Introducing Zirlux®

ONE System. ONE Aesthetic Solution.

A unique system where a universal disc is used for all of your all-ceramic aesthetic indications

Strength, Beauty & Efficiency

1-800-496-9500
www.zahndental.com
Finding a Way

Serving on the Florida Dental Laboratory Association’s board of directors has been one of my best experiences as a dental technician. It has served as my opportunity to give back to the profession that has given me so much over the years.

This journey has been rewarding and allowed me to obtain a larger perspective about our profession as a whole. I know it is easy to say we are too busy to set aside for volunteering on a local, state or national basis, but sometimes it is good to keep in mind a piece of great advice from Jim Rohn.

“If you really want to do something you’ll find a way, If you don’t you will find an excuse,” Rohn said.

I would encourage anyone who is interested in participating on the board to contact FDLA to get more information about the many volunteer opportunities.

I want all of you to know that the Florida Dental Laboratory Association’s future is very promising. This is because of your input and the hard work of the FDLA board members who will be serving for the years to come. Also, we are very fortunate that our association has a long standing relationship with the company of FDLA Executive Director Bennett Napier, CAE, Partners in Association Management. Their dedication to our industry and extensive involvement helps us have a clear perspective of our industry. I want to thank FDLA Past President Denise Sansone for her many years of dedication to making a difference in her profession and wish her the best of luck with her future endeavors as this will be her last year on the board.

I look forward to seeing the leadership of incoming FDLA President Morris Fucarino, CDT. He has shown passion for our profession and he has dedicated himself to excellence over the years and is a true asset to FDLA and technicians in our state. I really appreciate all of the board members as well as FDLA members who get involved with the association to make it better. I have made a lot of friends over the years through the FDLA and look forward to continuing making memories with you.

If you have not done so already, make sure to register for the Southern States Symposium & Expo that will be held at Renaissance Orlando at SeaWorld. You can read more about it on page 6 of this issue. I look forward to seeing all of you there.

It has been my honor to serve as your FDLA president this past year. I hope you make this year the very best and that God blesses all of you.

Best regards,

Eric Wade, CDT
FDLA president
6 Redefine Your Focus
The 2013 Southern States Symposium & Expo promises to help you reach your business and technical goals.

10 Working With Group Practices
There are risks and rewards to working with group practices. Here’s what every dental laboratory owner needs to know about this customer base.

18 A Full Contour Solution
Vincent Tauro, CDT, MDT, and Ted Lewis detail a full contour zirconia case.

24 Getting It All
FDLA Insurance Service is another great FDLA member benefit.

28 The Hub
Get the latest industry news.

28 Zero In
Plan your continuing education calendar.

30 Focal Point
Jennifer Duguid with Creamer Dental Lab in Jacksonville.

Advertisers Directory

Atlanta Dental ........................................ page 27
www.atlantadental.com

The Argen Corporation ................................. Inside Back Cover
www.argen.com

Aurident, Inc. ........................................... Outside Back Cover
www.aurident.com

Heraeus Scrap Refining ............................... page 15
www.heraeus-scrap.com

Ivoclar Vivadent, Inc. ............................... pages 16 -17
www.ivoclarvivadent.com

Lang Dental ........................................... page 27
www.langdental.com

Nowak Dental Supplies ............................ page 25
www.nowakdental.com

Safelink Consulting ................................. page 23
www.safelinkconsulting.com

U.S. Dental Milling ................................. page 29
www.usdentalmilling.com

Zahn Dental Lab Division ...................... page 5, Inside Front Cover
www.zahndental.com
Presented by Robert Michael, Master CDT, B.Sc.

The Zirlux Universal Zirconia system is one system for all ZR indications with unique components which eliminate the extra steps and added costs of dipping your full contour Zirconia units completely.

Zirlux FC Universal is ideal for producing exceptionally esthetic, high translucency, full contour restorations by using the unique pre-shaded Zirlux FC2 high translucency discs and Zirlux FC2 stains.

The highly efficient staining process is used to reach all of the A–D and bleach shades by using the appropriate shade of Zirconia and coordinated stains. Most final shades are achieved in a single stain and glaze firing. Zirlux FC2 Zirconia discs are also compatible with the new the Zirlux LC layering ceramic. Learn how Zirlux LC can also be used for a full press to Zirconia stain and glaze technique, a full layering technique, micro-layering, or simply to add a contact to your full contour restorations.
To succeed in the dental laboratory profession today, you need a laser-like focus on every aspect of your business. But are you locked in on the things that matter? Find out if you are and gain the tools to redefine your focus at the Southern States Symposium & Expo sponsored by the Florida Dental Laboratory Association.

The Southern States Symposium & Expo is the largest dental laboratory industry meeting in the country run by a non-profit association. The continuing education-approved lectures and expo will provide you with beneficial information on the latest trends and technology.

Dental laboratory owners and technicians should bring their dentist client to the event as the Southern States Symposium & Expo courses are specifically designed for the entire dental team. These courses will help both the dentist and the dental technician work together on the latest trends and techniques.

In their keynote lecture, CAD/CAM and Manual Solutions for the Esthetically Demanding Patient — A Team Approach, Felix Pages, CDT, and Jorge Blanco, DDS, will show you how to incorporate digital and manual technology to produce the very high quality work which is dependent on both disciplines. The key? Proper treatment planning, which includes the laboratory technician, is necessary to see if the desired results can be achieved. Pages and Blanco will guide the audience on the team approach used to restore the esthetically compromised patient, for instance a veneer next to an implant crown. Communication using digital media will be shown including photography and the interpretation by the dental technician on how to read the photo and convert that critical information to a restoration. Step-by-step procedures used by the team will be shown from digital impressions, digital laboratory technology, restoration fabrication through final cementation.

