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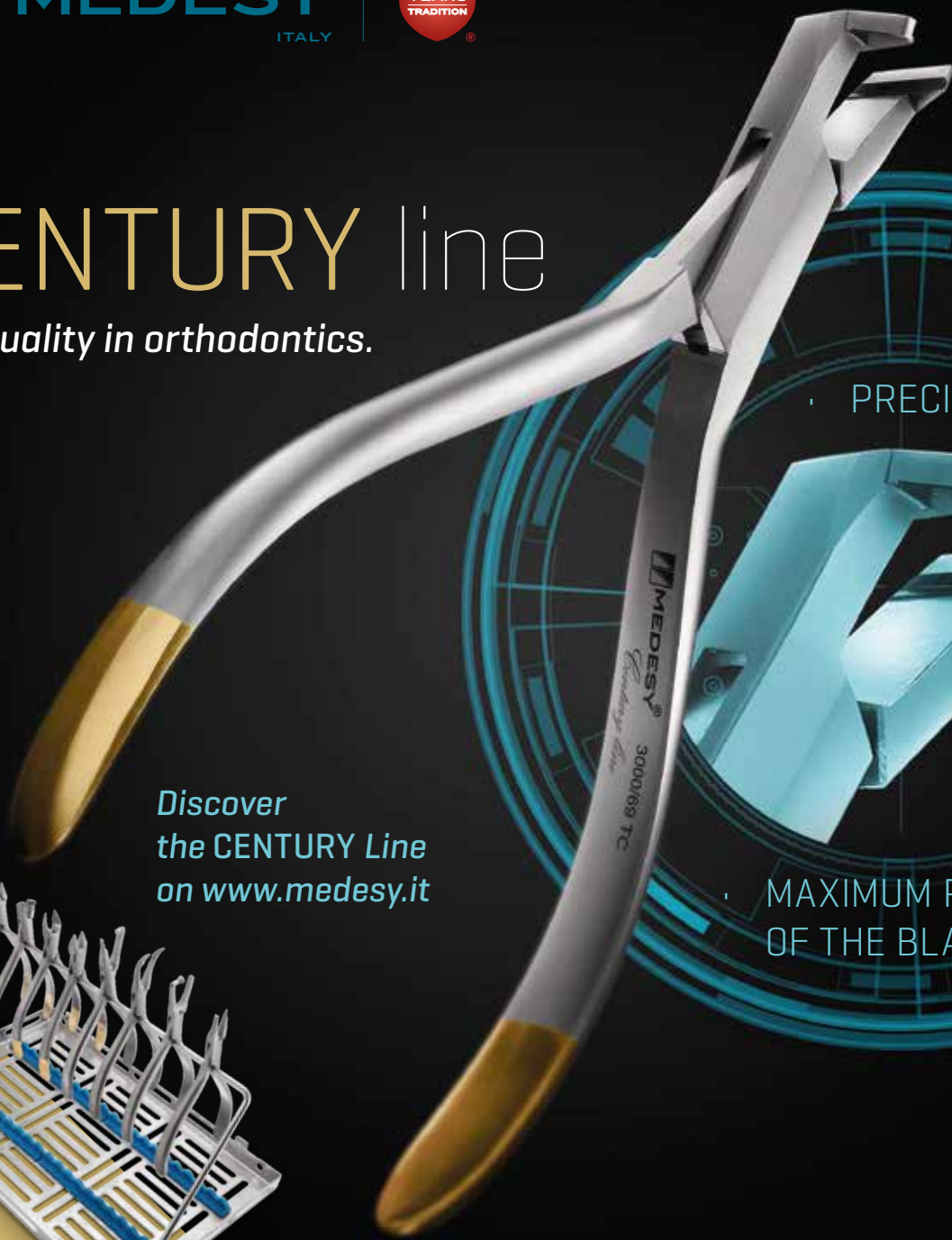
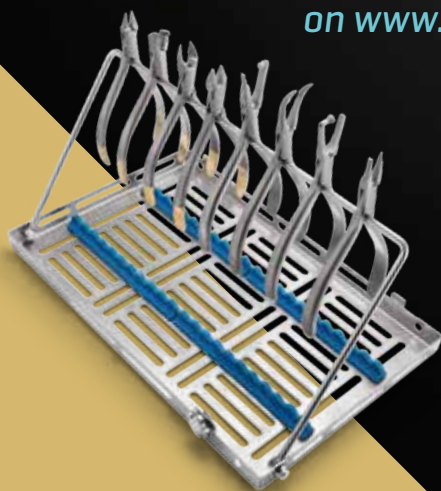
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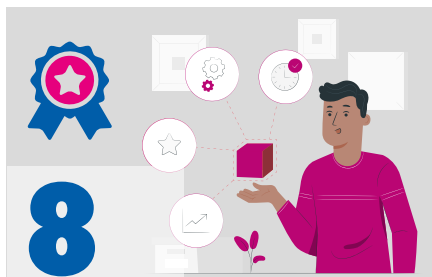
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Opportunity Out of Adversity



According to a survey by the Society for Human Resource Management, published on Forbes, some 75% of small business owners agree that if a crisis like the coronavirus pandemic were to happen again, they would be better prepared to handle it. Additionally, 52% of small businesses surveyed expect to recover to pre-Covid profitability in six months or less. This optimism is encouraging, small to medium enterprises seem to be confident again, even if still navigating the pandemic. As a matter of facts, we saw a glimpse of a light already from last May, when consumer confidence began to rise and the economy seemed to be opening back up again.

The power of the consumer is not to be underestimated. Once people feel safe enough to enter their communities and spend again, like they used, or as close to as they used while implementing social distancing, they will. More than anything, people want to safely get back to normal, to take care of all the things that have been put on hold for social distancing. With the rise of consumer confidence comes increased spending, whether in-person or through online vendors, and profits for companies everywhere. Even just almost one year ago, did you think it would have been possible to see the light at the end of the tunnel, knowing what we know now? Maybe not. We have undergone one of the worst economic downturns a business can face and have kept pushing through. When the whole world changed seemingly overnight, we did not walk away. We have been

resilient in discovering ways to cope with a new world, responding to changes and been flexible enough to adapt to whatever ends up working for us. The pandemic has taken us to places we never thought imaginable. But, in reality, we have made it, against all odds. Many small businesses, spurred by the limitations imposed by the coronavirus, have invented new products, and found new ways to deliver services, creating opportunities out of adversity. Covid-19 has been a large, uncontrolled experiment in changing what work looks like, a "big driver of innovation" that has opened the door to a lot of ideas that had been dismissed only because change is hard...and if things are good enough, then why change them?

Despite all concerns, the way in which small and medium businesses have been able to successfully pivot has made them optimistic about the future, and the support they have received within their communities has only helped; businesses have helped one another survive, donating goods, offering free services, as well as money. But, on top of everything is internet. The internet has been a lifeline to businesses throughout the pandemic. Businesses have been able to share their struggles in real time via social media and on their websites. We read the latest news on statistics and updates and share our stories on how we have been personally affected, often with complete strangers. The internet has made it possible for many businesses to stay afloat.

Increased stability is sure to follow, but when all seemed dark, *Infodent International* has reached out to its dental community for support, offering free services to customers, to help them stay afloat, using all media. We have brought together manufacturers and distributors from 178 countries through our **Smart Medical Fair**, our B2B platform open all year round, and offered webinars, courses and live meetings. Your business cannot thrive without you being proactive and responding to the change around you. *Infodent International* can help you do just that!

