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Connect and Stay Informed

I recently attended NADL's Vision 21 Meeting in Las Vegas. What an experience! I was blown away by the caliber of speakers and education presented. I left feeling energized about the dental laboratory industry and most of all looking forward to the upcoming Southern States Symposium & Expo.

The 2015 Southern States Symposium & Expo will be held May 7-9 at the Renaissance Orlando SeaWorld. This year's theme is A Winning Hand with FDLA. The schedule is packed with a variety of presenters and topics covering every sector of our industry as well as hands-on workshops and excellent exhibitors—not to mention, a few cards up our sleeve. This year is already moving quickly, so make your plans to be in Orlando.

A full copy of the Symposium & Expo registration brochure is included in this issue of *focus*. Don't delay in signing up for our hands-on workshops at the symposium and expo, space is limited and spots fill up rather early. Don't miss out on FDLA's Friday casino night reception. A fun time to be had by all.

This year is already moving quickly, so make your plans to be in Orlando.

The symposium isn't the only place you can find your fellow FDLA members. Connect with FDLA and your fellow members on FDLA's Facebook page (www.facebook.com/floridadentallaboratoryassociation). Like us on Facebook and keep current with industry news, upcoming FDLA District Workshops and symposium information. Stay connected and informed with the Florida Dental Laboratory Association.

My experience serving on the FDLA board of directors and as president over the last year has been one of the most rewarding and fulfilling experiences of my career. It reminds me how very important it is to pass on your skills and insights to others.

The FDLA board of directors looks forward to seeing you all soon and hope everyone is having a great 2015!

Thank you,



By Kristen Brown
FDLA president



FDLA Mission

Serving Florida's dental technology professionals as a valued part of the dental team enhancing oral health care.

FDLA Vision

Advancing the individual and collective success of Florida's dental technology professionals in a changing environment.

Values Statement

FDLA's board of directors and professional staff are guided by these principles:

- Integrity
- Leadership
- Recognition
- Safety
- Acceptance
- Innovation

focus

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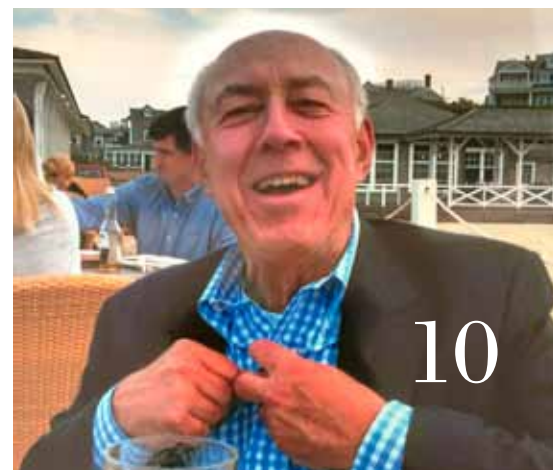
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Three Key Tips for Employee Retention

By Julie Mathern

Editor's Note: Every dental laboratory owner knows it's more efficient to keep a good employee than to find and train a new one. In this article, business coach Julie Mathern shares the advice she gives to business owners about the three key tips for employee retention.

1. Engage

Studies have shown that most people want to be part of something greater than themselves—to do something that matters. This is especially true of the millennial generation who will make up 40 percent of the workforce by 2020. As a business owner, how clearly defined is your brand purpose? What difference does your product or service make in the world? Now, it doesn't necessarily mean that your purpose is to change the world, but, does your product satisfy a real need in the marketplace? In Roy Spence Jr.'s book, *It's Not What You Sell*,

It's What You Stand For, it's clear that companies such as Wal-Mart and Whole Foods are very clear about their purpose, and succeed because of it.

Wal-Mart: Saving people money so they can live better.

Whole Foods: To provide choices for nurturing the body, the community, and the planet.

Distilling your purpose down to a clear and concise message that all of your employees (and customers) understand is essential for engagement. You then have to align your core values and long term strategies to drive to your purpose.

2. Empower

In order to shift from engaging to empowering, your employees need to have a stake in where you're going. By involving your teams in creating the

vision and defining the values for your organization, you've started to engage them. From there, include them in your strategic planning process, where they determine the goals and actions that will drive you towards your vision and purpose. Then, give your teams the responsibility and accountability to achieve those goals.

3. Encourage

Too often, we find ourselves using coachable moments only for the poor performers for corrective action. But, if you are to give employees responsibility and accountability, it's important to encourage them and guide them to learn and improve. Specific and sincere positive feedback recognizes and rewards your employee's efforts and is essential for the development and retention of your top performers and in shifting your mid-level performers to engaged, high performers.

As more and more companies find that cultural fit is just as important (and maybe more) as job skills, knowing your brand purpose and values and communicating it both internally and externally allows you to attract better employees and retain the ones you have. In the end, a clearly defined purpose differentiates your company in the marketplace and aligns employees, leadership and strategy toward a common goal. 📌

About the Author:

Julie Mathern is a FocalPoint Certified Business Coach and Lead With Purpose Strategic Planning Coach.





