dagliga kontrollen B-program, läcktest och ångpenetreringstest enligt SS-EN 867-5 (31) samt kontroll av tryck, temperatur och tid, som ska jämföras med motsvarande avläsningar vid valideringen.

Vid varje sterilisering används minst en kemisk integrerande indikator som uppfyller kraven enligt ISO 11140-1 (32). N-autoklavens mätinstrument avläses vid varje sterilisering; avläsningarna jämförs med motsvarande registreringar vid valideringen. Vidare används minst en kemisk integrerande indikator (ISO 11140-1) vid varje sterilisering.

Vid urlastningen kontrollerar man att instrument och förpackningar är torra. Kontrollen dokumenteras dagligen.





# FALL 3 - SVERIGE

## *”Gröna boken”*





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### **Förpackningar, spårbarhet och sterilförvaring**

Vid sterilisering i autoklav med förvakuum, förpackas godset i därför avsedda påsar (33), som försluts t.ex. med svetsning. Förpackningen märks med datum och löpnummer samt med sista förbrukningsdag, så att den kan spåras.

PEOPLE HAVE PRIORITY



Lisa 522      09 - 0282      00.15.03.00.00  
Load accepted by : Lisa Taylor  
Cycle :    UNIVERSEL 134  
Number :    00175  
Date :      09/02/10 12:59:06