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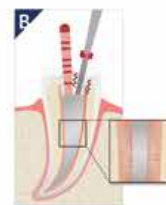


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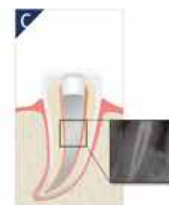
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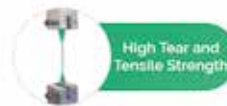
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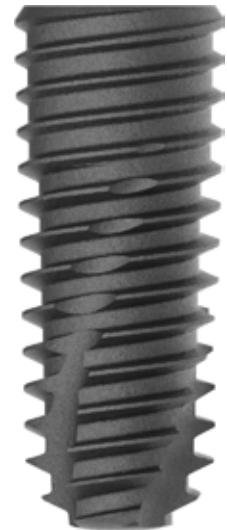
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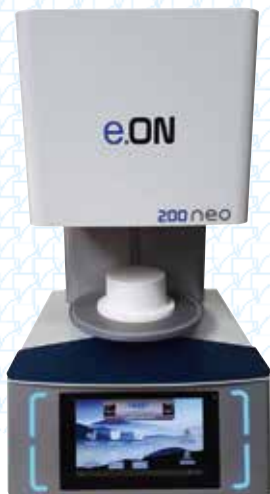
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3D Multilayer

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 Transparency: 43% → 55%
 Strength(MPa): ≥ 1100 → ≥ 750

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Color: Cervical → Incisal
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New KimTrac

The new Kimtrac is a bendable retractor for surgical treatment. The Kimtrac is offered in nickel titanium and stainless steel handles with various blade sizes and shapes for each handle. The handle is ergonomically designed to reduce the fatigue when holding the handle for long periods of time.

The serrated edges of the blade can secure the sebaceous bone. It also avoids slipping into the gum and tearing the reflected tissue.

After the blades are bent, the nickel titanium models are able to return to its original shape after sterilizing at a high temperature in the autoclave.

The Kimtrac wing is made from soft material to avoid bruising around the patient's mouth and help to enlarge the size of retraction for better visibility.

For more details or questions, please visit our website www.bnlbio.com or contact customerservice@bnlbio.com (+1-844-265-2460)

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Born in 2006, Tribest Dental Products Co, Ltd is a forward-looking company focused on dental instruments that are needed for the world. Our company values are "safe", "accurate" and "trustworthy". In response to the global pandemic of Covid-19, we have launched several anti-epidemic equipments including face mask and face shield. Don't hesitate to contact us if you need any information.

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- Antibacterial effects by alkaline pH
- Biocompatible elements
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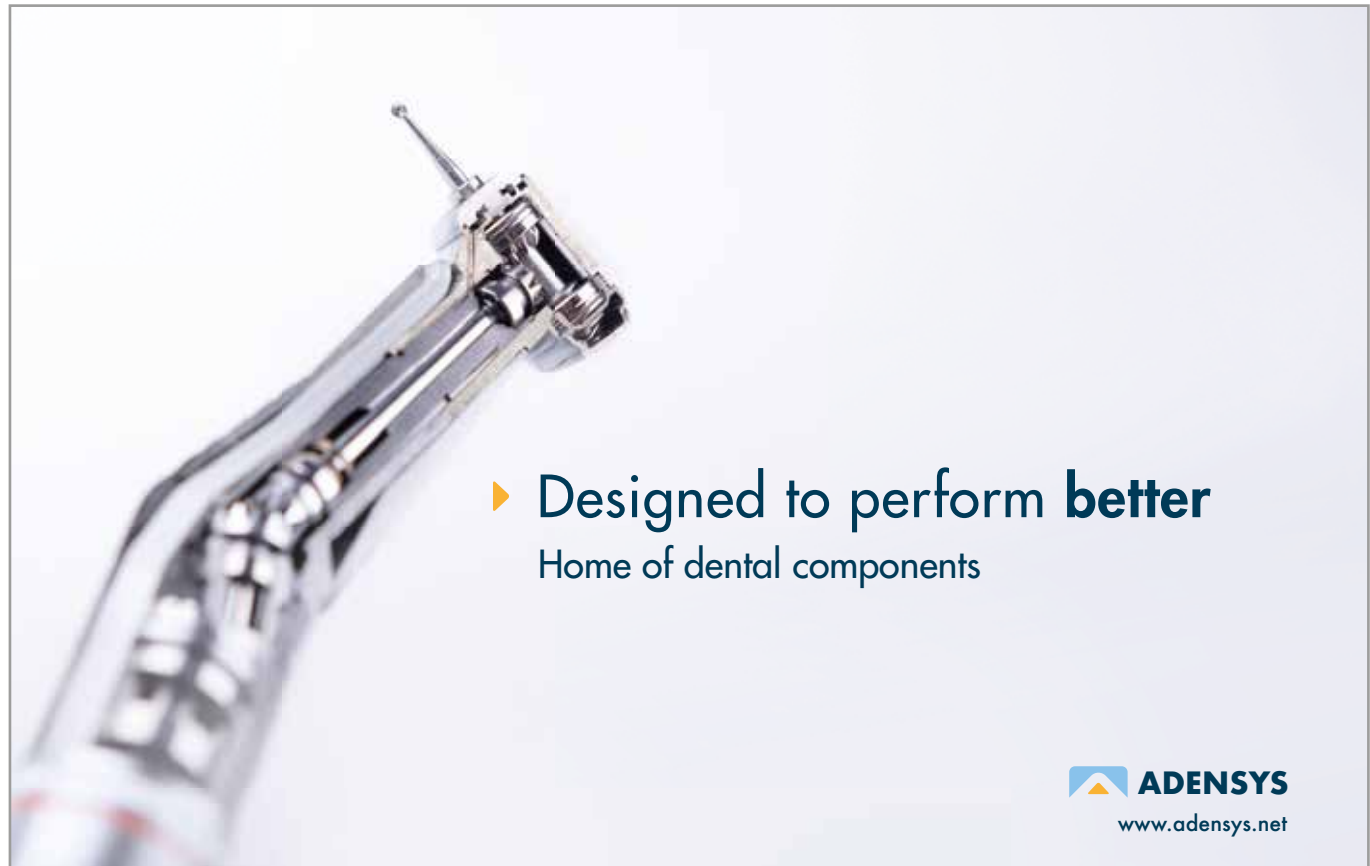
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Growth in Dental problems, Driving Growth in Vietnamese Dental Industry

"The dramatic growth of ultra-high net worth individuals in Asia is set to be reinforced by stellar growth rates in several countries, including Vietnam, which is expected to see its ultra-wealthy population rise by 170% to 540 over the next decade – the highest rate of growth in the world. Millionaire numbers are expected to jump from 14,300 to 38,600 over the same period." This growth rate exceeds neighboring China and India. (Knight Frank's the Wealth Report)



Vietnam is one of the fastest-growing economies in Asia. Due to rapid socio-economic changes within its society, an increasing awareness among Vietnamese population about dental services, dental hygiene and dental care is underway and is expected to drive total oral health expenditure in the country. The country is seeing the fastest-growing middle and affluent class in the Asia-Pacific region, with young consumers who are among the most optimistic in the world providing the right demographics for growth and receptivity to improving their dental health. As the 15 - 35 years age group will continue to increase their revenue yield, this is also the target group that is most conscious about their looks and smile.

Oral health data are very scarce in Vietnam however, according to the Teeth-Jaw-Face Hospital, more than 90% of Vietnamese people were suffering from dental problems and 85% of Vietnamese children from tooth decay during the year 2018. In the general population, the prevalence of caries is 67%; periodontal disease is 72%. Approximately one in every 500 babies in Vietnam is born with a cleft lip and/or cleft palate.

The Government has been taking initiatives by organizing awareness campaigns and, although the number of dentists is still low, with one dentist available in every 25,000 people, the country is starting to train more dentists to cater to a wider population along with the foreign tourists. **According to forecasts in fact, the Asia-Pacific region will account for around 40% of the global dentist tourism market in 2023, with rising destinations in Southeast Asian countries like Thailand, Malaysia, the Philippines, and Vietnam.** According to the Vietnam National Administration of Tourism, approximately 100,000 foreigners visit Vietnam each year for dental procedures, raking in over \$150 million in revenue. Among the countries, Vietnam stands out for its affordability thanks to cheaper labor and facilities. Dental services are around 30% cheaper than other countries in Southeast Asia and even 50-60% cheaper than in New Zealand and Australia. Also, dental care in Vietnam costs about a third of the price compared to Italy. Increasingly, you will find Vietnamese affiliates of the American Dental Association, the International Congress of Oral Implantologists, the International Standards Organization among others and, for hospitals, international accreditation by the Joint Commission International, showing how

The country is seeing the fastest-growing middle and affluent class in the Asia-Pacific region, with young consumers who are among the most optimistic in the world providing the right demographics for growth and receptivity to improving their dental health.

keen are Vietnamese health professionals and institutions to demonstrate they are up-to-date with knowledge, skills and standards. Many dentists are trained in developed countries like the U.S., the UK and France, as well as Australia, South Korea, or Japan. Also, domestically, training and facilities have much improved in the years. Across the country, there are around eight dental schools, which produce 500 dentist graduates each, on an annual basis.