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Five Customer Feedback Trends to Watch Out for in 2015

By Josie Fenwicke

Throughout 2015, we will see a shift in perceptions and behavior surrounding online market research. As a business owner or operator, it is essential to keep up to date with the latest changes and platforms. So what can we expect from 2015?

1. Customers are increasing their participation in market research.

The perception of contributing to market research through an online survey is changing. It is becoming common practice for businesses to seek help from their customer base and for respondents to provide feedback for something in return.

Our customers like the chance to get involved and have their say, and they will continue to do so as long as they can see the results of their feedback. Showing them how the collective results of a survey has changed or altered processes in your business can often encourage future participation more than an incentive.

2. Your customers will offer feedback through multiple channels.

Online surveys are a great tool to have in your customer experience arsenal, but it's not the only form of feedback you

can use. To add to the data collected from your online surveys, take into consideration any feedback received through social media, in person, or directly through e-mail.

Utilizing multiple channels of feedback can both increase the amount of feedback you receive, but it also extends the reach of your campaign to include those who may not have participated before.

3. Social Media profiles/pages will be more about communities than followers.

With an ever increasing amount of social media platforms to add to your business, each group of followers have now become a community who follow the online activities of your brand.

These communities will become your dedicated following online. They will talk amongst themselves, come up with ideas and help out with your promotions as well as provide you with a multitude of feedback.

4. Incentives are great, but the right incentives are better.

Incentives are a great way to encourage more responses from your database. However, some incentives can produce results that skew your data. Respondents can fill out surveys, answering questions with answers they think the surveyor wants to hear. This is called 'satisficing'. The end results can be skewed because respondents

were dishonest with their feedback and only completed your survey to enter the prize draw.

To combat this, offer incentives of value to respondents that are also of value to you. Coupons to your business or a free upgrade will often encourage respondents to give honest feedback. And it encourages repeat business.

5. Customers prefer to answer surveys in their native language.

As more and more customers expect online surveys to be tailored to them, the next logical step is to offer questions or full surveys in different languages. Not only does this encourage those that may have not replied in English, but it demonstrates that you truly value your respondents' opinions by investing in channels and methods that suit them.

2015 has only just started, and yet the need to know if your customers' preferences are changing and what you can do to change with them is increasing.

❶

A Note From The Author:

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THE STATE WE'RE IN

Ahead of the Southern States Symposium & Expo, Zahn Dental Chairman and Henry Schein Vice President Norman Weinstock shares his insights about the state of the dental laboratory industry in Florida and nationwide.



With 2,830 dental technicians, Florida ranks second (behind only California) for the **number of technicians**.



The **annual mean wage** for a dental technician in Florida is \$41,150.



The annual **mean hourly wage** for Florida dental technicians is \$19.79.



Source: U.S. Bureau of Labor Statistics

TO PARAPHRASE AN OLD COMMERCIAL, WHEN NORMAN WEINSTOCK TALKS, PEOPLE LISTEN.

Not just because as chairman of Zahn Dental and vice president of Henry Schein he has a kind of bird's eye view of the industry as a whole.

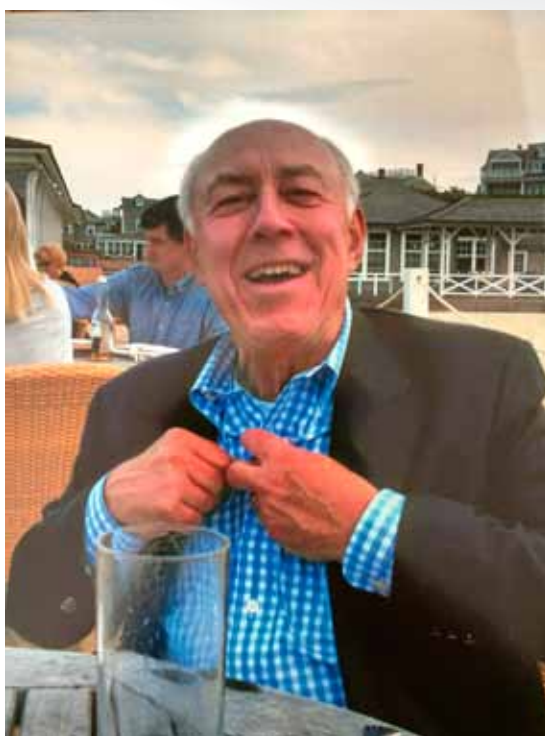
Not just because he's been in the industry for more than 50 years and brings a unique perspective to the profession.

And not just because he is a member of an elite group of dental laboratory movers and shakers.

People listen to Weinstock because he knows what he's talking about and that makes him stand out in a world where too many people prognosticate without the facts or experience to back up their opinions. He'll be sharing his thoughts about the state of the dental laboratory industry during the Southern States Symposium & Expo May 7-9 at the Renaissance Orlando at SeaWorld, but agreed to give *focus* readers a sneak peek.

WHAT ARE THE THREE MOST IMPORTANT THINGS DENTAL LABORATORY OWNERS SHOULD KNOW ABOUT THE STATE OF THE DENTAL LABORATORY INDUSTRY TODAY?