**Expiry date :**  
**09/03/10**



C31128A00175





# ANVÄNDARE ”ÖNSKEMÅL”



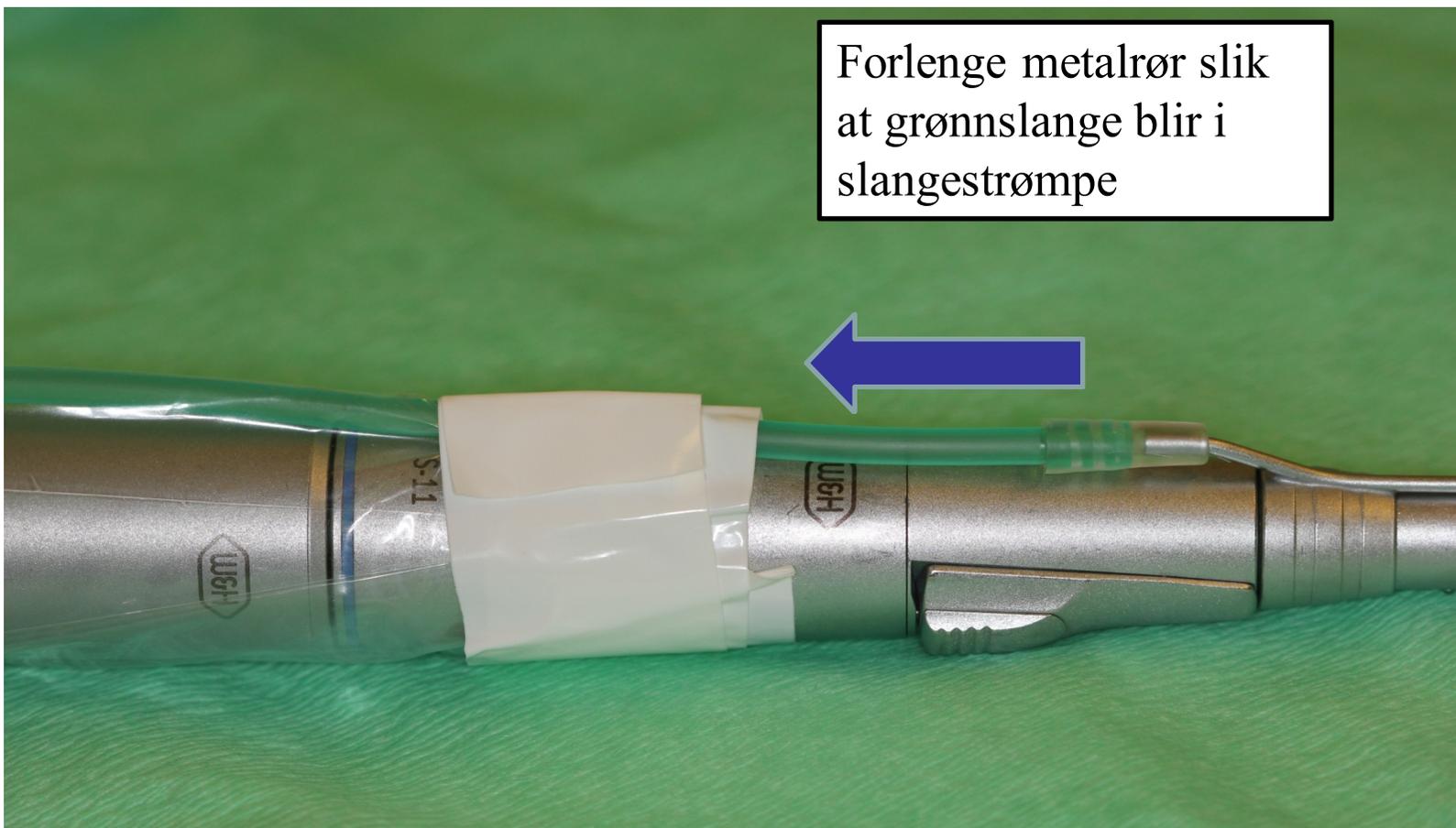
# FALL 4 - NORGE

## *”Kirurgi”*





Forlænge metalrør slik  
at grønnslange blir i  
slangestrømpe





# TILLVERKARE ”MARKNADS- UNDERSÖKNINGAR”

## Dentist questionnaire



PEOPLE HAVE PRIORITY



Date:	
Country:	
Name:	
Job description:	
No. of dental chairs at the clinic:	
Most common treatment:	

1	Would a fast cycle for unwrapped hand pieces (S-cycle) add more value to W&H Sterilizers to better fulfill your needs? (shorter cycle not for porous or wrapped load)

2	In case of an S-cycle for unwrapped instruments, how long should this cycle take? (which timeframe would be acceptable)

3	Is it <b>mandatory</b> to pass the Helix test in your country? (daily basis)

4	In case you need to process instruments for immediate use (not storage), do you care about drying? (based on country regulations)

5	Is it <b>mandatory</b> to have a traceability system related to your Hygiene protocol? (based on country regulations)

6	Do you have one?

7	Do you use a software management system? Is it connected to a network?

8	Which features do you feel are missing on the current Lisa FA and Lina MB? (or on your current sterilizer)

9	Which features would you improve on the current Lisa FA and Lina MB? (or on your current sterilizer)

Datum 2012-05-02  
Sida 21

## Sales force questionnaire



Date:	
Subsidiary/AM/™:	

1	Would a fast cycle for unwrapped hand pieces (S-cycle) add more value to W&H Sterilizers to better fulfill our client needs? (shorter cycle not for porous or wrapped load)
2	In case of an S-cycle for unwrapped instruments, how long should this cycle take in order to be competitive?
3	How much (%) would the sales volume increase after the introduction of this type of cycle?
4	Is it <b>mandatory</b> to pass the Helix test in your country (daily basis)?
5	In case the dentist needs to process instruments for immediate use (not storage), does he care about drying? (based on country regulations)
6	Which features do you feel are missing on the current Lisa FA and Lina MB?
7	Which features would you improve on the current Lisa FA and Lina MB?

## QUESTIONNAIRE

PEOPLE HAVE PRIORITY



The aim of this **anonymous** questionnaire is to collect all data that can be used to develop devices capable of:

- Reducing the time and costs required for daily instrument decontamination protocols;
- Reducing the risk of cross-contamination for dentists, dental surgery staff and patients.

