

Dentist with a heart

Dr Raymond Lim treats his patients like family

Hazel Tan

AS FAR as Dr Raymond Lim is concerned, you become a “family member” as soon as you walk through the door at any of his three dental clinics.

Indeed, the soft-spoken and amicable dentist insists on treating every one of his patients just as he would his own extended family.

“I always remind myself and all my staff to treat all patients like they are our family members. We ask ourselves, what if the patient sitting on the chair is our mother? How would we want her to be treated?” says Dr Lim, 36, director and dental surgeon of B9 Dental Centre that has clinics in Buona Vista, Clementi and Toa Payoh.

“For me, it is always about treating my patients from my heart. I use my heart to listen to my patient’s needs, understand them and treat them accordingly. A patient’s well-being is our mission,” he adds.

From the heart to the mouth

B9 Dental Centre may just be 1 ½ years old, but Dr Lim’s unique “heart-to-mouth” approach has already won him fans and a Top 10 Special Achievement Award — Special Achievement in Dental Care Award in this year’s Promising SME 500 awards.

Dr Lim says: “We are in the health-care industry, our mindset must be right — it is important to have a kind heart, to help people. I always believe God gave me a pair of helping hands to heal people and this is how I contribute to the community.”

So steadfast is Dr Lim’s belief that all his clinics operate seven days a week, from 9am to 9pm, and 9am to 1pm on public holidays. And those are only the official opening hours. There are many days when he works beyond 9pm to accommodate his patients’ needs.



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— Dr Raymond Lim (right), director and dental surgeon, B9 Dental Centre



PHOTOS: CHONG JUN LIANG

commodate his patients’ needs.

“We feel there is a need to open till late to serve those who are in pain, especially at night where, often, they would not be able to get help unless they head to a hospital’s accident and emergency department; even then, only normal medication would be prescribed,” says Dr Lim.

Investing in technology

The clinics operate on a paperless system, saving dentists and nurses time

with registration, filing, treatment notes, prescription and discharge.

According to Dr Lim, B9 Dental Centre has the highest quality dental equipment, from sensor imaging, top-brand dental chairs, an intra-oral camera and a world-class hospital-standard sterilisation machine with high infection control.

All three clinics have a 3D CBCT (cone beam computed tomography) imaging machine (above left), the latest equipment which gives high-definition 3D images in X-ray form with less radiation

to the patient than traditional CT scans.

It has also invested in a PA (periapical) sensor imaging system so nurses do not need to develop X-rays manually. Instead, the images will be stored on a patient’s profile within a second and can be accessed via a computer in high clarity offering greater accuracy in diagnosis.

B9 Dental Centre caters to patients from all walks of life, ranging from the lower-income group to foreign workers, professionals, managers, expatriates, and even tourists and foreigners from overseas who come into Singapore to

seek dental treatment.

“Eighty per cent of our patients are referred by other patients through word of mouth,” says Dr Lim, who measures his achievement by the trust he has built with his patients.

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