Donald Yancey, CDT, will turn your focus to the possibilities dentures present for the dental laboratory owner wanting to strengthen his or her bottom line and the technician wanting to improve his or her technique. In his keynote lecture, Tackle the 11 Biggest Challenges to Achieving Removable Excellence, Yancey will discuss the most common

Next Year is a State Renewal Year

Don’t forget to renew your dental laboratory registration with the state of Florida in February 2014. To help you meet renewal requirements, FDLA is offering a Florida State Laws workshop at the Southern States Symposium & Expo.
challenges that have been shared by technicians with the presenter over his years of experience helping others strive for removable prosthetic excellence. He will address each of these challenges on an individual basis and go through the training and actions needed to overcome them. The goal of the program is to fill you with ideas about how to improve productivity, increase profits and take control of providing future results that will greatly benefit staff, doctors and patients.

Be sure to sign up early for the following optional, hands-on workshops on Thursday and Friday.

Kennedy Hawxhurst, CDT, will show you how to achieve the ultimate in esthetics with IPS e.max. This intermediate-to-advanced workshop will focus on several approaches to a restoration on a single central. Cutback, layered and shaded full contour techniques and strategies will be demonstrated and completed by workshop participants. A shaded laminate and a thin veneer will be completed as well. The model provided will include prefabricated wax-ups and ingots or milling files and blocks for creation of the basic restorations. Participants will complete basic forms prior to the course with provided ingots and complete the final procedures at the course.

Felix Pages, CDT, returns to center stage with his hands-on, optional workshop, Delta E Separation in Dental Coloring Systems – Coloring

Focus Your Time

There is something for every technician, laboratory owner and dental team member at the Southern States Symposium & Expo.

THURSDAY, MAY 9

9 a.m. – 11 a.m.  FDLA Board of Directors Meeting
9 a.m. – 4 p.m.  OPTIONAL HANDS-ON WORKSHOP: IPS e.max® – Achieving the Ultimate in Esthetics
                 Presented by Kennedy Hawxhurst, CDT
                 Sponsored by: Ivoclar Vivadent, Inc.
                 (Pre-registration and additional fees required – Capacity 15. Lunch will be included.)

12:30 p.m. – 5:30 p.m.

FDLA Matheson Memorial Golf Tournament
Shingle Creek Golf Club
Sponsored by: Heraeus Scrap Refining

FRIDAY, MAY 10

7 a.m. – 6 p.m.  Registration Desk Open
8 a.m. – 11 a.m.  KEYNOTE SESSION PART I:  CAD/CAM and Manual Solutions for the Aesthetically Demanding Patient - A Team Approach
                 Presented by Felix Pages, CDT & Jorge Blanco, DDS
                 Sponsored by: Straumann, USA

9 a.m. – 11 a.m.  OPTIONAL HANDS-ON WORKSHOP:  Orthodontic Technology 2013
                 Presented by Donal Inman, CDT & James Wells, CDT
                 Sponsored by: FDLA
                 (Pre-registration and additional fees required – Capacity 20)

schedule continued on page 8
Focus Your Time, continued

11 a.m. – 12:30 p.m.  
**FDLA Annual Awards Luncheon & Membership Meeting**  
*Sponsored by: The Argen Corporation*  
**Dental Client Metrics and Marketing Approaches for Different Demographics of Dentists**  
*Presented by Mark Murphy, DDS, FAGD*

12:30 p.m. – 1:30 p.m.  
**Orthodontic Technology 2013**  
*(continued)*  
*(Pre-registration and additional fees required – Capacity 20)*

12:30 p.m. – 3:30 p.m.  
**KEYNOTE SESSION PART II:**  
*Tackle the 11 Biggest Challenges to Achieving Removable Excellence*  
*Presented by Donald Yancey, CDT*  
*Sponsored by: Ivoclar Vivadent, Inc.*

3:30 p.m. – 5:30 p.m.  
**Expo Hall Kickoff Reception**  
*Sponsored by: Sun Dental Labs*

3:30 p.m. – 6:30 p.m.  
**FDLA Expo Hall Open**

7 p.m. – 9 p.m.  
**FDLA Friday Night Reception at the Renaissance Orlando at SeaWorld**  
*Sponsored by: Zahn Dental Company*

SATURDAY, MAY 11

7 a.m. – 3:30 p.m.  
**Registration Desk Open**

8 a.m. – 9:30 a.m.  
**Trade Show**

9:30 a.m. – 10:30 a.m.  
**FDLA Expo Hall Open**

10:30 a.m. – 11:30 a.m.  
**GENERAL SESSIONS** *(including Florida Laws, Rules and Regulatory Standards)*

11:30 a.m. – 12:30 p.m.  
**Trade Show**

11:30 a.m. – 12:30 p.m.  
**Gavel Club Luncheon**

11:30 a.m. – 1 p.m.  
**Cash Lunch in Expo Hall**

12:30 p.m. – 2 p.m.  
**CDT and RG Exams**  
*(Candidates must pre-register with NBC)*

1 p.m. – 5:30 p.m.  
**Trade Show**

2 p.m. – 3 p.m.  
**GENERAL SESSIONS** *(including Florida Laws, Rules and Regulatory Standards)*

3 p.m. – 4 p.m.  
**GENERAL SESSIONS** *(including Florida Laws, Rules and Regulatory Standards)*

Focus on Your Swing

You won’t want to miss out on the FDLA Matheson Memorial Golf Tournament May 9 at Shingle Creek Golf Club. The nationally-acclaimed, 72-par championship golf course was designed by David Harman. Bordered by moss-hung oaks and native pine meandering along historic Shingle Creek, this award-winning course is challenging, yet playable.