### GENERAL INFORMATION

City where the surgery is located:  Big city (more than 1 million habitants)  
 Middle city (between 100.000 and 1 million habitants)  
 Little city or village (less than 100.000 habitants)

No. of dental chairs in the surgery: \_\_\_ No. of full-time dentists: \_\_\_

No. of external staff: \_\_\_ No. of assistants: \_\_\_

### WRAPPING METHODS

On average, how much time is spent wrapping instruments every day? \_\_\_ minutes

For most treatment procedures, the following kind of processed instruments is used:

Unwrapped (A)  Single wrapped (B)  Wrapped kit (C)  Kit in wrapped tray (D)



A



B



C



D

If using a wrapped kit (C), for which of the following treatments is it used?

Hygiene  Restoration  Periodontology  Prosthetic  Endodontic  
 Orthodontic  Oral surgery  Implantology

### WASHING/DISINFECTION

Are instruments pre-disinfected before washing?  YES  NO

How/with what appliance washing is carried out?

Manually  Thermo-disinfector  Instruments washer  Dishwasher  Ultrasonic bath

### STERILIZATION

How many sterilizers are there in the surgery? \_\_\_

Of what type are they?  With vacuum  Without vacuum

On average how many sterilization cycles are carried out every day? \_\_\_

Datum 2012-05-02  
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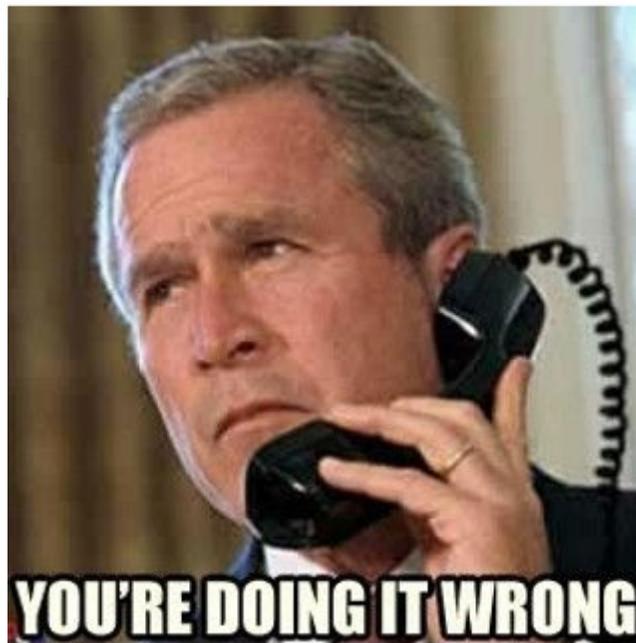


# ”KLINIKBESÖK”





# INFORMATION



**Read manual  
or handbook**

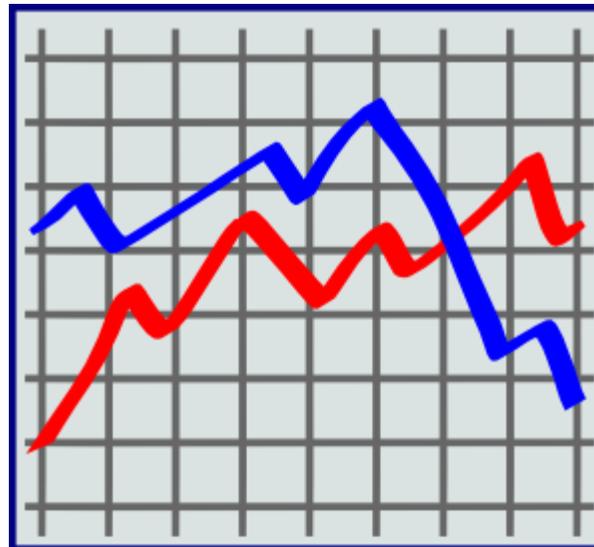


# PRODUKTER





# TJÄNSTER









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