



WORDS FROM DR. WILLIAM CHEUNG

Dear Friends,

I cannot believe that it's been over a year since I last wrote to inform you that we were moving from Tak Shing House to Aon China Building! I am pleased to say that we are very happy to be in our new home.



Those who have visited us told us that the new office is not only conveniently located in a well-managed building, but it also gives people a high-tech feeling as it has a number of new equipment they have never experienced before. Items like the digital X-ray and intra-oral camera, just to mention two, are extremely useful in making diagnosis as well as patient communication and education. We tried to design our office, especially our waiting area, to make it a warm environment for your maximum comfort. Children can play computer games while they wait for their turn. The Eye Trek by Olympus allows you to watch a video while receiving treatment. In short we try our best to make your visit as pleasant and fearless as possible.

In addition to new design and new equipment, we also have new addition among our staff. Samantha Law (Sam) has joined us since November last year. She is a Registered Dental Hygienist (R.D.H.) who has received formal training to provide regular teeth cleaning home care instructions as well as other preventive treatment. Many of you who have been under her care have given very positive feedback about her technique and her professional manner. Either Dr. Yiu or myself always examine you after Sam finishes her cleaning to make sure your oral health condition is satisfactory. Sam has helped me tremendously as we work as a team so I can be more available to focus on more complicated treatment. Even with the help of Sam, I am still extremely busy. As much as I appreciate your patience, I feel bad that many of you have to wait a long time to get an appointment to see me. Therefore I have begun searching for another dentist several months ago to join the practice so we, as a team, can be more efficient in providing care for you. I am happy to report that preliminary agreement has been reached with an individual who will join us early next year. I hope you will give him the same support as you have given Dr. Yiu and me in the past.

Vivian Wong is the newest addition in the office. She has joined us as Office Manager since June this year and she is mainly responsible for office administration. She and May (my head nurse who has been working for me for almost nine years) share the front office responsibilities as Vivian concentrates on office administration while May concentrates on clinical administration. I am grateful to both of them because as they take away my administrative burden I can concentrate to provide better care for you.

In July this year I attended the Academy of General Dentistry meeting in Toronto where I learned about the latest development in Dentistry. With the recent breakthrough in the mapping of human genome, I can envision significant developments in the next decade both in medicine and dentistry in understanding and treating diseases such as gum disease, diabetes, and other genetically related diseases. Laser technology is promising and we are keeping close watch on its development.

Last month I went to Leshan in the Province of Sichuan for a week of voluntary service in a local hospital. This was my third medical mission trip to Sichuan since 1996 and I saw great progress in our country in many areas. Major infrastructure projects are underway at all times wherever we went. Traffic is better controlled because of more and better roads. People seem to be very enthusiastic about all the changes that are taking place in the country and they are very courteous and energetic. From Sichuan I went to Beijing to deliver a lecture and provide a training course but I also did some sightseeing in the capital. I was especially impressed with the English communication skill of our local tour guide who learned all her English in Beijing. I see huge potential in China – a fast developing nation!

It seems not too long ago that we were all concerned about the "millennium bug" and now we are approaching the end of year 2000. We hope you enjoyed reading our newsletter, we intend to do this once a year so we can give you an update in dentistry and about our





張偉民醫生的話

親愛的朋友：

猶記得上次的通信才告訴你，我們要從「德成大廈」遷往「怡安華人行」的消息，想不到這麼快一年已過去了。然而，很高興告訴你：這一年裡我們在新的環境中工作得非常愉快。

曾造訪的朋友也說，我們的新醫務所不單座落旺區，交通方便，大廈管理完善，醫務所的設備更叫人仿如置身於高科技的世界。就如其中的數碼X光儀器(digital X ray)、口內照相機(intra-oral camera)就能大大提高我們診斷的準確性，也助我們向病人講解病況，甚具教育功能。另一方面，我們在醫務所設計上也花了不心思，特別是候診室的佈置。我們刻意締造一個暖和的環境，叫你感到最舒適自然，你也可讓小朋友一邊玩電腦遊戲，一邊輪候。在診症期間，我們最新購置的奧林巴仙視像鏡(Eye Trek by Olympus)也可以讓你在接受治療時，同時欣賞影碟。簡言之，我們盡力務求你每次的到訪，都是一趟不單無驚無險且愉快舒適的經歷。



