



2020 Volume 2

The quarterly newsletter of
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INCISAL EDGE

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PLEASE NOTE
D&S Dental Laboratory
Will Be Closed the
Following Dates

September 7
Labor Day

November 26-27
Thanksgiving

December 25
Christmas

We're Here to Help

Dear Clients:

How does one sum up the past few months? Words like crazy and unprecedented come to mind.

At D&S Dental, we're proud to say we stayed open for business throughout these difficult times even when dental offices were only allowed to treat emergency cases. During this slower time, we retooled our 3D printers to make face shields for local first responders and later mask fitters for dental teams.

As offices have reopened, we haven't missed a beat. Our turnaround times remain the same and our pickup and delivery routes are back up and running.

Throughout all of this, our number one priority has been ensuring the health and safety of our employees and your dental team and patients. As an NADL- and DAMAS-certified lab, we already followed the highest standards for infection control and cleaning. Now with COVID-19, we've taken even greater precautions, following CDC and OSHA guidelines. This includes more frequent cleaning and disinfecting, as well as suspending any in-lab custom shade appointments and limiting visitors to the lab. See safety protocols on page 4.

Our business model is simple. Our lab only succeeds and prospers when our dental clients succeed and prosper. To that end, please know that we're here *with you* and *for you* ... ready to work together to navigate whatever the new "normal" looks like.

Thanks for your continued partnership.



We're In This Together. The D&S Leadership Team located at the Waunakee Headquarters is here to help you navigate the new "normal" during the COVID-19 pandemic.



Your Full Service
Certified Dental Laboratory

Steve Daggett, CDT

Peter Derauf, CDT

Dennis McPherson, CDT

Don Statz, Business Manager

Randy Stifter, CDT, TE

D&S Dental Laboratory Ownership Team



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New Shade Taking Solution for Your iPhone

D&S Dental Laboratory is partnering with ShadeWave, a digital shade-taking software, to deliver more accurate and consistent shades for your patients. Photos are digitally analyzed, color corrected and accurately mapped. ShadeWave's mobile app takes over iPhone settings making smartphones the new, preferred choice for shade photos. No more sending patients to the lab or guessing on shade matches.

Your dental practice can take more accurate shades using ShadeWave in one of three ways. Option 1 is highly recommended for the best results and the convenience of using your own iPhone!

1. Take photos on your iPhone (recommend iPhone 8 or newer) and submit them directly to the lab. Your phone does not store the photos and the submission is HIPAA compliant and protects patient information.

- To get started, purchase a license and download the ShadeWave app. Licenses are just \$99 for the first year. Use promo code **SLC_D&S Lab**. Case fees also apply.

- The mobile app features hands-free voice control. Simply say "snap" to take the photo and "upload" to send the case to the lab.

2. If you prefer to use the digital camera you already own, you can purchase a \$100 annual ShadeWave license, which allows you to submit your photos to our lab from your desktop. This will speed up processing. Case fees also apply.

3. You can continue to email your photos to D&S at **photos@dnsdental.com**. We will consult with you if we think we should manually upload them into ShadeWave for the case fee.

For more information, visit **www.shadewave.com** or contact Peter J. Derauf at D&S - 800.236.3859.

CASE FEES

Case photos submitted with option 1 or 2 above will be processed using ShadeWave technology for just \$12 per case – HALF the price of in-lab custom shades. Get your first 15 cases at no charge, a savings of \$180.

Shade-Taking Check List



1. Reduce reflections in the middle of the shade tab or teeth.
 - Close blinds on large windows or turn your dental chair away from direct window light.
 - Tilt your shade tab slightly toward the patient, incisal edge up.
2. Raise your dental chair to its maximum height. You want to be at or near the same height as your patient.
3. Know what tooth to match. Don't take photos of missing teeth or temporaries.
4. Always use these two shade tabs, an A2 on your Left and a D3 on your Right.

