



Centre for Professional
Development

A new NSW CPD full-day seminar called Practice Consensus Day 2025 is designed to bring teams together in the pursuit of excellence. This seminar will feature a range of subject matter experts as they distil key updates for the entire team in easy to digest sessions, from AI to infection control, communication and clinical updates. Oral medicine specialist A/Prof Sue-Ching Yeoh and Dr Sen Le are presenting at the course. They gave their perspectives to *NSW Dentist*.

Bringing teams together: Practice Consensus Day 2025



A/Prof Sue-Ching Yeoh



Dr Sen Le

Q.) In your experience, what does having a united dental team mean for a practice?

A/Prof Sue-Ching Yeoh: A united dental team is the foundation of a successful practice. Every team member, from the front desk to the clinicians, works cohesively towards a shared vision of providing exceptional patient care. This synergy fosters an atmosphere of mutual respect and trust. When the team is united, there is excellent communication between members, which minimises errors. All challenges are tackled collaboratively, and ultimately this fosters

a supportive work environment where everyone feels valued. This positivity influences the patient experience.

Dr Sen Le: A united team means patients experience consistency, confidence, and care from the moment they call the practice to make an appointment to the moment they leave after a visit. When clinicians, hygienists, assistants, and front desk staff are aligned in their values and communication, it reduces friction, improves efficiency, and ultimately helps a patient feel confident in the practice they have chosen to have their dental treatment at.

Q.) How do you approach team training in your own practices?

A/Prof Sue-Ching Yeoh: In our practice, team training is a continuous process starting with comprehensive onboarding for new staff members, covering our practice's core values, protocols, and technology. This is followed by regular, scheduled 'huddles' to refresh ourselves on existing practices, and upskill on new procedures. Clinicians regularly attend courses to stay current with the latest advances and best practices. We also encourage cross-training to ensure everyone understands each other's roles. Outside of the work environment, we hold team bonding sessions where the whole team is engaged in social activities. This holistic approach ensures our team is not only skilled but also adaptable, collaborative, and united in providing the best possible patient care.

Dr Sen Le: We approach training as a continuous journey rather than a one-off event. We combine structured learning such as CPD workshops and technology training with day-to-day mentoring and feedback loops. Importantly, I encourage my team to learn together and stay updated on the latest technologies.

Q.) Dr Yeoh, your segment is on head and neck screening and the immunocompromised patient. Can you tell us more about what you will cover in your presentation?

A/Prof Sue-Ching Yeoh: My presentation on head and neck cancer screening will provide an essential overview for dental professionals. We'll start by reviewing key risk factors, then focus on the systematic examination techniques, emphasizing what to look for, such as persistent lesions, unusual lumps, or changes in texture. I'll also cover the importance of

patient history and counselling with the goal of empowering the dental team to confidently and effectively perform examinations, recognise suspicious signs, and understand the appropriate referral pathways for timely diagnosis and treatment. We will also be talking about the immunocompromised patient, focusing on adapting our clinical approach to ensure their safety and wellbeing. We will explore various conditions that 'weaken' the immune system, and discuss their specific oral manifestations. The presentation will cover the necessary precautions that are required for some of these dental patients, and how to tailor treatment planning appropriately.

Q.) What do you hope different team members will take from your presentation?

A/Prof Sue-Ching Yeoh: I hope clinicians will gain confidence in performing thorough examinations and recognising suspicious signs of mucosal disease. For the entire team, the goal is to understand the importance of early detection of oral cancer and their role in the process. I also hope to encourage every team member to develop a heightened sense of empathy and awareness with the ultimate aim of providing safe, comprehensive, and compassionate care.

Dr Sen Le: For clinicians, I hope they see how AI can be a powerful diagnostic aide that improves precision and reduces missed pathology. For hygienists and assistants, I want them to feel confident in how these tools support their workflows and make their roles more impactful. And for practice managers or front-of-house staff, I hope they see how AI can enhance communication with patients - making explanations clearer and case acceptance

easier. Ultimately, my message is: AI is not about replacing us, it's about empowering the whole team.

Q.) What are some of the trends and insights you have noticed as Artificial Intelligence becomes more prevalent in the field of dentistry?

Dr Sen Le: We're seeing a rapid acceleration in both the sophistication and accessibility of AI tools. Initially, AI was about automating specific tasks but now it's expanding into all facets of clinical practice, and even predictive modelling for disease progression. Another big trend is integration: AI is no longer standalone software; it's being built into imaging systems and practice management platforms. Finally, patients themselves are becoming more aware of AI, which changes how they perceive technology-driven practices, often equating it with higher quality and modern care.

Q.) Why is it important for the whole dental team to understand the role of AI?

Dr Sen Le: Because AI touches every step of the patient journey. From the front desk using AI to streamline appointment scheduling, to hygienists monitoring progress with follow-up images, and dentists using AI note taking capabilities as well as using it to give them greater efficiency in detection and treatment planning - every role is connected. If only one team member understands the tool, its impact is limited. But when the entire team from reception to chairside understands AI's role, you unlock optimum speed and outputs across the practice with the patient also clearly benefitting.

Practice Consensus Day 2025

Date: Friday 14 Nov 2025

CPD Hours: 6.5

Time: 8.30am to 5pm

Location: ADA NSW Centre for Professional Development, St Leonards NSW 2065

Topics include:

- Infection Prevention and Control updates
- Artificial intelligence in the dental setting
- Integrating oral cancer screening into your clinical examination
- Communication for the dental team
- Insights from ADA NSW Advisory Services
- Improving mental health in the dental setting.

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