Demand for better health and oral care in Vietnam over the past years has greatly contributed to the growth of the medical device market. According to Ken Research, the Vietnam dental services industry revenue is expected to reach about USD 435 million by 2023 with a positive CAGR of 5.6% in terms of revenue generated through dental services and a CAGR of 2.0% in terms of total number of dental clinics during the next two years. Western technology is widely available within most reputable dental clin-

ics (mainly private) with well-trained doctors, modern and high-quality material, and equipment; the savings generally come from lower overheads and cost of living.

There are over 1,790 public dental clinics (or health facilities offering dental care. Data from 2012) in Vietnam, at least five in each district, while the number rises to over 100 in main cities. The number of private dental clinics is increasing rapidly (there were 70 in 2008, latest data available from Ministry of Health), mainly concentrated in urban areas of Hanoi, Ho Chi Minh City and Da Nang, with only few rural residents having access to any dental health services. Dental equipment is quite entirely supplied by imports as dental equipment manufactured domestically is still limited to furniture and simple equipment. Hanoi and Ho Chi Minh City represent 80% of the entire dental market and demand for emerging dental clinics and replacement of old equipment foresees good market potential for dental devices and supplies. Ho Chi Minh City has a larger population and more dental

	Oral and Lip Cancer per 100,000 pop. among 15 years or older, 2012 est.	DALYS lost due to tooth decay and periodontal disease, 2010	% of population with access to appropriate adjusted or natural levels of fluoride in water, 2012
Vietnam	Less than 2.5	100,000-462,000	6%-25%
Laos	2.5-4.9	Less than 10,000	-
Cambodia	5.0-6.9	10,000-99,999	-
Philippines	2.5-4.9	100,000-462,000	6%-25%
Japan	2.5-4.9	100,000-462,000	6%-25%
Australia	2.5-4.9	10,000-99,999	76%-100%
China	Less than 2.5	1.9m-2.3m	26%-50%

DALYS = Disability adjusted life years
Source: The Oral Health Atlas, FDI 2015

facilities, but Hanoi registers the highest number of purchasing contracts being the Ministry of Health (MoH) located here. US market share is about 35%, followed by Japan and Germany accounting together for 50-60% of the market. Mid-end products are mostly from South Korea and European countries including France, Italy, and Switzerland, while China and other Asian suppliers provide low-end products.

Often oral health status of populations in developing countries is less studied and oral health services less organized so, little published information is available on Vietnam. However, according to the latest available National Oral Health Survey, dating back to 1999, the oral health status of the Vietnamese adult population was characterized by moderate level of caries and low level of oral hygiene. According to the survey, the numbers of decayed/missing/filled teeth (DMFT) in subjects aged 45 years and over ranged from 6.09 to 11.66 in different regions of Vietnam. The high numbers of missing teeth (4.45 to 8.59 for those aged 45 years and over) combined with the low numbers of filled teeth (0.02 to 0.36) indicated that extraction was the most common treatment for caries and that restorative treatment was low. As a result, large parts of the population of Vietnam had incomplete natural dentitions. One third of adults had periodontal pockets. Calculus was highly prevalent. **Over 70% of total adult population had never visited for dental care in their life and over 80% of subjects had visited for care more than 2 years before. The DMFT score observed in the Vietnamese population (18+) was lower than that reported in adult population of Western countries and similar to that of other developing countries.** However, when the components of DMFT score were considered, there were much higher proportions of untreated decay and missing teeth among this sample as compared with other populations from developed countries. The Vietnamese adult population used dental care mostly when serious dental problems occurred and consequently extraction was often the treatment of choice. People who visited dentists even had higher mean DMFT; this may mean that only those people with extensive disease made a dental visit. **Only a few subjects received fillings and cleaning/scaling. The fact that the urban population had a higher prevalence and severity of car-**

Dentition Status of Adult Population (+ 18)

	DMFT Average	Prevalence (%)
TOTAL	4.98	81.3
Residential Status:		
Urban	6.14	84.7
Rural	4.87	80.3
Age group:		
18-34	3.29	76.2
35-44	4.69	82.3
45+	8.39	89.6
Last Dental visit:		
Never	4.00	74.5
2+ years ago	6.64	84.4
Past 2 years	5.72	91.4

DMFT=decayed, missing and filled teeth - Source: National Oral Health Survey 1999

Permanent Dentition Status of Vietnamese Children

	Mean DMFS	Prevalence (%)
TOTAL	2.47	53.1
Residential Status:		
Urban	2.70	55.1
Rural	2.40	52.6
Brushing Frequency (times/day):		
at least once a day	2.43	50.0
Two or more times a day	2.63	56.6
Age group (years):		
6-7	0.42	19.7
8-9	1.10	40.7
10-11	1.92	59.1
12-13	3.02	59.1
14-15	4.03	71.8
16-17	4.20	69.0
Last Dental Visit:		
Never	1.84	48.4
2+ years ago	2.14	52.0
Past 2 years	3.86	60.7

Source: National Oral Health Survey 1999

ies despite having better education and living conditions suggested a possible future increase in dental caries in the Vietnamese adult population. This speculation was based on several factors. First, the urban population in Vietnam was expanding rapidly, particularly among younger adults. Second, this population has seen a global nutrition transition over recent decades, from tra-

ditional breastfeeding to bottle feeding, from agriculture-based-foods to processed foods, and from family meals to snacking, due to the country's rapid economic growth and westernization. Changes in Vietnamese children's lifestyles have been observed in parallel with refined sugar being more readily available. All this is necessary associated with increased rates of childhood obesity, type 2 diabetes, and

Changes in Vietnamese children's lifestyles have been observed in parallel with refined sugar being more readily available.

All this is necessary associated with increased rates of childhood obesity, type 2 diabetes, and tooth decay or caries.

tooth decay or caries. The adverse effects of the nutrition transition have been particularly dramatic in developing regions, where increasing obesity co-exists with malnutrition, leading to a "double burden" of malnutrition. Vietnam continues to be ranked among Asian countries as having one of the highest child malnutrition rates. Among children 5 years and younger in Vietnam, iron deficiency anemia and vitamin A deficiency have been observed in 29% and 14% respectively in the mountainous, underserved regions of Vietnam. A 2015 study from urban Da Nang found that 70–80% of preschool-age children consumed sweets between meals daily; and 71% of 3-year-olds and 91% of 5-years-old drank milk with sugar daily. A 2007 study of preschool children in Ho Chi Minh City found that 20.5% were overweight and 16.3% were obese. **The 2009 publication of the 1999 Vietnam's National Oral Health Survey found that 85% of children aged 6–17 had tooth decay, a significantly higher prevalence and severity than that observed 10 years earlier; and studies from 2015–2018 of children aged 2 to 6 in Vietnam found a prevalence of dental caries of around 90%, with Vietnamese children aged 6 years having four times the DMFT primary teeth score as compared with the United Kingdom or Australia.**

On top of what mentioned, another study conducted from 2011 to 2013, on a three-year oral health and nutrition intervention in urban and sub-urban preschools/kindergartens children in Central Vietnam (Da Nang) and South Vietnam (Ho Chi Minh City) showed that the population (sample of 571 children aged 2–5 years and their mothers/caregivers) had a high prevalence of child obesity and widespread untreated maternal and child dental disease. **Although nearly all mothers (98.0%)**

reported having had at least one dental visit, nearly all mothers (91.1%) reported that they currently suffered from oral health problems, including decayed teeth, inflammation, dental pain, and bleeding gums. Overall, child dental exams indicated that 3 out of 4 children (74.6%) had tooth decay. Nearly all (96.4%) of the decay was untreated. The prevalence of child tooth decay increased steadily with age from 56.9% at 2 years to 86.7% at 5 years. Likewise, the mean number of decayed, missing, and filled teeth increased steadily with age from 2.7 at 2 years to 8.5 at 5 years. The prevalence of deep decay increased steadily with age to affect half of the children (50.9%) at 5 years of age. Overall, more than half of children (56.3%) complained of mouth pain, 4 in 10 children (40.7%) had problems eating due to mouth pain, and nearly 1 in 4 children (21.9%) had problems sleeping due to mouth pain. The prevalence of mouth pain increased with age, corresponding to the increase in the prevalence and severity of dental caries, and 7 out of 10 children in the study had mouth pain at age 5. Mothers' assessment of their children's oral health was worse than their general health.