除了新的佈置和設備之外，我們也有新的同事。羅姑娘(Samantha Law)自上年十一月起已加入我們的大家庭。她為註冊牙醫保健員(R.D.H.)，在牙齒清潔、日常牙齒護理，及其他保健教育上受過正規的訓練。許多朋友在接受過她的服務後，都對她的技術與專業態度讚不絕口。而姚醫生與我一定會在羅姑娘每次完成她的洗牙程序後，檢查你的牙齒，確保你口腔的健康情況滿意。

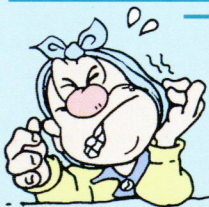
羅姑娘的加入，叫整個隊工配合得完美，她著實幫了我很大的忙，使我能專心處理較繁雜的病情；然而，我仍是那樣忙得不可開交。累你們常常要輪候多時，實在抱歉，但也衷心多謝你們對我的容忍。所以，多個月前我積極密識多一位牙醫加入我們的隊工，讓我們能為你提供更有效率更佳的護理服務。目前我們已找到了適當的人選，並且已達成初步的協議，他將於明年初上任。甚盼望你們會像支持姚醫生與我一樣，同樣支持他。

黃小姐(Vivian Wong)是最新加入我們醫務所的同事。自今年九月起，她成為我們的醫務所經理。她和李姑娘(May Li，與我合作已達九年的護士長)分擔我們前線的工作，黃小姐主要處理醫務所的行政與管理，而李姑娘則集中處理診所內醫療的管理。對於她們的幫助，我是由衷的感謝，她們減輕了我在行政管理上的負擔，讓我把精力集中在優質的醫療服務上。

今年七月間，我出席了在多倫多舉辦的一個牙醫學會，也知道更多更新的牙科發展。因著最近在遺傳基因排列技術上的進步，我估計在未來的十年，醫學及牙科醫學上對遺傳病諸如牙周病、糖尿病等的理解與處理，將有突破性的發展。另外，激光科技的發展正邁向新紀元，我們會密切留意這些治療技術的發展。

十月份我到了四川省的樂山，在當地的醫院作了一星期的義務醫療工作。這是自1996年我第三次的四川之旅了。這些年來我目睹國家在各方面不停的進步，許多的主要設施不斷加工建造，隨著道路網及公路的建設，交通也愈來愈方便。當地的人民眼見國家的進步，也感到非常興奮，而且表現得甚慇懃與積極。四川之後，我到了北京講學、主領一個訓練課程，也在首都到處瀏覽參觀。叫我印象最深的，就是當地導遊一口流利的英語，她沒有出國只在北京學她的外語。這叫我感到中國的潛能無限，發展實在迅速。

似乎不久之前，我們還在為「千年蟲」而憂心忡忡，而轉眼間2000年也快將結束了。甚願你喜歡我們的通訊，盼望透過這一年一次的通訊，我們能給你最新的牙科資訊，醫務所的消息。聖誕將近，願慶祝耶穌的降生，能為你帶來喜樂與盼望！我謹代表我的同事，祝你聖誕快樂，及新年健康進步。



DENTAL EMERGENCY

If you have a dental emergency after office hours, just call our office at 2522-5752. A recorded message will provide further information on how to contact us or if the problem is not extremely urgent, simply leave a message and we will return your call the next working day.

急症熱線

FROM SAMANTHA LAW: ORAL HYGIENE TIP OF THE YEAR!

Is tongue brushing necessary?

ABSOLUTELY! Proper oral hygiene should include flossing, brushing of teeth and the tongue. The tongue, which occupies one-third of the mouth, provides a warm moist breeding ground for bacteria which may contribute to bad breath.

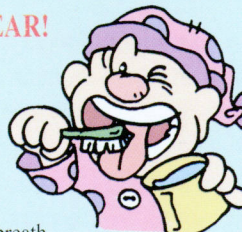
Tongue scrapers can be purchased to help do the job. However, a good soft toothbrush is just as effective when it is used to lightly go over the surface of the tongue.

Most people who practice tongue brushing will enjoy a significant improvement in breath quality, but if you still suffer from bad breath, a visit to us would be recommended to help determine the underlying cause.

羅姑娘提供：口腔健康小貼士

有需要天天清潔舌頭嗎？

當然啦！良好的口腔護理包括使用牙線、擦牙及清潔舌頭。舌頭佔口腔三分之一的空間，既溫暖又潮濕且引致蛀牙的細菌最理想的繁殖地方，所以每天清潔舌頭是必須的。





MESSAGE FROM OUR STAFF ... 同事消息



DR. ELLEN YIU

Time flies when you are enjoying yourself! It feels like not so long ago I returned from London to join Dr. Cheung in this practice. In fact, it's been over 7 years!