Heraeus Scrap Refining is sponsoring the tournament. Each participant’s tournament fee includes: greens fees, a golf cart with GPS yardage system, unlimited practice balls, complimentary valet parking and a boxed lunch for each golfer. Prizes will be awarded for top scoring team, longest drive, longest putt and closest to pin.
STATE OF THE ART

THE SMILE IS YOUR CANVAS

KEYNOTE SPEAKERS / SEPTEMBER 19 – 21, 2013
Dr. Robert Winter, DDS | Dr. Iñaki Gamborena | The Pankey Institute

2013 FACD Annual Scientific Session & Trade Show
Hilton Orlando Bonnet Creek  Orlando, FL  |  www.flacosmeticdentistry.org
The Truth About

Price Driven

Dental Insurance Reimbursement Rates
Capping Lab Expenses by an Annual Percentage/Ratio

Owner-doctors
Payroll

Centralized Purchasing

Clinical Policy

Corporate Dentistry
Treatment Plan Financing

Demand
Collections
Reimbursement Rates
Corporate Dentistry

Patient Care
Rates

Misperceptions

Training Programs

Misperceptions

Non Dentist Ownership and Governance
Capping Lab Expenses by an Annual Percentage/Ratio

Consistent Patient Traffic

Misperceptions

Inflexibility on Materials
Quotas for Certain Procedures
Proprietary Information

Centralized Purchasing
Owner-doctors
Payroll

Demand for Business Services

Focus Group

10 • focus • 2nd Quarter 2013
The dental industry continues to evolve because consumer demands have changed due to an increasingly complex marketplace. Many dentists facing higher school debt and higher costs of operating a solo practice have decided to join a group practice. For dental laboratory owners there are pros and cons of working with group dental practices. One of the biggest benefits of working with a group practice is that there is often a large, steady stream of work coming into the laboratory. However, that work is often price driven, meaning group practices will often negotiate the lowest price they can get from a dental laboratory.

“Group practices, although one of the fastest growing segments of dentistry, can be great and can be a dangerous step for any dental lab,” said Warren Rogers, CEO of Knight Dental Group, DAMAS, CDL, ISO, in Oldsmar. “There are some labs who have lived and died with what the group practice business was or in some cases, was not. Most group practices are interested in one thing, the lowest prices you have. More often than not, most groups will find another lab who is willing to offer better prices.”

To better reach this market, if you decide it’s a good target for your laboratory, it’s important to first understand the benefits for the dentist who works in a group practice. While alliances may vary in structure, their members generally share facilities, personnel and earnings. Many find this to be a viable option because creating this link makes them better equipped to meet economic demand. For example, a practice with a diverse array of specialists will attract more patients seeking a one-stop shop.

In reality, the current dental market requires an understanding of new methods of service delivery and reimbursement. The changing paradigm in the industry has been the economic shift in consumer demand. Today and in the future, groups that can deliver effective services in line with marketplace realities and opportunities are going to prosper.

According to the Bureau of Labor Statistics, employment of dentists is expected to grow by 21 percent from 2010 to 2020, faster than the average for all occupations. However, employment of dentists is not expected to keep pace with the increased demand for dental services.

Group dental practices have experienced significant growth in a relatively short period of time. The number of large dental group practices has risen 25 percent, according to the ADA Health Policy Resources Center.

“For now, it’s still a small piece of the overall dental delivery system pie. In a 2008 sampling frame, the Health Policy Resources Center concluded that solo dentist practices account for 92 percent of all dental practices, and very large group practices with 20 or more dentists make up only 3 percent,” according to the American Dental Association. “However, in analyzing its data on individual dentists, the HPRC has concluded that the rate of solo practitioners is falling. In 2010, 69 percent of...”
dentists were solo practitioners compared to 76 percent in 2006.”

Susan Kulakowski of Dental Consultant Connection said becoming part of a group practices make sense for busy dentists.

“One doctor can only comfortably care for 1,500 to 2,500 active patients,” said Kulakowski. “When the practice becomes too busy and one dentist cannot physically take care of the patient load, bringing in an associate is an option that allows the practice to continue to grow and maintain a high level of patient care with less stress.”

Dental laboratory owners who want to work with group practices need to do several things, according to Kulakowski:

- Provide the same or better turn-around time as for solo practice dentist clients — even with the uptick in demand.
- Be able to meet the quantity demand of the group practice in a timely manner.
- Offer a better per-unit fee due to a quantity and exclusivity commitment.

Ten percent of dentists operate in a dental service operation, while 17 percent are a part of a group practice, Mark Murphy, DDS, FAGD said in at NADL’s 2013 Vision 21 meeting. Murphy will address this topic again during the Southern States Symposium Awards Luncheon.

“The mix of how dentists want to practice when they come out is changing ... as that changes, their relationships with dental labs change,” Murphy said.

“Group practices also tend to have more rules and formats for standardization.”
Being a part of a group practice isn’t always smooth sailing for the dentists involved. According to Kulakowski a lot of things have to align in order for group practice partnerships to work.

“The philosophy and goals of the practice need to match the individual member doctor’s philosophy and goals. If they do not match, the doctor and practice is setting itself up for probable failure,” she said.

In looking at a study from Baylor Medical University and reports from Inside Dentistry, other disadvantages exist.

- **Liability**: Legal issues can expose vulnerabilities creating liabilities and unforeseen problems. For example, dentists inherit more overhead and have less control over it. Unequal distribution of partnership duties and responsibilities may also occur. Even though many group contracts grant all dentists equal say in the way the practice runs, often the original group members set the rules and policies of the group practice, and the newer dentists have little say in changing the rules. A new member may have no decision-making power.