As clearly stated, Vietnam's dental care is mainly cure-oriented, less effort is made towards preventative or restorative dental services due to lack of dental professionals and resources. Unless the government organizes public health programs to implement prevention, oral health education and treatment strategies to improve oral health and overall wellbeing, the high prevalence of dental caries affecting younger generations will further strain the country's limited dental resources, with a general growth of dental problems following into adulthood, inevitably increasing demand for dental services.

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MESTRA®

Sandblaster *Eclipse II* Ref. 080220 and *Eclipse II -T* Ref. 080228



Sandblaster *Eclipse II* automatic Ref. 080218



Ref. 080220

Ref. 080228

Cabin entirely made of ABS of reduced dimensions maintaining the amplitude in the work area and with a substantial improvement in lighting. They have two mobile micro-blasting nozzles and, in the hopper version, a large sand tank and a 3 mm static gun.

Ref.	080220	080228
Height	330 mm	490 mm
Length	360 mm	360 mm
Width	450 mm	450 mm
Weight	5,7 kg	7,7 kg
Maximum air consumption	80 l/min.	100 l/min.
Operating pressure	2 a 5 atm.	2 a 5 atm.
Interior light LED		

Entirely built in technical plastic, high strength material, easy cleaning and no oxidation. It allows to locate it in any corner of the laboratory. Tank capacity up to 8 kg of sand. Skeletals are placed in a basket that turns by the action of a motor. The blow nozzle is adjustable in the three dimensions of the space, so that the ideal angle of attack is always achieved. The basket can be easily decoupled from the motor shaft, which simplifying the preparation of the work.

Height	430 mm
Width	320 mm
Depth	310 mm
Weight	5,5 kg
Maximum air consumption	90 l/min.
Operating pressure	2 a 5 atm.
LED inside light	

Orión Work box Ref. 080214



The suction hood is strategically located so that it doesn't obstruct. The hood is connected to an external suction tube at the rear through a pivotable outlet. Furthermore, detachable boxes collect the dust that could fall through the hand rests.



- 1) Remove elbow tube (rear outlet)
- 2) Shipyard tube placement.



Docking coupling with Job type suction

Height	300 mm
Length	360 mm
Width	330 mm
Weight	2,6 kg
Interior light	

Review booth *Eclipse* Ref. 080216



Common elements in the 2 models:

- High luminosity LED lamp.
- Absence of shadows inside.
- Ergonomic work position.
- Optimal absorption of powder by means of external suction (not included).
- Easy cleaning.

Height	275 mm
Length	360 mm
Width	330 mm
Weight	2,8 kg
Interior light	



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Why Investors Should be Optimistic About Vietnam's Healthcare Industry

Greater demand for healthcare services combined with strained government public resources provide opportunities for a growing healthcare industry in Vietnam.

The EVFTA and the amended Law on Investment will benefit foreign producers and suppliers wishing to enter the Vietnamese market, which still largely relies on imported medical equipment and medicines.

COVID-19 has accelerated greater demand for technology-enabled services, a phenomenon that is likely to continue in the next decades with the arrival of Industry 4.0 innovations.



Vietnam is currently undergoing economic and demographic transformations that provide great potential for its healthcare industry. In 2019, Vietnam's healthcare expenditure was approximately US\$17 billion, equivalent to 6.6 percent of its GDP according to Fitch Solutions. The firm also expects that healthcare spending will reach US\$23 billion in 2022 at a compound annual growth rate (CAGR) of 10.7 percent.

The COVID-19 outbreak certainly dampened economic activity in Vietnam, but it is unlikely to reverse ongoing socioeconomic changes. Rather, health stands firmly as the top priority and concern for both the Vietnamese people and the government.



Changes in society create opportunities and challenges

Fast-growing middle class and aging population

The healthcare sector in Vietnam has a lot of potential due to the demographic and socioeconomic changes currently underway. Vietnam's rapid economic development has boosted demand for higher quality and specialized healthcare services, especially among the growing middle class.

The COVID-19 outbreak has proven that health is, and will certainly continue to be, a priority for most Vietnamese. Moreover, growing concerns over food safety, pollution, and unsafe living and working conditions have also made people more willing to spend on medicines and healthcare.

According to the United Nations Population Fund (UNFPA), the country has entered the "aging phase" since 2011. It is expected that by 2038, 20 percent of Vietnamese people will be over 60 years old. As more women join the workforce, a declining fertility rate will accelerate the aging of the population, straining the social welfare system.

Expansion of health insurance and hospital system

Social health insurance is the main public financing method for healthcare in Vietnam. With 87 percent of the population currently covered under this scheme according to the World Health Organization (WHO), the government continues to work towards achieving universal healthcare coverage.

Under a new document issued by the Ministry of Health (MoH), provincial departments of health and Vietnam Social Security branches are asked to encourage participation in and implementation of health insurance across the country. The government has also recently set new social insurance, employment insurance, and health insurance contribution rates that apply to both national and expatriate workers and employers.

To prevent overcrowding and ensure that both urban and local patients can access medical services, the government continues to finance the construction of new hospitals. Since public hospitals rely on a government budget, the country will need to mobilize various sources of investment to upgrade its medical facilities. Further, the healthcare system also suffers from a shortage of qualified physicians, espe-

The COVID-19 outbreak has proven that health is, and will certainly continue to be, a priority for most Vietnamese. Moreover, growing concerns over food safety, pollution, and unsafe living and working conditions have also made people more willing to spend on medicines and healthcare.

cially those in specialized fields.

Meanwhile, private hospitals and clinics have sprung up in major cities to cater to the middle-class segment.

To help it shoulder the burden of rising healthcare costs, the government is increasingly looking at investment from the private sector and international firms. These changes mean that there will be more business opportunities in the healthcare sector in Vietnam in the upcoming years.

Medical equipment and devices

On February 28, 2020, the government enacted *Resolution No.20/NQ-CP* to license the export of fabric face masks in response to high demand from different markets such as the US, the EU, and Canada. This has helped local businesses, namely textile and garment workers who reported rising orders after the enactment of the resolution. Face masks are not the only products that have been sought after during the pandemic: ventilators, gloves, gowns, and testing kits from Vietnam have also been accepted around the world.

Although the MoH has predicted that the country's medical equipment market will grow at a rate of 18 to 20 percent from 2016 to 2020, most medical equipment, however, needs to be imported. There are very few local manufacturers of sophisticated and specialized devices that meet international standards. In fact, more than 90 percent of medical equipment is imported from countries such as Japan, Germany, the US, China, and Singapore, while domestic enterprises account for only 10 percent of market share.

In public hospitals across the country, there is a lack of sufficient equipment for surgery and intensive care units. Furthermore, the existing equipment is outdated and needs to be

replaced. As such, because local production cannot meet demand, the Vietnamese government encourages the import of medical equipment by setting low import duties and no quota restrictions.

Medical devices producers can look forward to opportunities created by trade agreements such as the European Union Vietnam Free Trade Agreement (EVFTA). Improvements in regulatory standards, exchange of information on customs requirements, and the simplification of customs procedures are a few of the anticipated benefits from the implementation of the EVFTA.

Pharmaceuticals

Although the government aims to increase the share of locally produced pharmaceuticals to 80 percent, an average of 55 percent of medicines in Vietnam are imported every year. One of the reasons for Vietnam's reliance on imports is that most domestic companies lack research and development capabilities, and do not meet the European Union Good Manufacturing Practice (EU-GMP) or Pharmaceutical Inspection Co-operation Scheme Good Manufacturing Practice (PIC/S-GMP) standards required to manufacture high-quality generic drugs.