I must say I have been lucky to find such pleasant people to work with, the team we have at present is hard working and efficient and the vast majority of our patients are very friendly and genuinely nice people, thus making a long busy working day a pleasant experience.

It is indeed my pleasure to meet all of you, and to those I have yet to meet, I hope I will do so soon.

姚靄安醫生

快樂的時間過得特別快！我從倫敦畢業回來在張醫生這裡工作，似乎仍是不久之前的事情，想不到實際上已事隔七年有多了！

我感到自己十分幸運，因為與我同事的都是那麼和藹可親。現時我們的團隊是既勤奮又有效率，而我們大部分的病人都是既友善又真誠的一等好人。如此，即使工作有多忙時間有多長，對我來說，每天都是一個愉快的體驗。

能認識你們，我感到十分高興；若我仍未曾認識你，我盼望能在不久的將來與你見面。

SAMANTHA LAW

Hello my name is Sam, short for Samantha. I am also known amongst patients as the "cleaning lady" which is true as far the teeth goes. My role in the office is as the Dental Hygienist. I have been working here for just over a year now. This is the first time Dr. Cheung has been able to include me on his team because of the expansion that took place in our new and bigger office.

From the start I was amazed by the pace of the office and certainly impressed by the standard which Dr. Cheung worked to. The same standard will be assured to you from me because I truly enjoy my work and love the fact that I can meet and get to know lots of different people.

羅桂蘭姑娘

你好！我是羅姑娘，我的名字是Sam，是Samantha的簡稱。許多病人也稱我是「清潔大使」，就牙齒而言，我確是名符其實的。我在這醫務所的角色是牙齒保健員，至今已工作一年了。因著新醫務所的擴充，我終於能夠第一次以這大家庭成員的身分，與大家見面。

還記得最初加入時，醫務所工作節奏的迅速度及張醫生醫學水平之高，叫我感到既驚喜。



MAY LI

Hello everyone...I am sure many of you must know me or at least recognize my voice, I am May or Ms Li. I have been working as a Dental Surgery

Assistant in this office for eight and a half years now. Within these eight years, I manage two different areas of responsibilities. Of the first six years, I worked chair-side, assisting Dr. Cheung. In the beginning, my knowledge in dentistry was shallow but with Dr. Cheung's guidance and training, I can now apply my dental knowledge to my work. My duties have moved from chair-side assistant to clinical administration in the last two years, my tasks being primarily to make appointments and ordering of supplies. It was challenging at first but with the support and encouragement from Dr. Cheung and understanding from you all, I was able to accommodate to this new position smoothly.

李佩琳姑娘

各位你好！我深信許多人都認識我，或者聽過我的聲音。我叫阿May或者你可叫我李姑娘。我在這間醫務所當牙醫護士助理已八年半了，在這些年來，我負責過兩樣不同的工作。在頭六年，我在張醫生旁邊協助他診症。我由最初在牙科醫學上一竅不通，但因著張醫生循循善誘的教導，今天也算有一定的專業知識；而我的工作亦由牙醫助護，轉為管理診所內部的行政，負責安排預約，及訂購材料。對我而言，這任務既新又富挑戰，但亦因著張醫生的支持與鼓勵，及你們無限的體諒，兩年來我還算是適應過來，現在也是應付自如了。

VIVIAN WONG

Hello, I am Vivian and as the newest member of the team, I take on the administrative tasks in the office. Working here is definitely different, on the first day of work, I remembered walking into an office very much like a home with light music, cozy sofa, computer games, and a variety of books and magazines to read. Digital x-ray and intra-oral camera are also some of the innovative products we have in the treatment rooms. To ease the sight and sound of a dental treatment, patient can use Eye-trek, an entertainment system whereby the individual place Eye-trek (like wearing a pair of glasses) to enjoy a feature show. Everyone here is very friendly. Though everyone is constantly busy assisting Dr. Cheung, they can always find time to guide me in learning and adapting to this new environment.