- **Loss of autonomy**: Others have a say in the way the practice runs. Becoming part of a team or group means giving up individuality. When joining a practice, the dentist or laboratory works for the partnership or corporation, but isn’t necessarily an owner. Becoming a full partner can take time and may only occur if the ownership decides to extend the offer of partnership. Group practices also tend to have more rules and formats for standardization. Dentists can be more limited in how they can treat patients. Group practices can also have constraints on how they spend money.

- **Less control over income**: Once the dentists become legally partnered with others they have a say in business decisions and that can affect your income. When a dentist is part of a group, others may dictate the cost of joining the partnership, or the amount he or she will be paid when employed by a group practice.

- **Status**: The reputation and practice of other dentists is a reflection on each individual dentist. Therefore, everyone’s capabilities and capacities affect everyone else. If one or
two doctors do a poor job, it may change the entire practice’s reputation

- **Competition:** In a group practice where dentists have similar specializations, the dentists might compete with each other, especially if there’s a limited number of patients available.

If you decide that working with a dental group practice is the right move for your dental laboratory, there are some things that Rogers recommends you do.

1. Before you quote or try to match a bid from a competitor, make sure that you know your true standard costs for the device. It’s not just the cost of the crown and the selling price to calculate, you should have all of your additional expenses like, shipping, order processing, quality assurance time and overhead expense.

2. Have a remake number in mind when you quote to a group. Some groups may have a remake factor that may be unaffordable to your laboratory. Can you be selective of what dentists to work within the group or do you have to take all of them would be a good question before you get started.

3. Typically most groups will pay within 60 days. Before you quote any low prices, make sure that they know your terms. You cannot survive on low prices and slow pay. For example, with a payment over 90 days your profit is pretty much eaten up.

4. Most groups want to purchase your lowest priced crowns, these are generally the offshore brand. When you are quoting the group, they will want guarantees on prices for 12 or more months. Make sure that your supplier is willing to work with you in the event he or she has a price increase. In fact, if your quantities are going up exponentially you should ask for additional discounts.

5. Try not to have any one group be more than 5 percent to 8 percent of your total business. If the group decides to leave to another lab for a few cents savings and your business with them is 9 percent to 20 percent, it could be devastating to your business overall.

6. Lastly, don’t be afraid to walk away if the deal is not good for your dental laboratory. Sales revenue is one thing, profit is another. Without the profit, the revenue is not as meaningful.

Kulakowski recommends finding out how the practice management responsibilities are distributed among the associates to make sure your outreach is touching the correct decision maker. However, the key for any dental laboratory owner who wants to forge and maintain a strong bond with a group dental practice is to have similar work and treatment philosophies.
Your key to higher returns. Refine direct with Heraeus.

If you want the best return on your scrap metal, go to a direct refiner – go to Heraeus. We heat, melt, separate, then analyze your precious metals in one location to give you the highest return possible. We eliminate the middle man, surprise fees and minimum lot charges to bring you the highest return. Get the most from your scrap by going direct to Heraeus – the world’s largest private refiner.
Precision at the press of a button.

The fully automated IvoBase precision press system compensates for acrylic shrinkage as it cures. The result is a denture base with outstanding accuracy, density and strength at the press of a button. Visit Ivoclarvivadent.com/IvoBase to learn more!
Precision at the press of a button.

Introducing IvoBase™
Precision Press Processing.

The fully automated IvoBase precision press system compensates for acrylic shrinkage as it cures. The result is a denture base with outstanding accuracy, density and strength at the press of a button.

Visit Ivoclarvivadent.com/IvoBase to learn more!
After a complete examination, an X-ray series was completed and additional decay was discovered within the fractured tooth. A determination was made at this point to completely restore the affected tooth with a full contour crown. The following options were then presented to the patient:

1. Full contour gold restoration
2. Porcelain-fused-to-metal with a metal occlusion restoration
3. Full contour zirconia restoration

Each option included a description of the characteristics of the materials to be utilized in the crown, functionality, esthetics and of course the costs of each option. After weighing and considering all options presented, the patient chose the full contour zirconia restoration. He based his decision on the fact that this type of restoration would be both more esthetic and economical compared to a full contour gold restoration.
Dr. M. DeBanff was subsequently able to offer the restoration to the patient at a fee that would be covered by his insurance. An additional consideration was the turnaround time for the restoration.

DeBanff’s laboratory of choice, Chromascan Dental Laboratory, possesses the Origin Intelligence Scanner and Origin Milling System. The efficiency provided by this type of advanced system allows for the restoration to be received by the laboratory, scanned, milled and returned to the doctor for insertion in as little as 24 hours, depending on the time of day the impressions are received by the laboratory. This quick turnaround was an essential factor in the patient’s decision.

The site for the restoration was then prepped with a standard shoulder prep. The required impressions were taken, the models poured and prepared for the scanning process utilizing the Origin Scanner.

Upon completion of the scanning and designing process, the zirconia full contour crown was milled in minimum time and finished by Chromascan Dental Laboratory.

The zirconia material used by the ORIGIN Milling System is a newly developed material called Origin Live© High Translucency Zirconia. The research and development department at B&D Dental Technologies has completed intensive studies to determine the translucency values of various manufacturers that are now producing zirconia for dental applications. All of the testing was accomplished following the same protocol for each sample. This is extremely important because dissimilar testing can show different results and could possibly be misinterpreted to favor a specific manufacturer.

Origin employed a spectrophotometer with an integrating sphere to determine the total transmission of light to include the scattering of the light. The type of spectrophotometer used was a UV/VIS spectrophotometer. The resulting percent of light was measured at a 600 nano-meter wavelength. This indicates that the Origin Live Plus© Zirconia material possesses the highest level of light transmittance at 46.01 percent.