Further, Vietnam imports more than 90 percent of drug inputs, half of which are from China. With the closure of many Chinese factories due to environmental concerns, the price of raw materials has surged, decreasing the profit margins of Vietnamese companies.

The implementation of the EVFTA will remove tariffs for pharmaceutical products from the EU, and allow foreign companies to import and sell pharmaceuticals to Vietnamese distributors and wholesalers.

Currently, there are only two multinational companies, Sanofi-Aventis (France) and Astra-

Zeneca (Britain-Sweden), that have medicine import licenses. Although the presence of more foreign pharmaceutical companies will improve the supply of high-quality medicines, domestic companies may be negatively affected by the increased foreign competition.

Seventy percent of drugs in Vietnam are sold through hospitals, while the remaining 30 percent comes from pharmacies. The growing number of private hospitals and a greater concern for health among the public has led to an increasing demand for drugs.

Buoyed by increasing demand for medicine amid the COVID-19 pandemic, pharmaceutical companies registered positive results in the first quarter of 2020. The country's largest pharmaceutical firm, DHG Pharmaceutical Joint Stock Company had a US\$5 million profit, which represented a 31 percent year-on-year increase.

Other major firms also saw their profits going up from the same period last year. While it's clear that the pandemic benefitted the pharmaceutical industry in the short term, firms may have to consider importing raw materials from other regions as China looks to bring the pandemic under control within its borders.

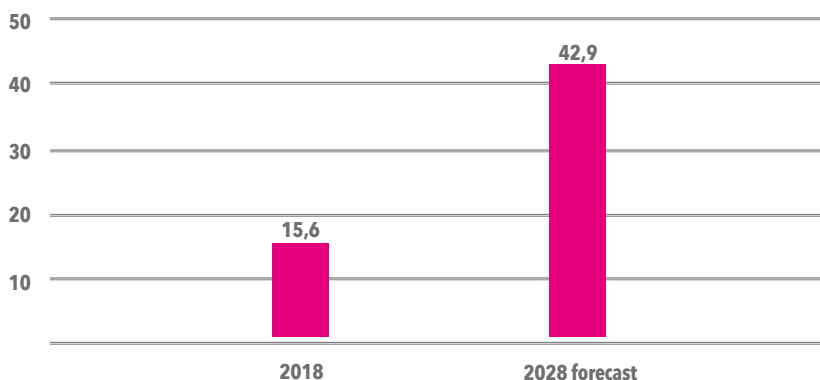
Hospital system

The hospital network in Vietnam is fairly extensive. There is a total of 1,531 hospitals, 86 percent of which are public and 14 percent are private mostly concentrated in major urban areas such as Ho Chi Minh City, Hanoi, and Da Nang. The 1,318 public hospitals are administered in a decentralized system, classified at the central, provincial, and district or commune level. Though the system is well-established, Vietnamese hospitals are facing a number of important challenges. Most public hospitals in the country were built more than two decades ago and need to be upgraded.

Hospitals also face an overcrowding issue. The beds-to-inhabitants ratio, or bed occupancy rate in Vietnam far exceeds the threshold occupancy rate of 80 percent recommended by the World Health Organization (WHO).

Adding to the problem is the inequality of care: patients would rather get treated in overcrowded national level hospitals than provincial or district level ones due to the availability of higher quality medical equipment and staff in the former. Meanwhile, doctors and nurses have to tend to a large number of patients, working long hours un-

Vietnam Healthcare Expenditure Forecast (billion US \$)



Graphic © Asia Briefing Ltd.

der stressful conditions with relatively low wages. Thus, the Vietnamese hospital system needs an upgrade to its facilities, equipment, and services. The current gaps create opportunities for foreign investment in the construction and management of infrastructure facilities, medical equipment, and vocational training.

Digital healthcare

In light of the current challenges faced by public hospitals in Vietnam and the COVID-19 pandemic, the digital healthcare sector holds a lot of promise.

On April 18, 2020, the MoH in coordination with the Ministry of Information and Communications (MIC) launched a telemedicine program. Developed by Viettel Group, the country's largest telecommunications service company, the program provides remote healthcare services by connecting patients and doctors through a virtual platform. With 70 percent of the Vietnamese population living in a rural or remote area, telehealth will help improve access to quality healthcare while reducing its costs.

The private sector was also quick to take advantage of the shift towards technology-enabled healthcare services. Many start-ups already present in Vietnam before the COVID-19 outbreak have expanded and optimized their operations. However, the burgeoning health tech sector is still in its infancy, attracting significantly less investment than other related sectors such as payments or e-commerce. The sector also largely depends on the development of Industry 4.0 technologies such as 5G networks, artificial intelligence (AI), and the internet of things (IoT). To help the health tech sector sustain the momentum post-pandemic, companies not only have to appeal to investors and consumers but they also have to be integrated with Vietnam's national health framework. The government will have to play a bigger role in encouraging collaboration between industry players and other stakeholders, provide incentives, and formulate clear policies. On June 22, 2020, the MoH approved a five-year project on remote medical examination and treatment involving 24 hospitals. Apps and medical services will be developed to

Adding to the problem is the inequality of care: patients would rather get treated in overcrowded national level hospitals than provincial or district level ones due to the availability of higher quality medical equipment and staff in the former.

The start-up sector in Vietnam, albeit small in size compared to that of other Southeast Asian countries such as Singapore or Indonesia, is also actively contributing to the digitalization of healthcare.

manage files and knowledge systems, as well as helping patients find medical information, make their appointments, and consult doctors. These measures will accelerate the digitalization across Vietnam's hospital network, which is currently fragmented and mainly implemented in central level public hospitals and private hospitals in major cities.

The private sector was also quick to take advantage of the shift towards technology-enabled healthcare services. According to a YCP Solidance report, private hospitals have relatively advanced health management systems compared to their public counterparts for several reasons. Their higher-income patients are more willing to pay for modern and high-quality healthcare services. Seeing digitalization as a competitive advantage, private hospitals have an incentive to invest and upgrade in their digital infrastructure. They also commonly use products and services from leading information and technology companies such as Oracle or SAP and have standardized systems in place across individual hospital branches. Therefore, the implementation of digital tools at private hospitals is less complicated compared with public hospitals.

A number of important barriers still hinder digital adoption in Vietnamese hospitals, both public and private. First, healthcare professionals and patients are reluctant to use digital-based systems due to unfamiliarity with these tools and technological constraints at home.

Second, unclear and complicated administrative processes slow digital adoption. Digital signature for national health insurance reimbursement is a notable example: doctors and nurses who are responsible for their registration need the approval of two different departments, the Electronic Health Administration under the MoH and the Vietnam National Security.

Thirdly, the output of data is not standardized across hospitals, and data security remains a concern for healthcare providers, weakening inter-hospital integration.

The start-up sector in Vietnam, albeit small in size compared to that of other Southeast Asian countries such as Singapore or Indonesia, is also actively contributing to the digitalization of healthcare.

Many start-ups already present in Vietnam before the COVID-19 outbreak have expanded and optimized their operations. Some provide booking services that allow patients to schedule appointments with doctors without visiting hospitals, thereby reducing long queues and minimizing infection risks. Patients are able to discuss their health concerns and obtain answers from healthcare professionals, which is difficult in public hospitals where consultation times are limited.

Though these apps and services contribute to healthier lifestyles, their fees are considerably higher than those at public hospitals. Only a minority of middle to high-income urbanites are willing to pay for more convenience and flexibility. Start-ups also struggle to attract new customers due to limited brand awareness and a lack of engagement with well-known healthcare professionals.

Further, the burgeoning health tech sector is still in its infancy, attracting significantly less investment than other related sectors such as payments or e-commerce. To help the health tech sector sustain the momentum post-pandemic, companies not only have to appeal to investors and consumers but they also have to be integrated with Vietnam's national health framework.

Like pharmaceuticals and medical devices, health tech start-ups operate in a highly regulated sector where there are still many uncertainties in the regulatory landscape. The government will have to play a bigger role in encouraging collaboration between industry players and other stakeholders, provide incentives, and formulate clear policies.

