



2021 Volume 4

The quarterly newsletter of
D&S Dental Laboratory, Inc.

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INCISAL EDGE

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

November 25–26
Thanksgiving

December 24
Christmas

January 3
New Year's

Removables Department Set for Future



This is the Removables Leadership Team. The year in parentheses represents the number of years each person has worked as a dental technician. CDT stands for Certified Dental Technician. Front row: Anna, CDT, Removable Manager (20); Dennis, CDT, Retiring Removable Manager (50); Seth, CDT, Finishing and Digital Contour (11). Middle row: Juli, Waxing (8); Lori, CDT, Set Ups (28); Corinne, Frameworks (7); Melissa, Set Ups (24). Back row: Tammy, CDT, Finishing (45); Kevin, Model Room (3); Leif, CDT, Set Ups (15); Randy, Set Ups (48); Gentiana, Waxing (5).

For almost 40 years, Dennis McPherson has overseen the Removable Department at D&S Dental Laboratory. However, he will be retiring at the end of the year, passing the torch to his longtime Assistant Manager Anna Bauer and her experienced leadership team, pictured above.

Dennis hired Anna right out of high school to work full time in the frameworks area in August 2001. He credits her with implementing the first digital workflow for a removable product at D&S. "She studied at night to learn how to design and fabricate the metal frameworks digitally," he recalls. In 2008, D&S began 3D printing the investment pattern for partial denture frameworks. "She deserves all the credit for figuring it out (digital workflow)," he adds. Anna oversaw the Frameworks area for many years before becoming a Certified Dental Technician (CDT) in January 2016.

PRODUCT SPOTLIGHT

3D Printed Hard Splint



D&S Dental Laboratory is now 3D printing hard splints from Keystone Industries, the same supplier as our D&S Comfort Splints (soft splint). The D&S Comfort Hard comes in a light violet, translucent color. It is designed for rigid dental splints and provides therapy for bruxism and cases where tooth immobilization is needed.

You receive **half price reprints** for the first six months on this appliance!

Other features:

- Biocompatible
- Durable
- Easy to clean
- Abrasion resistant
- FDA 510k-cleared

Write **D&S Comfort Hard** on your next RX form to try one.

Lori Gregory Earns Second CDT



Congratulations to Removable Technician Lori Gregory, who recently became a Certified Dental Technician (CDT) in Orthodontics. She is already a CDT in Complete Dentures. Only 15% of CDTs hold more than one specialty, according to the National Board for Certification in Dental Laboratory Technology. Lori joined D&S Dental Laboratory in June 2018. She has 28 years of experience in the dental industry.

HIPAA-Compliant Photos Uploader

Safely send your case photos through D&S Dental Laboratory's new Photos Uploader at www.dnsdental.com/photos. Your files are encrypted upon submission, making it HIPAA-compliant. Please discontinue sending emails to photos@dnsdental.com. This mailbox will be retired in the near future.

Expect Shipping Delays

Like other businesses, D&S Dental Laboratory is experiencing shipping delays, particularly with UPS. Please add in extra days when shipping cases to or from the lab. This is very important as we enter our busiest time of year, which is also the holiday season. Call the lab with any questions.

Move Over Metal

The price of precious alloys has risen significantly in the past four years. In the beginning of September 2017, the price of palladium was \$842 per ounce. As of September 1, 2021, it is \$2,442 per ounce. That's an increase of 190%. (Source: www.macrotrends.net.)

Due to the increased cost of metal, we are now charging for both noble and high noble alloys. Please contact Steve or Pete to discuss more cost-effective solutions.

Online Payments & Statements

Did you know you can set up an account for our Doctor Portal, which allows you to pay bills online, receive statements via email or look up general case status – case is in the lab or recently sent. Contact accounting@dnsdental.com to set up your account today. (Be sure to indicate in the email the doctor account you are setting up.) You can access the Doctor Portal from our website at www.dnsdental.com.

ANNUAL GOLF OUTING WINNERS



D&S Dental Laboratory hosted its annual Learn on the Links Seminar and Golf Outing on Friday, August 13. Special thanks to Straumann Implants for sponsoring speaker Dr. Stuart Schelkopf for the morning seminar. Congratulations to the winning team pictured above: Dr. Bob Covek, Dr. Jim Van Gemert and Dr. Frank Bernero. We'd also like to give a shout out to our flag event winners: Dr. Jason Luecht won closest to the pin in 3 and longest putt on the back nine. Dr. Will Madsen won longest putt on the front nine. Dr. Allen Langeberg won closest to pin on the back nine. Dr. Hermioni Toto won closest to pin on the front nine.