In addition to the spectrophotometer testing, ORIGIN has concentrated on the pre-sintered colorization of the zirconia material as well as in-vitro testing of the natural tooth vs. the sintered zirconia. The resulting conclusions were measured in height loss and volume loss. The results for Origin’s Live© Zirconia and natural enamel were virtually the same, with zirconia having a height loss of 0.122mm and a volume loss of 0.088mm while the natural enamel obtained a height loss of 0.122mm and a volume loss of 0.087mm. The Origin Live© Zirconia possesses almost the exact same wear characteristics as natural enamel. DeBanff reports that these characteristics coupled with the strength of zirconia make a full contour restoration a very attractive alternative to a full gold crown.

The third and most important area of zirconia testing made by B&D Dental Technologies, Origin CAD/CAM is in the processing of the zirconia blanks. Origin has developed a unique technique in the manufacturing process that produces a product with the wear and strength characteristics mentioned above. Unfortunately because of the constraints of this particular
article, I am unable to expound on the entire inventive procedure. However, it should be mentioned here that B&D Technologies’ Origin CAD/CAM has formulated the Origin Live® Plus material to be compatible with and work as a complete system in conjunction with the Origin Pre-Sintering Colorizing Stains. This system produces an accurate desired shade match and includes an Incisal Enhancer and a Chroma Inhibitor.

The pre-sintering color technique is relatively simple and can be accomplished by even an inexperienced laboratory technician.

**Step 1**

The zirconia disc is removed from the milling machine. The units are carefully cut from the disc using a H135 cross-cut high speed bur, cut through the middle of the connecting sprue and allow the unit to fall gently into your hand or a soft piece of foam placed under the disc.

**Step 2**

After all the units have been removed from the disc, use a 9554M Universal Polisher at 8,000 -10,000rpm to re-contour the areas where the sprue was attached. A 9572m Blue Metal Polisher can be used as well. Using a small soft brush, remove the excess dust from the inside and outside of the restoration. Be careful not to apply too much pressure.

**Step 3**

The restoration is now ready to be colored. The incisal enhancer is placed on the incisal third of the restoration, applied with a small natural hair brush. The enhancer is first placed around the marginal ridge and the height of the occlusal cusps. It is then brushed from the incisal edge down toward the middle third of the restoration. It is important to note it should be applied in a segmental fashion in this area to give the incisal third more vitality. It is recommended to apply two coats, but adjust more or less to for personal preference. Note: The purpose of this step is to reduce the chroma level of a certain hue of the 16 shades in the incisal and ridge area, to create a grayish and bluish translucent effect.

**Step 4**

Once the Incisal Enhancer has been applied, dip the restoration in the Chroma Color Liquid depending on the body shade that is required. Submerge the restoration for one minute. Do not use a vacuum, which will result in a darker shade. Remove the restoration and blot dry with a soft tissue and air dry for 15 minutes. Place the restoration in a sintering tray with the margins up. It is important to note for sintering that the temperature for sintering process reaches a minimum of 1,530°C.

**Step 5**

Areas in bridges such pontics and large masses of zirconia, the shading will be intensified creating a darker, inaccurate shade. In order
to create a balance between the pontics and the abutments, the Chroma Inhibitor will be needed. The Chroma Inhibitor will neutralize the pigmentation of the main body color when the restoration is dipped. While holding the bridge apply the green Chroma Inhibitor to the pontics or other areas of a large zirconia mass, apply this liquid with a No. 1 natural brush over the entire surface. After this application immediately apply the Incisal Enhancer. Once the bridge has been colored then dip it in the proper shaded liquid.

B&D Technologies’ Origin CAD/CAM understands the potential inaccuracy of many sintering furnaces. To that end, they have developed three chroma strengths for each obtainable shade. They include a 60, 70 and 80 strength connotation. This provides the laboratory technician with the ability to determine if a shade is too light, just right or too dark after the sintering process is completed. Once the determination is made, the technician can then make a pre-stain adjustment by choosing the strength of the color liquid to achieve a perfect shade reproduction. It is not necessary to purchase all three of the strength levels, simply choose one shade and sinter three crowns and determine which strength works best to achieve the desired effect.

Please keep the following facts in mind when sintering:

- A longer cycle time produces slightly stronger chroma after the completion of sintering. For example, an A2 will look more like an A2.5.
- Zirconia restorations sintered in short cycles times (two to three hours) looks weaker in chroma intensity. Some technicians prefer this because they can easily create higher chroma on the gingival area and leave the incisal more translucent.
- Older, slightly-contaminated sintering furnaces may not produce accurate color reproductions. Check oven conditions by sintering uncolored bleach zirconia to visually check the effects of the sintering furnace.

The final restoration for this case was delivered to DeBanff’s office for insertion the next day. The crown was inserted into the patient’s mouth in as little as seven minutes. There was virtually no adjustments needed on either the contacts or occlusion table. The patient was pleased with the esthetics. The fit and margins of the final restoration were spot on perfect, as is expected utilizing today’s advanced technology provided by B&D Dental Technologies’ Origin Scanning and Milling System. The patient and dentist were extremely satisfied with the outcome and expressed gratitude for an uneventful dental restorative experience. 

About the Authors:

Tauro is an outside clinician for Origin B&D technologies. He has lectured in such prestigious institutions as Columbia, Boston College, Harvard, and NYU. He has lectured for the dental laboratory industry all over the USA and countries such as Germany and Brazil. Lewis is the B&D Dental Technologies, Origin CAD/CAM field sales manager for the East Coast.

Earn continuing education credits for this article and quiz!