Thus, though there is still a lot of room for the health tech sector to grow, the digital transformation of healthcare in Vietnam is already well underway.

Opportunities: What do investors need to know?

Market access

Though the health sector in Vietnam is very attractive, policy barriers and a weak legal framework continue to make it challenging for inexperienced foreign investors. The industry is strictly regulated, yet investment procedures are still not very clear and specific.

The Law on Pharmacy sets out the legal framework for the registration, sale, and distribution of pharmaceuticals. Circular No. 32/2018/TT-BYT specifies the procedure regarding the registration of pharmaceutical products. Investors have expressed concerns over the ill-defined roles and responsibilities of foreign and domestic companies, and the cumbersome administrative process, which can delay access to the Vietnamese market.

Similarly, medical devices are subject to requirements set by the MoH. Foreign suppliers often work through local distributors or agents, as only companies with a legal business entity in Vietnam and an import license can distribute medical equipment. Imported devices, unlike those manufactured in Vietnam, are not required to be registered and only need a Certificate of Free Sale from the Embassy of Vietnam in the originating country.

In the digital healthcare sector, administrative complexity and an unintegrated system create a challenging environment for existing and prospective industry players. Furthermore, the future of digital health hinges on the availability of enabling technologies and infrastructures, such as high-speed networks, big data, Internet of Things (IoT), and cloud computing.

Mergers and acquisitions

Keen interest from private and foreign investors has benefited Vietnam's healthcare industry. Private hospitals and healthcare providers such as Tam Tri Medical and Vietnam Integrated Medical Services received major investments from private equity firms.

Many major pharmaceutical companies such as Abbott (USA), Taisho Pharmaceutical Co., Ltd. (Japan), and Sanofi (France) have been in Vietnam for several years, and some even decades. Not only have their products become available across the country, but they have also invested new plants and research and development (R&D) facilities.

Over recent years, there has been a growing number of mergers and acquisitions (M&A),

with many foreign investors purchasing large amounts of shares in Vietnamese companies. These moves ease market access for foreign firms and help them avoid restrictions on foreign direct investment. For domestic companies, the integration creates more R&D opportunities and allows for the sharing of expertise and best governance practices, as well as access to foreign markets.

Amended Law on Enterprise and Law on Investment

The passing of the new Law on Investment (no. 51/2020/QH14) effective on January 1st, 2021, incentivizes investment in five key sectors including healthcare. Projects in these sectors will benefit from preferred enterprise income tax, exemption or reduction of land lease fee, and credit support.

Previously, an ineffective private-public partnership (PPP) agreement made investment attraction difficult. However, the new law puts forth changes that eases risks for investors. It offers guarantees to PPP projects, including access to land, provision of civil service, right to the mort-

gage of property, revenue risk sharing, and foreign currency balance-ensuring scheme among others. The law also specifies the total investment capital requirement for a PPP project depending on its type and location. A project's value must be at least around US\$8.6 million, but the threshold of healthcare projects is half that.

The law also requires projects to apply to an open bidding process for the selection of preferred investors except for those in priority areas. Foreign investors will be able to compete in good faith to win the bids of major projects. The new law also lowers the foreign investor threshold from 51 percent to 50 percent. Foreign investors holding a majority equity stake in a company are treated as "foreign investors" for purposes of licensing and investment activities. This determines the conditions and procedures of establishing subsidiaries or acquiring shares or other equity interests, which are different and more cumbersome than for those considered "domestic investors".

Regarding M&As, the law removes the need for approval if the transaction does not increase the foreign investor's ownership ratio in the target

company. The M&A approval requires a number of documents to be notarized and legalized by consular authorities in the foreign investor's home jurisdiction, thus taking up a significant amount of time in the pre-completion process. Overall, these measures confirm the Vietnamese government's commitment towards creating a favorable business environment, especially to meet demands in the growing healthcare industry.

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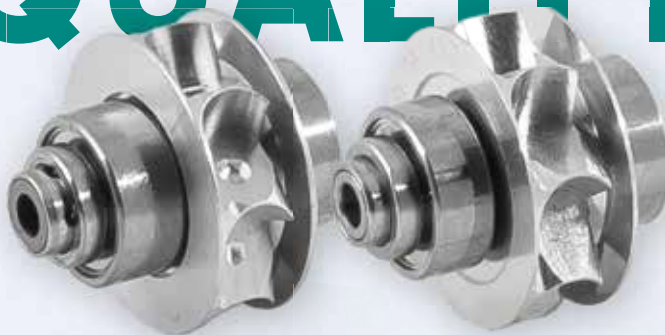
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PPE

A Never-Ending Market

The anti-Covid vaccine is finally a reality. Effective, safe, and projected to save our next winter, the SARS CoV-2 virus has nonetheless led us to a complete re-modulation of our basic behaviors. In the future? Other viruses, unknown today, could become dangerous again but science and the whole community may be better prepared in preventing and fighting them; for this, personal protective equipment play a vital role and the market is poised to a never-ending rise.

A clear and optimistic scientific message to take home as Christmas gift is that a safe and effective anti-Covid vaccine has finally arrived. The Pfizer vaccine, developed by the American pharmaceutical company, in collaboration with the German BioNTech, will certainly contribute, together with other vaccines arriving on international markets, to contain, and we all hope, to block forever, the Sars-CoV-2 pandemic. If all goes well, it could guarantee protection before the feared return of the SARS-CoV-2 in the autumn-winter period of 2021. All the scientific studies produced, in an unprecedented international collaboration, extraordinary and unimaginable just a few months ago, will surely become Nobel Prize material. For now, however, it remains essential to "resist" with the prevention measures that even our small kids have learnt by heart: safety distance, mask, and hand hygiene.

However, the upsetting news is that if we do not keep our guard up on environmental protection and prevention, and if we do not change our direction with greater awareness of the danger, if not Sars-CoV-2, but various other coronaviruses, in the not so far future, may represent another pandemic threat. Man is, paradoxically, the real enemy of humanity. Man, who undoubtedly dominates the ecosystem, has upset the environment we live in with

deforestation, intensive farming, heavily contaminating it, favoring climate change, and increasingly creating fertile ground for emerging zoonotic infections that favor the leap of animal virus species into man. From the leap of species to the pandemic, worldwide spread is very rapid, as we have well seen with Sars-CoV-2, hitting 216 countries in just a few months, also thanks to the increasingly widespread network of international transportation.

As a matter of facts, in these past months, we are witnessing a worrying scenario on animal coronaviruses still potentially dangerous for humans. These viruses have been able, with minimal mutations of their genetic code, to operate species leaps between animals, even infecting pets such as dogs and cats. In the future, theoretically, humans can also become targets, as recently happened for Sars Cov 2 transmitted by humans to minks, then re-infected with a modified virus.

Despite scientific and social considerations, one thing is for sure, the COVID-19 pandemic has put personal protective equipment in the spotlight and has made "PPE" a common term among the public: we are well aware that their use is vital to prevent the spread of any virus. Designed to minimize exposure to a biological agent, basic components of personal protective equipment (PPE) are googles,

face-shield, mask, gloves, coverall/gowns (with or without aprons), head cover, and shoe cover. These special equipment create a barrier between the person and germs, blocking the transmission of contaminants from blood, body fluids, or respiratory secretions.

But COVID-19 pandemic has also unearthed lack of coordination and equal access to PPE around the world, especially those needed to protect frontline health workers, causing shortages and price rises. **By some distance, the world's largest manufacturer of PPE is China. Before this pandemic, China produced approximately half the world's surgical masks and was the only place capable of mass-producing clinical gowns.** So, the severe shortages that characterized the early stages of the pandemic were probably unavoidable. Supply was already disrupted by the Chinese New Year, which typically interrupts production for 10-14 days. The festivities coincided with an explosion of cases of COVID-19 within China. Public health policies introduced in response to the emergency prevented a lot of workers from returning to their factory jobs. Alongside the constricted supply came a surge in domestic demand for PPE. China imposed export restrictions. Other countries, including several in Europe, would subsequently enact similar measures. International travel restrictions compounded the problem. Countries is-

sued contingency plans for stock-outs as market manipulation was widespread and supplies could take months to be delivered, with stocks frequently sold to the highest bidder. Nations such as the UK and the USA reported dangerously low supplies of PPE. In Italy, the shortages contributed to the high burden of infection and death among hospital staff. As prices continued to rise, countries competed for PPE on the open market, also putting low-income countries at a disadvantage. In early March 2020, the World Health Organization (WHO) warned that severe and mounting disruption to the global supply of PPE – caused by rising demand, panic buying, hoarding and misuse – was putting lives at risk from both the new coronavirus and other infectious diseases, and urged industry to raise its production by 40%.