Wisconsin Dental Study Club's Winter Meeting

For several years now, D&S Dental Laboratory has been a proud sponsor of this annual meeting and encourages dentists and their teams to consider attending. There are three sessions planned:

- *Anatomy of a Winning Team ... A Recipe for Success* – This seminar is designed to identify team challenges in attitudes and work performance and offer concrete, positive solutions to re-motivating and re-energizing one and all.
- *High Impact Communication: Words to Use and Words to Lose* – Have you ever felt as though your communication wasn't effective? In this course you will learn failsafe ways to communicate with patients, your office team and each other.
- *Team Meetings and Morning Huddles that ROCK* – This hands-on lecture is designed to teach dental practices how to create motivating, informative and meaningful team meetings and morning huddles.

Learn more and register at -

<https://wisconsindentalstudyclub.com/meetings/winter-meeting/>



LOIS BANTA

SPEAKER

Lois Banta, CEO, President and Founder of Banta Consulting, Inc.

DATE

December 9 at 8:30 am to
December 10 at 12 pm

LOCATION

Grand Geneva Resort & Spa
Lake Geneva, WI

CE CREDITS

9.5 for WI and IL

COST

\$495 for dentists

\$195 for staff

\$295 for new grad (2016 and
newer graduation)

A 50-Year Career



For 50 years, Dennis McPherson has been training or working as a dental technician. He began training as a dental technician in the Army in 1971. He earned his Certified Dental Technician (CDT) designation in 1976 in complete dentures and worked for Williams Dental Lab for a few years before joining D&S in February 1982. He became a D&S partner in October 1986, joining lab founders Dick and Sally Pilsner and Sally's brother, Larry Nummerdor. (Fun Fact: the lab had nine employees at this time. The lab now has more than 100 employees and five partners, including Dennis.) Reflecting on his long career, Dennis says, "I'm most proud of the people I work with and the doctors, patients and staff we've served over the years. There's a lot of nice people in this business. I'll miss the people the most."

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Dennis McPherson is shown here talking with Dr. Gordon Lofgren, a dentist for over 50 years in McFarland, who passed away in 2019.

Removables Department Set for Future continued

"For the past 5-6 years, I've been transitioning Anna to take over for me," says Dennis. "Anna is very capable and the leads of each area reporting to her are equally capable and hard working." Anna echoes his sentiments about the team, adding, "We're great at problem solving and working together."

These skills will come in handy as the team transitions the Removable area to more digital, CAD/CAM production. "Being able to go back and fix something without having to recreate it from scratch is a huge advantage of digital," says Dennis.

Today, D&S is receiving an increasing number of digital impressions for removable products and more removable appliances can be digitally fabricated, such as custom trays, splints, partial dentures and complete dentures.

"There is no way we're going back (to analog)," says Anna. "There is so much time-savings and less steps with digital. It's where we're going."



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TECHNICIAN'S TIPS - DIGITAL IMPRESSIONS

Note Implant Brand on Digital RX

If you are sending a digital impression for an implant case, please **indicate the implant brand and size in the notes section of the digital RX**. Previously, when a traditional impression was sent, the implant department could look at the impression coping and determine the implant brand and size. However, with a digital impression, the implants team can only see the type of intraoral scan body used, e.g., Atlantis, Nobel, Straumann, not the type or size of the actual implant. This information is needed to start the case, otherwise we will need to call and ask, which could delay your case. So be sure to enter the implant brand and size in the "notes" section of the digital RX form.

Also, we continue to get questions about which implant brands we work with at D&S. We work with all the major implant manufacturers. The most popular brands are Astra, Straumann, Zimmer and Nobel Biocare, but we also do Implant Direct, Hiossen, Biohorizons and many more. Call our implants team with any questions.

Uncheck Anonymize Box

Some intraoral scanner models have an anonymize box that can be selected when sending digital impressions to the lab. Please be sure to **always uncheck the anonymize box**, otherwise it may delay getting your case started. What happens is the scanner software replaces the patient name with a generic naming convention like three dashes. It then puts all the anonymize cases into one folder, thinking it is for the same patient because they all have the same naming convention. Technicians in the lab have to go through each scan file trying to match it up to the correct patient. If you really don't want to enter the patient name, then enter your patient ID number in the patient name field. This will at least group all scans related to that patient together within the software. If it appears the anonymize box is set up as the default to automatically be checked on your scanner, call your scanner support team to learn how to change the default setting.