Receive .5 hours CDT/RG scientific credit and .5 hours general credit towards your state of Florida dental laboratory renewal by reading this article and passing the quiz. To get your credit, complete the quiz located on the FDLA Web site at www.fdla.net using the focus Magazine link. Once you have completed the quiz, fax it to FDLA at 850-222-3019. This quiz is provided to test the technician’s comprehension of the article’s content and does not necessarily serve as an endorsement of the content by FDLA.
I would like to nominate:

Name: ______________________________________________________________

to receive the Crowning Achievement Award during the 2013 Southern States Symposium & Expo presented by FDLA in Orlando, Fla. Based on his or her career accomplishments in the dental laboratory industry, the nominee should be considered in the area of (choose one):

- Education
- Inventions
- Laboratory Technology
- Manufacturing

☐ A brief statement describing the reasons for my nominee to be considered is enclosed.

Name __________________________________________________________

Company ____________________________________________________________________________________

Address ______________________________________________________________________________________

City ___________________________ State ____________ Zip ________________

Phone ______________________________________________________________________________________

FAX ______________________________________________________________________________________

E-mail ______________________________________________________________________________________

Signature __________________________________________________________ Date ______________________

Return a copy of this form and supporting information to FDLA by April 16 to FDLA via e-mail to jillian@fdla.net, fax to (850) 222-3019 or mail to FDLA at 325 John Knox Rd, Ste L103, Tallahassee, FL 32303
QUALITY ASSURANCE

Improving your bottom line.

An Effective Quality System Improves Product Excellence and Customer Satisfaction.

Let SafeLink Consulting show you how.

- Quality or DAMAS Consulting that meets FDA Requirements
- Safety Consulting that meets OSHA Guidelines
- Quality / DAMAS Audits & Safety Surveys
- UQ System—Program Maintenance in the Cloud
- DIY Quality or Safety Programs on CD
- Webinars and Online Courses

“Great assistance, value and support…”

The DIY Quality Connection provided great assistance and value during the implementation of our DAMAS certified quality assurance system. The staff at SafeLink provided us with great support.

Doug Kareta
Diadem Precision Technology, MI

Shifting the Focus of Your Quality System

Join SafeLink Consulting at the Southern States Symposium & Expo and learn how to shift the focus of your quality system from compliance-based to profit-based. Join our seminar or visit us at booth #123 at the Expo! Saturday, May 11, 2013—Renaissance Orlando at Seaworld.

Shifting the Focus of Your Quality System with Mary Borg—10:30a—11:30a -or- 3:00p—4:00p

Provides 1 CE credit for Regulatory Standards/Infection Control

SafeLink Consulting, Inc.
Proudly serving the dental industry for over 20 years
www.safelinkconsulting.com  ▬ 1-800-330-6003
Are you getting everything you can out of being an FDLA member? One of the goals of the Florida Dental Laboratory Association is to offer its members exclusive and valuable benefits. Accordingly, client satisfaction is important, and FDLA strives to measure the effectiveness of the special advantages that are being offered.

In response to member requests for an affordable, quality insurance program, FDLA is proud to offer special rates for laboratory members for group and individual health and dental, disability income, Employment Practices Liability and much more with its FDLA Insurance Services program. FDLA Insurance Services is a full-service health broker, offering a range of options for individuals and groups, including PPO, POS, HSA and HMO plans. You aren’t locked into one insurance company, but are free to choose from amongst the top Florida carriers.

Also, the FDLA Insurance Services offers term life insurance plans from the top carriers, so you can lock in premiums for 10, 15, 20, 25 or 30 years. We guarantee that they will not increase during this time. In addition, you can get discounts on:

- **Disability Income Insurance** — This disability insurance protects your income if you are unable to work.
- **Long-Term Care Insurance** — Long-term care insurance protects your assets by providing funding for your care if you cannot care for yourself.
- **An Office Package** — Top-rated carriers offer bundled coverage for your building, business personal property and business liability exposures, including replacement cost coverage.
- **Workers’ Compensation Insurance** — Get valuable coverage you should carry for all employees for job-related accidents and illnesses. Coverage and rates are state-mandated, no matter where you buy your policy.
- **Employment Practices Liability** — This insurance protects against financial devastation that can result from employment issues such as gender, race, or age discrimination; harassment of all types; and wrongful termination.
- **Other Insurances** — As an FDLA member, you’re eligible for discounted individual and group dental insurance, automobile insurance, pension/retirement insurance and fidelity bonds.

“Being a member of the FDLA has its benefits,” said FDLA President Eric Wade, CDT. “I get questioned a lot from individuals who are not members yet about what can they can get for being a member. It seems the list of benefits keeps growing year to year. Consider this just a reminder to all of you, please check out all of the benefits including the new ones listed on our website at www.fdla.net/memberbenefits. Please visit the site, review the benefits and make sure that you are getting the most out of being a member.”
Looking for great customer service, great prices and a knowledgeable staff?

Look no further.

We will help you

COMPETE

not compete against you.

NADL 2012 Supplier of the Year!

Call Nowak Dental Supply today!
Let us amaze you.

800-654-7623

6716 Hwy 11 • Carriere, MS 39426 • www.nowakdental.com
Business Partners

These companies support the Florida Dental Laboratory Association in our vision to advance the individual and collective success of Florida’s dental technology professionals in a changing environment. They are FDLA’s Business Partners, and have pledged their support to Florida’s dental laboratory profession.

Accurate Metals & Refining, LLC
Phone: 866-973-3463
Fax: 860-871-2925
www.accuraterefining.com
Refiner of precious metal scrap.

