

Creating The Most Esthetic Results for Your Patients

by Susanne Freeman, Vice President



Here at Dental Prosthetics our quest is to help you provide the highest quality dentistry to your patients every time. Think of us as the unseen partner!

To help with this, I've put together seven simple suggestions that will help us create the most esthetic, precise results

for your patients.

1. Before the impression goes out to Dental Prosthetics, check to see that all margins are visible (sharp).
2. If the teeth look canted, take the bite with a bite-cross (we can provide you with a sample if needed).

3. If a diagnostic wax-up was not made, a pre-op model is most helpful to guide your technicians. If possible, take a pre-op impression or an impression with the temporary crowns in place. If your patient likes your temporary, we can use this impression to help achieve optimum results.
4. We love to receive photos with cases! If you don't have a camera we will be more than happy to consult with your patient at the lab and discuss shade, smile, and other concerns you may have.
5. Implants can be challenging, especially when it comes to assembling the parts before pouring the impression, and screwing the abutments into the implant inside the mouth. To make sure the buccal is not mixed up with the lingual, Dental Prosthetics drills dimples on the buccal surfaces of the abutments. X-rays after the abutments are torqued ensures that abutment and implant fit together properly.

6. Come meet with us! Our team of technicians are here to make sure your personal preferences are being implemented in each and every case, and nothing ensures this like a personal consultation with the dentists with whom we work.
7. We would love to provide your team with a Lunch & Learn on the topics of impression taking, implant choice, crown options, 3-D case planning, or anything else with which our team of skilled, knowledgeable technicians can assist.

Most importantly, communication that is open, candid, and collaborative is essential between doctor and laboratory. As dentists you are often faced with challenging situations that may require a consult from someone you trust—a team member. Here at Dental Prosthetics, we strive to be your partner on your journey of practicing dentistry and delivering brighter smiles.

Thank you to all of the practices that joined us for a very motivational Jumpstart event with Janice Hurley-Trailor!

Take 3 Minutes to Improve Your Image: Review Clinical Notes

by Janice Hurley-Trailor, the image expert

Sometimes we are hurting our office image



without realizing it, and it could be prevented in just three minutes.

I recently heard from a frustrated patient about misunderstandings that took place on an office visit to her general dentist. These misunderstandings could have been easily

avoided. She had been a patient of this practice for seven years and had made numerous referrals in the past, but she confided to me that her confidence in the office was now shaken.

What happened?

The patient called in to say she had a loose crown on #15. In fact, upon flossing she had removed it all together. An appointment for the next day was made and the visit started on a good note. They took her back to be seated on time, and they knew why she was scheduled for the day. It went downhill from there.

The assistant hadn't looked to see if this was

a vital tooth and made the mistake of blowing cold air on the sensitive tooth.

The assistant asked the patient how old the crown was and if she remembered who had prepped that tooth, only to have the patient tell her that their office had restored that tooth.

The assistant let the patient know the crown had only been put on with temporary cement because it was the office policy with vital teeth to see how a tooth responded after the prep. When the patient asked how long that temporary cement would last, the assistant said, "until you lose it or it falls out like it did for you."

As the patient left she was given a bill to "re-cement her crown". She was asked to pay more for the crown she had paid almost \$2,000 for in the first place. A crown that she thought had been permanently cemented as part of the initial fee.

Easy Enough to Fix

This is a first-class dental office that prides itself in customer service with its beautiful headrests, warm face towels and esthetically pleasing décor, but not knowing about the history of a patient's tooth created mistrust and it was all avoidable.

It should have started with the person that took

the call and scheduled the appointment to research the history of tooth #15. This was a patient that knew exactly which tooth had lost its crown. Three minutes would have given everyone peace of mind and saved time and confusion.

When it's done right, the front desk communicates the specifics of this upcoming office visit at the morning huddle. Decisions are made on whether this patient will be numbed, the latest x-ray on that tooth is reviewed for possible problems, and everyone knows this patient will either have a No Charge visit to permanently cement the crown that was delivered two-and-a-half years ago or reappointed for a prep appointment if decay is found. Either way, the whole team is prepared for the visit, and put in the best of light, and the patient can feel confident that the people in charge of her dental health *know* the history and future of that tooth.

Be Prepared

Being prepared is not only good for the boy scouts, it works wonders with your patients as well. Take a bold step and really review all pertinent clinical notes before you see your patient. You'll never go back to flying blind again, and you'll never have to wonder why some of your favorite patients stop referring.