To address cumulative demand, manufacturers have ramped up their production capacities, also, with some new manufacturers that have come online. The surge in demand has somewhat subsided but there are still constraints and a lot of uncertainty on the market. PPE will remain a sellers' market for the foreseeable future where buyers will have to offer a firm financial commitment in advance of the sale and, if unable to do so, or if they act too slowly, chances are that the vendor will look elsewhere.

Since the start of the pandemic, surgical masks have in fact seen a sixfold increase in price, N95 respirators have trebled and the price of surgical gowns has doubled. China at present produces at least 110 million surgical masks every day; before the pandemic hit, production stood at 20 million masks, per day. Although the market did respond over time, the pandemic has completely upset all trends and future predictions by creating unprecedented demand, both in the healthcare community as well as among the general public. UNICEF estimated that by end of 2020, demand for surgical masks could reach 2.2 billion, demand for gloves could reach 1.1 billion, and demand for face shields could reach



8.8 million, far outstripping supply, causing many PPE manufacturers' inventories on certain PPE products to be depleted.

Even if the situation appears to have stabilized, PPE market forecasts and trends seem to be difficult to assess; during a pandemic, the epidemiology changes from week to week and the COVID-19 pandemic saw demand for some protective items surge by several thousand percent, becoming difficult, in the longer-term, to figure out what will happen if there are large waves of cases, or indeed a different pandemic.

In 2019 it was the manufacturing segment that led the PPE market, accounting for 17.4% of the global revenue share, followed by the construction sector and the healthcare sector, which is now estimated to progress at the fastest CAGR of 21.3% from 2020 to 2027 on account of the rising demand for respiratory protection, protective clothing, and hand protection to ensure safety during the COVID-19 infection.

In 2019 the global PPE market size (all industries, including healthcare) was estimated at

USD 59 billion with the hand protection segment leading the market, accounting for almost 29% of the global revenue share, together with the respiratory protection segment which is expected to witness the fastest growth from 2020 to 2027. Europe led the market accounting for 33.6% of the global revenue share on account of increasing demand for high-utility protective equipment across several core industries. The Middle East and the Asia Pacific markets are expected to grow at a significant rate, owing to government regulations and rise in construction activities, due to economic growth. Governments, workers, and employers are increasing their efforts to prevent industrial accidents at workplaces, common in Asia Pacific, where safety regulations are often poorly enforced. Also, Government authorities all over the world are growing inclination and concerns towards safety and health of workforces, issuing multiple safety guidelines and standards, also forcing the end-use sectors to employ protective equipment for employees in particular sort of work setting. North America and Europe are mature markets for PPE and stringent regulations regarding their use in various industries are also increasingly contributing to the growth of the market. At present, augmented demand for PPE comprising protective face and eye protection, clothing, masks are directly associated to the COVID-19 pandemic. **Escalating investment from private and public participants in the creation of PPE kits to cater the growing requirement is flourishing the market growth, together with rising awareness and changing consumer preference for**

The Middle East and the Asia Pacific markets are expected to grow at a significant rate, owing to government regulations and rise in construction activities, due to economic growth.



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Rapid pandemic spread, rapid technological innovation, stringent regulatory framework, and construction of new healthcare projects are expected to impact the demand positively.

protective equipment that is a combination of safety and fashion.

Within the healthcare sector, according to a report from Allied Market Research, the market value for 2019 was estimated at \$12.9 billion, and is expected to almost triple its revenues by 2027 due to COVID-19 pandemic high demand, reaching \$33.4 billion globally, corresponding to around 98.3 million units in 2019, and expected to reach 196.3 million units by 2026-2027. **The hospital segment accounts for the largest share, holding more than two-fifths of the global healthcare PPE market share, and is expected to maintain the largest share throughout the forecast.**

Rapid pandemic spread, rapid technological innovation, stringent regulatory framework, and construction of new healthcare projects are expected to impact the demand positively. Countries around the world are further increasing their share of GDP on the healthcare expenditure to provide better facilities to their citizens. Both public and private players are investing in new hospitals (towards universal coverage for an international standardization of healthcare systems), in-home healthcare services, and primary healthcare centers. **The Asia-Pacific region is anticipated to propagate noticeably in the overall market on account of progresses and growth in the smart hospitals, home care, and medical tourism, among others. Moreover, upsurge in population, rising elderly populace across the world and growing proliferation of chronic ailments and accidents are underlining the need of sophisticated healthcare services across the globe.** A general increase of health insurances with more extensive ranges of services and lower premiums may represent another factor expected to drive the global healthcare PPE market growth. People with health insurance are more likely to visit hospitals for diagnosis or treatment. Particularly, respiratory protection PPE is projected

to grow at a highest CAGR of 14%, owing to rise in the usage of face masks by the general public. Among them, N95 masks are driving much of the projected growth as more effective than other face coverings in preventing the spread of the coronavirus. Goggles, gowns, and coveralls are all factors in the projected growth as well.

But market growth is poised to a never-ending rise. Manufacturers are investing in R&D for developing advanced technology-based products. **Due to the continuing shortages of specific raw materials, there is growing demand for sustainable raw materials for PPE manufacturing, along with product innovation.** Several mergers and acquisitions, along with partnerships, have been undertaken by prominent players to facilitate costumers with hi-tech and innovative products, adopting business expansions and product launches as a medium to expand their market presence. Many of the key players have adopted sustainable solutions, including taking into consideration the social and environmental impacts of their operations, to ease the availability of raw materials, and reap long-term benefits. **The development of healthcare PPE kits based on biomaterials is expected to usher in many business opportunities in the near future, mitigating any negative impact of PPE on the environment, which is a current restraint on market growth.** Among recent PPE trends observed safety is top of mind, as this pandemic has brought the topic of "infections" to the forefront for employers, reinforced by the increased need of PPE for use in public spaces. More progressive sanitation efforts and ready access to face protection will become major focuses for most companies as they work to better protect their workers. Some innovations include applying an antimicrobial coating to kill bacteria and attaching sensors to detect if employees are wearing the PPE correctly. These sensors provide a notification like a car's seat belt detector when employees are wearing the PPE incorrectly. This notification can

be wirelessly sent to a centralized database for monitoring by safety managers, who can then use this data to improve PPE compliance, reduce risk, and ensure worker safety.

The COVID-19 pandemic is changing the landscape of what our lives will be looking like both at work and outside, moving into the future: convenience, comfort, and PPE expertise. Customers are requesting differentiated solutions that keep them safe and comfortable when wearing PPE for extended periods of time, 365 days a year.

Opportunities for innovations and rising awareness on the importance of PPE for our health, despite any pandemic, have definitely re-modulated our basic behaviors. Hopefully, we have learnt the lesson. Such knowledge should teach us to prevent, as well as to counteract future pandemics, through concrete actions, and not by just trusting the "good luck", hoping that episodic events do not become pandemic, as happened, indeed fortunately, for Ebola, Sars or Mers, viruses that are too aggressive and deadly to be able to spread successfully and "silently" in humans and throughout the planet. Maybe, next time, we will all be better prepared.

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Since the Sars-CoV-2 pandemic began to spread almost a year ago, one specific item has become part of everyone's daily life: the surgical mask. A medical device that has become essential to contain viral (and microbial) particles in infected people, thus limiting the spread of the virus. This apparently simple device contains a highly regarded technology that exploits one of the most versatile materials existing on earth: non-woven fabric. Thanks to this material, surgical masks can filter out particles the size of viruses and bacteria with a 98% efficiency and, at the same time, be light, inexpensive, and rather comfortable to wear.