黃明敏小姐

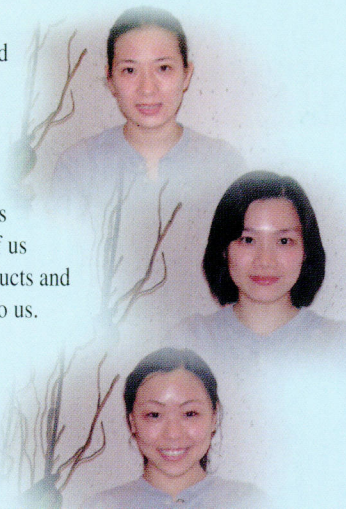
你好！我是Vivian，是這大家庭最新的成員，我負責醫務所的行政工作。在這裡工作總有一份與別不同的感受。仍記得甫進入這醫務所，我還以為自己走進了別人的家：擺放舒適的沙發，播著輕音樂，還有電腦遊戲、書籍雜誌可供消閒。在我們的醫療室還有數碼X光儀器及口內照相機這些先進的設備，視像眼鏡這種暫新的視聽組合，更可以讓病人在接受診療間欣賞電影，無須聽著牙鑽聲或被強光所滋擾。雖然在這裡每一個人也都忙碌，但他們卻能夠永遠擠出時間教導及幫助我適應這新的環境。我們合作得非常愉快。

CARMAN LEUNG; CLARA FUNG; ARIES KONG

Many of you may already recognize us...we are Carman, Clara and Aries. We have been assisting Dr. Cheung and Dr. Yiu for several years now. Here, we were able to learn and expand our knowledge in dentistry. The difference between working in this office and other clinics is that there is an understanding between the Doctors and us. After the move from Tak Shing House, there has been a lot of changes...the office is bigger, brighter and the working environment is more pleasant. All of us are sure that Dr. Cheung will gather more information on the latest products and dental equipment to this office and will continue to provide guidance to us.

梁嘉雯姑娘、馮鈺珍姑娘、江慧儀姑娘

你們大部分也認識我們吧！我們是梁姑娘、馮姑娘、江姑娘。我們協助張醫生和姚醫生的工作已好幾年了。在這裡當護士與在其他診所工作，其中最大的不同，就是醫生與護士間的互相體諒與關心，還有我們可以學習及增加在牙齒學上的知識。自從搬離德成大





THE DENTAL MIRROR

WHAT'S NEW IN OUR OFFICE ... 新事物

DIGITAL X-RAY

- Processed instantly by computer, no chemicals and no waiting.
- Cuts amount of radiation by two-thirds.
- Stored in the computer, easy access and easy transmission by e-mail.
- Image can be enlarged and adjusted for better clarity.
- Helps patient communication and education.

數碼 X 光儀器

- 電腦即時處理影像，無須任何化學處理，也無須等待。
- 減低輻射量達三分之二。
- 資料能存儲在電腦內，能隨時取存，及即時透過電子郵件傳送。
- 電腦圖象能放大，以獲較佳的清晰度。
- 有助病人了解病況，及達到教育效果。



INTRA-ORAL CAMERA

- Takes pictures of hard and soft tissues inside the mouth.
- Image is projected on a TV monitor for easy visibility.
- Helps diagnosis especially in area that is difficult to see in the mouth.
- Helps patient communication and education.

口內照相機

- 攝影口腔內各硬及軟的組織。
- 影象可投影於電視屏幕上，清晰可見。
- 有助診斷病況，特別在口腔較隱蔽的位置。
- 有助病人了解病況，及達到教育效果。



EYE TREK BY OLYMPUS

- Connected to DVD player in our entertainment cabinet.
- Provides audio-visual entertainment while undergoing treatment.
- No interference with clinician's work
- No noise pollution as individual ear pieces are available.
- The ear piece covering is changed each time.

奧林巴仙視像眼鏡

- 連接到我們娛樂 DVD 播放機。
- 讓病人在接受診療時，享受視聽娛樂。
- 不會影響醫生的臨床工作。
- 配有耳筒，可減低噪音。
- 耳筒墊子每次更換，以保清潔衛生。



iMAC IN THE WAITING AREA

- Provide fun games for children to enjoy while they wait for their turn.
- We are in the process of constructing a software to be installed in the same computer to provide information about our office, our staff, our service and patient education for you to browse through as you wait for your turn in the waiting area.

候診室的 iMac 遊戲機

- 提供有趣的遊戲，讓小朋友在輪候期間玩樂。
- 我們正編寫有關軟件，提供我們醫務所的消息，介紹我們的同事與服務，以及醫療教育等資訊，讓你們在輪候間瀏覽。



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