Amann Girrbach America, Inc.
Phone: 704-837-1404
Fax: 704-837-0763
www.amannigirrbach.com
Amann Girrbach, a leading innovator in digital dental prosthetics, delivers a collection of sophisticated, scalable, user-friendly and affordable CAD/CAM solutions for dental labs of all sizes. The Ceramill CAD/CAM System with scanners, software, 5-axis wet/dry mills and milling blanks in a range of materials, allows labs to keep high-quality restorative production and profit - in-house.

Argen Corporation
Phone: 858-455-7900
Fax: 858-626-8658
www.argen.com
The Argen Corporation provides a wide range of alloys to meet any need, as well as refining services.

Cardinal Rotary Instruments
Phone: 800-342-0599
Fax: 877-811-9250
www.cardinalrotary.com
Specialty rotary instruments and unique niche products.

Dentsply Prosthetics
Phone: 352-293-1471
Fax: 813-436-5196
www.dentsply.com
Denture Teeth, Denture Materials, CAD/CAM, Porcelain, Lab Equipment

Heraeus Scrap Refining
Phone: 574-299-5502
Fax: 574-291-2907
www.heraeus-scrap.com
Scrap refining.

Ivoclar Vivadent, Inc.
Phone: 800-533-6825
Fax: 770-935-4794
www.ivoclarvivadent.com
Leading international manufacturer of high quality dental materials for preventative, restorative and prosthetic dentistry.

Lincoln Dental Supply
Phone: 856-488-1333
Fax: 856-663-2797
www.lincolndental.com
Specializing in removable prosthetics, Lincoln also has a comprehensive line of packaging supplies and a vast array of rotary instruments.

Marathon Solutions
Phone: 913-953-5308
Fax: 913-953-5333
www.marathonsi.com
Credit card processing specialist for dental laboratory industry that provides preferred wholesale rates with complimentary gateway.

Nowak Dental Supplies, Inc.
Phone: 800-654-7623
Fax: 601-749-3534
www.nowakdental.com
Nowak Dental Supplies is a family owned supply company servicing the dental industry for over 65 years. Specializing in all ceramic systems and a full line of removable products, including the Heraeus line of teeth. Nowak distributes dental lab furniture, equipment, and supplies.

Refund Logistics LLC
Phone: 281-404-4800
Fax: 281-404-4799
www.refundlogistics.com
Refund Logistics recovers refunds for UPS and FedEx Customers in the Dental Arts Industry. Every case is electronically scrutinized on over twenty audit points including late delivery, invalid address correction & invalid residential surcharges. Credits and refunds are posted directly to your Lab’s FedEx or UPS account. We work for a percentage of your savings - no refund, no charge!

Showcase Dental Lab
I-Tech Dental Lab
Phone: 941-625-5757
Fax: 941-625-7980
www.showcasedental.com
Quality full service laboratory experts in implants including old and outdated.

Straumann USA, LLC
Phone: 978-747-2500
Fax: 978-747-0023
www.straumann.us/CARES8
Straumann is a global leader in implant, restorative and regenerative dentistry. Straumann® CARES® Digital Solutions provide dental professionals with a holistic, reliable and precise restoration outcome. From scanning to sophisticated prosthetics, the digitalization of dental workflows is bringing about innovative and exciting possibilities for lab technicians, dentists and patients.

Want information on supporting Florida’s dental laboratories by becoming an FDLA Business Partner? Call the FDLA office at (850) 224-0711 or e-mail membership@fdla.net.
NOVUS provides effective and long lasting value for the patient, dentist and laboratory

The NOVUS® polyphosphazene technology outperforms other soft denture liners in:

- **Patient Comfort**—Stays soft at the ridge and does not bounce back. Resists fungal growth and is color stable. Stays strong and resilient that can last for many years.

- Conventional **Lab** Processing—Chemically bonds to denture base acrylic and easy adjustments with a standard bur.

- **Dental Visits**—Ultimate solution to soft denture liners that harden, crack and grow fungus. Easy adjustments at the dental office or anywhere in the field.

The denture may look good, but it should also feel good. NOVUS® is the most comfortable and durable resilient denture liner available.

*Lang Dental Mfg. Co., Inc.*
(847) 215-6622   Fax (847) 215-6678
Toll free in U.S.A. & Canada 800-222-LANG (5264) Fax: 866-278-8510

Visit Lang Dental at FDLA Booth #106.
Ask About Our Special Novus® Promotion For FDLA 2013.

---

**Denture Teeth & Lab Supplies**

- Guaranteed Lowest Prices Anywhere
- Same-Day Shipping for Next-Day Arrival Anywhere in the USA
- We carry Trubyte, Heraeus, Ivoclar, Starlight
- Experienced Lab Customer Service Agents

*Atlanta Dental*

Lab Division

Call 800.218.5447

Mention this ad for 10% off your first order

800-218-5447 • www.atlantadental.com
1650 Satellite Blvd • Duluth, GA 30097
If there is a clinic or meeting you would like added to the FDLA Calendar of Events, submit the information to jillian@fdla.net. If the application deadline for the CDT or modularization exam has passed, you may call NBC at 800-684-5310 to see if space is still available. If space is available, late applications are subject to a $25 late fee in addition to application fees. If you are interested in hosting a CDT/RG exam, or to find additional testing dates and locations, please contact NBC at www.nbccert.org or 800-684-5310.

FDLA Has a New Website

The Florida Dental Laboratory Association is proud to reveal its redesigned website at www.fdla.net. Check out the new user-friendly design that allows you to get the latest continuing education updates, join or renew online.