This is a remarkable achievement if we consider that microbial particles, and specifically viruses, have a nanometer size (millionth of a millimeter) and the coronavirus, with measurements between 80 and 160 nm, is among the smallest. Filtering such tiny particles is not at all easy. In fact, having a fabric capable of sieving microbes is not sufficient, the fabric must also be highly breathable, otherwise the breath emitted would come out from the sides of the mask, nullifying its protective action. Expecting from a fabric such breathability and at the same time a nanometric filtering capacity is not at all an easy task.

This is made possible by a non-woven polypropylene (or polyester) generated by a particular spinning technology called "Meltblown" which, thanks to the blowing of melted poly-

HOT TOPIC

A Concentrate of Blue Technology

Once worn, surgical masks can filter out particles the size of viruses and bacteria with a 98% efficiency and, at the same time, be light, inexpensive, and rather comfortable to wear.



mer fibers on a rotating support, allows to obtain a fabric with a very dense texture.

Nonetheless, hoping in a fabric with a nanometric pore size is unthinkable, or at least not without giving up much of the fabric's breathability but this, as mentioned, would nullify the filtering capacity of the mask. It is only thanks to the plastic material of which the mask is made of that the problem can be solved. In fact, polypropylene fibers, despite having a larger weave than viral particles, have an electrostatic charge that attracts and absorbs microbes, preventing them from reaching the wearer's respiratory tract.

However, *Meltblown* non-woven fabric has a poor mechanical resistance which prevents it from being used individually and needs, for this, to be reinforced by other layers of fabric. This is where a second non-woven plastic spinning technology comes in: "*Spunbond*". This technique consists in the spinning on belt, followed by hot melting of the fibers (or resin), resulting in fibers of a greater diameter and

The only real drawback of surgical masks is that, due to poor adherence to the face, the person wearing it is only 20% protected from microbes.

with a less dense texture than *Meltblown* but more robust and inexpensive.

These two types of non-woven fabrics, coupled in a sandwich structure (with the *Meltblown* filter fabric in the center and the *Spunbond* fabric on the sides), give rise to the finished product that we have all worn at least once.

The only real drawback of surgical masks is that, due to poor adherence to the face, the person wearing it is only 20% protected from microbes. This is what prevents these devices from actually being classified as PPE (Personal Protective Equipment) and from ensuring

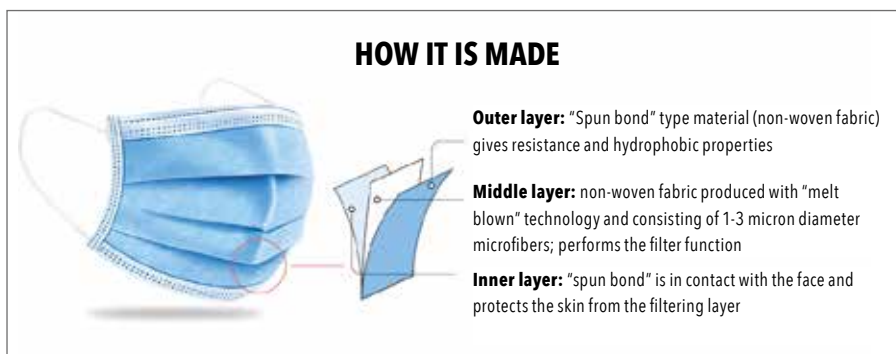
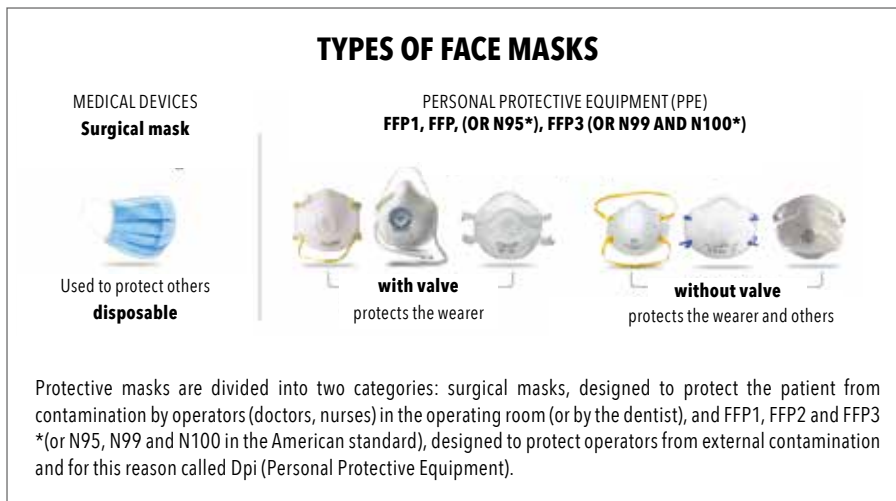
personal safety in contexts where several individuals are without masks.

To cover this function, however, there are other types of masks, called PPE, known to all for the acronyms characterizing them: FFP1, FFP2 and FFP3. These PPE, mainly used in the industrial field to protect against fumes and dust, have been successfully used in the medical field, especially in infectious disease departments. Such masks, produced in a similar way to surgical masks, are characterized by greater adherence to the face and by higher rigidity, which generally gives these devices a greater inward filtering capacity.

More specifically, there are two types of PPE: with or without valve. The former ones are designed only to protect the operator (exactly the opposite of surgical masks) and are characterized by a 20% outward filtering capacity, regardless of their code (FFP ...), while towards the operator they have a filtering capacity of 72% (FFP1), 92% (FFP2) and 98% (FFP3).

On the other hand, masks without valve, have similar outward and inward filtering capacity both equal to 72% for FFP1, 92% for FFP2 and 98% for FFP3. Obviously, because of their superior technical features, the cost per unit is higher, making this kind of PPE not affordable to everyone for daily use.

Thus, regardless of whether they are personal protective equipment or surgical masks, behind these devices there is a highly regarded technology which, in any case, cannot be separated from their proper use and from adequate social distancing, as always.



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Petertan@jpsdental.com

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At a Glance

The Greater New York Dental Meeting's Virtual Celebration Gives Back to the Dental Community



The Greater New York Dental Meeting's (GNYDM) 2020 Virtual Celebration was a great success. With close to 140 educational programs and 300 exhibit booths, the 15,000 dentists and their teams closed out the year with free continuing education courses and numerous opportunities to see what the dental industry was introducing.

In their 96th year, the GNYDM had to change from a face-to-face event to a virtual meeting due to Covid-19 restrictions and safety issues.

As the largest Dental Meeting in the United States, attracting over 55,000 attendees worldwide, the GNYDM decided this would be an opportunity to give back to the dental community by offering free continuing education for all attendees. Exhibitors were offered booth space at a minimal fee only to cover the expenses of the virtual platform.

The GNYDM has also been known for their unique Specialty Meetings drawing attention from local and international talent. The Specialty

In their 96th year, the GNYDM had to change from a face-to-face event to a virtual meeting due to Covid-19 restrictions and safety issues.

Meetings featured at the 2020 Virtual Celebration included the World Implant Expo, Global Orthodontic Conference, Pediatric Dentistry Summit, Sleep Apnea Symposium, 3D Printing & Digital Dentistry Conference, Public Health Conference, Oral Cancer Symposium, Special Care Dentistry, and Women Dentists Leadership Conference. Additional topics presented were Endodontics, Practice Management, Infection Control, Hygiene, Restorative, Volunteerism, Medicaid, Covid-19 and PPE, Periodontics, as well as courses in Spanish and Portuguese.

The GNYDM's Free Virtual Education and Exhibit Floor remained open for attendees until February 25th, about 13 weeks after its opening day

in November. Attendees were able to shop online and take education courses from the convenience of their own home or office.

With dedicated floor hours, dentists and their teams could ask company representatives questions about products and materials and order new equipment for the office with ease.

The GNYDM is planning for an in-person meeting in November of 2021. Continue to visit @GNYDM, on Facebook, and Instagram for updates and information. We hope to see and greet you in-person in November.

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