NOTE: With ShadeWave, the shade tab does not have to match the tooth. All shade tabs work.
5. Cheek retractors: Wingless metal (#1) are better. The wings of the plastic ones (#2) may get in the way.
6. Show about 8 teeth. No closer than 6 teeth.
7. iPhone: Distance is about 4 1/2 inches from subject.
8. Pitch angles: Take two or three pictures at different pitch angles. Especially for a single incisor.

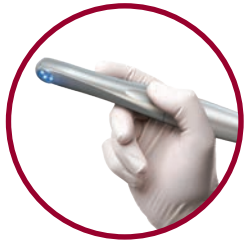


The Annual Learn on the Links Golf Outing/ Seminar scheduled for August 14, 2020, has been canceled and rescheduled for August 13, 2021.

On the Road to Recovery

How the Lab Can Help

As we all seek to recover from the economic impacts of COVID-19, we look for ways to reduce costs, gain efficiencies and learn how to do things better. Here are some ways the lab may be able to help your practice on its road to recovery.



Digital Workflow

Digital workflows are more efficient for both the lab and dental practices. Doctors who are submitting intraoral scans experience more accurate restorations and fewer remakes. While there are significant upfront costs and training time for intraoral scanners, they eventually save time and impression material costs. Many practices say they can take an impression in 1-2 minutes once they feel comfortable with the scanner.



Discounts

D&S Dental Laboratory offers a 3% discount on the current balance due if payment is received by check by the 10th of the month. We also offer \$10 off with every digital impression submitted (only valid on D&S lab-printed models and cases involving more than model work only) and a \$50 or \$100 lab credit if you submit 20 or 40 or more digital cases in one month.



Value Products

At D&S, we pride ourselves on the depth of our product offerings and the full range of price points we have available. We offer a \$79 monolithic zirconia crown, the ZR-V, that is fabricated in-house. All our products are American-made – we do not outsource overseas. We offer an economy denture and our new printed dentures are roughly \$140 less than traditionally made dentures (plus your patient can skip at least one appointment). Our implant pricing is extremely competitive with patient-specific Titanium or Zirconia abutment packages – which include soft tissue model, abutment and ZR crown – starting at less than \$500 (excludes analog).



Online Resources

D&S Dental Laboratory knows how important continuous learning is in the dental industry. We strive to stay on the cutting-edge of technology and material changes and share our insights with clients. We have a number of helpful tip sheets on our website at www.dnsdental.com. Go to **Resources>Resource Sheets**. Some of the most popular resources are:

Resources
just a mouse
click away



Monolithic Zirconia choices cheat sheet under ZR



How to bond to Zirconia under cementation



Crown under partial tip sheet under crown under partial



Implant flow charts under implants information



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DENTAL APPLIANCE MANUFACTURERS AUDIT SYSTEM
FOR COMPLIANCE & QUALITY MANAGEMENT SYSTEM



Your Full Service
Certified Dental Laboratory

COVID-19 Safety Protocols

At D&S Dental Laboratory, our number one priority is the health and safety of our employees and your dental team and patients. Here are some of the steps we are taking to protect people and prevent the spread of COVID-19.

- Our employees self-monitor their health and follow a strict policy on when they must stay home and when to return to work.
- Employees wear masks and practice social distancing in the lab. Hygiene reminders are posted throughout the lab.
- Our Waunakee headquarters boasts a high-efficiency air filtration system, which cleans the air of airborne particles including viruses and bacteria.
- We've installed clear plastic guards on work benches and floor markers showing six-foot distancing.
- Employees disinfect workspaces frequently and common areas are routinely cleaned.

- We're limiting visitors to the lab and all in-lab custom shade appointments are suspended.
- Our Infection Control team uses EPA-approved disinfectants to disinfect impressions and everything that comes in contact with case boxes. They wear full PPE -- gloves, masks, face shields and gowns when disinfecting.
- Our drivers wear gloves and a facemask when picking up or delivering cases to dental practices and social distance whenever possible.