For the latest calendar information, visit www.fdla.net/calendar.htm

2013

Southern States SYMPOSIUM & EXPO
presented by FDLA

May 9 - 11, 2013
Renaissance Orlando at SeaWorld • Orlando, FL
For more information please visit www.fdla.net

If there is a clinic or meeting you would like added to the FDLA Calendar of Events, submit the information to jillian@fdla.net. If the application deadline for the CDT or modularization exam has passed, you may call NBC at 800-684-5310 to see if space is still available. If space is available, late applications are subject to a $25 late fee in addition to application fees. If you are interested in hosting a CDT/RG exam, or to find additional testing dates and locations, please contact NBC at www.nbccert.org or 800-684-5310.
We represent a comprehensive lineup of quality equipment and supplies
Competitive purchase & lease programs
Consulting & Seminars

Since 1980

Mention this ad “Spring is in the air” for

10% OFF

Our advertised prices on your supply orders between
4/1/2013 thru 5/31/13. Up to total value of $300.00.
Excludes Alloy and some products. Expires 5/31/13

30 Years Experience • Expert Technical Support
Superior Quality & Innovative techniques
State-of-the-art Milling • Value pricing, timely delivery and
unmatched personalized service

Mention this ad “Spring is in the air” for

15% OFF

Our advertised prices on all your High Translucent Zirconia Crowns up to 10 units
Expires 5/31/13

Call 813.888.8889 • 800.336.1122 • Fax: 813.806.9078 • jamie@americanadental.com
5406 Hoover Blvd. • Suite 10 • Tampa FL 33634
Located just outside sunny Jacksonville, Creamer Dental Lab has been a part of the community for more than 30 years. First opened by Clarence Creamer in 1975, the laboratory has maintained its integrity as a family business. Now owned by Creamer’s daughter, Jennifer Duguid, and her husband, Jaime Duguid.

“My dad opened Creamer Lab the year I was born and I literally grew up there. I remember my mom dragging me around as a baby on pick-up and delivery runs. It’s funny, as I got older I just ended up staying. Other kids played with dolls, I played with plaster and shade tabs,” said Jennifer Duguid.

Her father taught her about the business and often allowed her to work in the office.

“I left for a spell to pursue a career as a high school math teacher, but when my father became ill with cancer and needed to retire, my husband Jamie and I decided to buy the business from him,” she said.

The Duguids took over the family business four years ago just as the economy took a nosedive. Luckily, the economy seems to be leveling off and the Duguids are seeing signs of recovery. However, a new industry has emerged, one that requires businesses to adapt to change and seek new strategies for profitability.

“I don’t think we’ll ever recover the large corporate accounts who are now outsourcing to China,” said Duguid. “The key to our survival has been to adapt by marketing to the mom and pop dentists and streamlining our production in the lab so we operate as efficiently as possible.”

Not only has Creamer Lab endured and adapted to a changing economy, they’ve made smart business decisions for the future.

“We saw that the all-ceramic market is a major growth sector so we partnered with Jensen/3M to become an authorized Lava design and manufacturing system.”

The Duguids are looking forward to attending this year’s Southern States Symposium & Expo at its new location in Orlando. They’re looking forward to the new program format the expo promises to provide valuable information on the latest trends and technology updates in the industry.

“There are several benefits of going to the expo,” said Duguid. “Networking is one. It’s great to see old friends from the industry and good way to make new connections. I always look for new vendors and new products. It’s a great way to see what’s out there. The best thing about the expo is the classes. Even if I find myself in a class that doesn’t seem to apply to me, I still end up taking something away. I love learning, so I love the expo.”
DID YOU KNOW?

ARGEN® DIGITAL now delivers the industry’s most trusted solutions in a digital workflow!

SLM
Selective Laser Melted Substructures

NobleCrown NF
Available in single units
Non Precious
Single units up to full roundhouse

DPM
Digital Precious Metals

NobleCrown NF
up to 6 unit bridges
Argelite 61
up to 6 unit bridges
Argento®
up to 6 unit bridges
Argentico®
up to 3 unit bridges
Argento®Y+
up to 3 unit bridges

Digital Captek

The #1 Branded PFM is now available; DIGITAL CAPTEK!

Digital Captek makes the most esthetic and healthy restoration accessible to you in a simple digital workflow. The preferred option to many clinical challenges is Captek. And now, it is easy to become a Captek Digital Provider, request more information today.

Single units available

Digital Wax

Scanners

Our versatile digital wax/plastic hybrid material is perfectly suited for many products such as pressing all-ceramic full contour crowns, full gold casting and wax trials for pressed to metal or pressed to Zirconia.

Up to 6 unit bridges
Full contour and Copings
Frameworks are available

Argen offers the full line of 3Shape Scanners competitively priced to fit every lab’s budget.

Choose from the D500, D700, D710, D800 and D810.

Do you have an open scanner?

If you have an open scanner you can submit your STL files to Argen Digital today! If not, we are authorized resellers of 3Shape, give us a call and we can help you enter the digital highway.

Visit www.argendigital.com
Or call (888) 779-0323 to learn more.
Aurident’s Delta Milling Center provides economical, complete services for milling copings, full-contour crowns, bridges and custom implant abutments using the unsurpassed quality of Delta Yttria Stabilized Zirconia.

• State-of-the-art 5-axis milling machines and scanners operated by technicians with over 10 years experience in milling Zirconia.
• Prescriptions serviced from electronic files or scanned models.
• Completed cases shipped within 3–4 business days of receipt at no charge. Rush Service is available.

SPECIAL OFFER
FOR FIRST-TIME CUSTOMERS
$35 PER COPING
UP TO 3 COPINGS FOR ITEM ZR1

ASK ABOUT IMPLANT SYSTEMS AVAILABLE

Now Available!
FULL-COUPNTUR BRUZZIR® RESTORATION $69 PER UNIT

Start Saving Now! Call 800-422-7373
or visit us at www.aurident.com

ISO 13485:2003 Certification and Membership in IDENTALLOY/IDENTCERAM assures consistent quality products