1. The industry is consolidating. In my mind, and our companies' minds, it's a positive thing. That's what's happened in most industries and the laboratory industry is one of last industries to go through that. At one time, there were 400-500 different supply houses. Today, close to 80 percent of business is done through three suppliers. ... On the lab side, many of the small labs are not profitable. They are not making money or are making so little money that their hourly rate is ridiculous because they are putting in so much work. By consolidating and merging and taking your skills, you can work in an environment of medium and large size. You can do what you want and enjoy and get rid of the business side that they don't enjoy.
2. The industry is—and will become more—digitized. Printing will become the standard and the process that wins out in the end. We will be printing ceramics. We will be printing dentures.
3. Education and customer service is—and will become—more digitized and important in the future. Dental schools are teaching less and less in the prosthetic area because they have so much to teach.... The dentists



"THE INDUSTRY IS—AND WILL BECOME MORE—DIGITIZED. PRINTING WILL BECOME THE STANDARD AND THE PROCESS THAT WINS OUT IN THE END."

**“GIVE THEM
WHAT THEY
WANT AND
WHAT THEY
NEED.”**

who graduate today need a tremendous amount of hand holding and education to do prosthetics from the chair. They have to rely by necessity on the dental lab because they know it more than the dentist does. The number one reason why labs lose customers is because of customer service. How you handle the customer is key. Customer service and quality control are the two biggest reasons why a dentist leaves—it's not price. Customer service is what separates one laboratory from another laboratory.

**WHAT ARE THE KEY THINGS
DENTAL LABORATORY OWNERS
SHOULD BE DOING TO BEST
POSITION THEMSELVES FOR
SUCCESS IN TODAY'S WORLD?**

1. Focus on consistency and product consistency.
2. Improve service and have more self confidence that they know more than the dentist.
3. Increase productivity.

4. Lower turnaround time. George Obst told me about a lab turning around cases in 10 days. That's not acceptable. It has to be five days. I know at least one lab owner trying to produce a quality crown in the same day.
5. Become more profitable. Just because you have money coming in doesn't mean it covers expenses. More than half of lab owners don't understand their numbers.

**WITH ALL OF THE EMPHASIS
ON DIGITAL SOLUTIONS, HOW
DOES THAT INFLUENCE THE
CRAFT AND ARTISTIC SIDE OF
THE PROFESSION? DO YOU SEE
THAT SIDE DISAPPEARING?**

I think digital solutions and the artistic side can be complimentary. Patients are getting more demanding about how they want to look and they are willing to spend on it—if you give them what they want and what they need. I think high esthetic and high price dentistry will grow because people will spend the money. No one wants an anterior restoration that doesn't blend in with the rest of their teeth.



Join us in Orlando!
MAY 7 - 9, 2015



**MORE INFORMATION
ON PAGE 31
OF THIS ISSUE!**

With 200 dental technicians, the **Pensacola-Ferry Bass-Brent** metropolitan area ranks fifth in metro areas with the highest concentration of dental technicians per thousand jobs.



Northeast Florida ranks as the third highest top paying nonmetropolitan area for dental technicians with an annual mean wage of \$44,530.



With 690 dental technicians, the **Tampa-St. Petersburg-Clearwater** metropolitan area ranks fifth for metro areas with the highest number of dental technicians in the U.S.



When it comes to top paying metro areas for dental technicians in the U.S., the **Palm Bay-Melbourne-Titusville** metro area ranks fifth (\$51,960 annual mean wage), the Naples-Macro Island metro area ranks sixth (\$51,700 annual mean wage) and the West Palm Beach-Boca Raton-Boynton Beach metro area ranks ninth (\$49,970 annual mean wage).



“CUSTOMER SERVICE
IS WHAT SEPARATES
ONE LABORATORY
FROM ANOTHER
LABORATORY.”

Source: U.S. Bureau of Labor Statistics



There are **43,000 dental technicians** in the U.S. This is down 38% from 2008.



Seventy-three percent of U.S. dental laboratories have **revenues of \$749,999 or less**.



There are **6,723 dental laboratories** with a payroll in the U.S. This is down 18% from 2008.



Seventy-five percent of laboratories in the U.S. have **nine or fewer employees**.

Source: NADL

“EMBRACE
CHANGE
AND BECOME
BETTER
BUSINESS
PEOPLE.”

WHERE DO YOU SEE THE DENTAL LABORATORY INDUSTRY GOING IN THE NEXT THREE YEARS?

You're going to see a lot of the small niche labs thriving and there will probably be more of them because servicing high end dentistry can be profitable. I think dentures will continue to grow. When it comes to crowns made in labs, the price is going down and down and they have for years. It will continue that way. However, (the price of) dentures will continue to go up. We're going to see more printing and crowns produced that way. Implants will be showing double digit growth over the next five years. There will be more intra-oral scanners that will be smaller and smaller and then you'll see more digital dentistry.

WHAT IS THE SINGLE BEST PIECE OF ADVICE YOU CAN OFFER DENTAL LABORATORY OWNERS?

Embrace change and become better business people.

ZAHN HAS A STRONG PRESENCE IN THE STATE OF FLORIDA. FROM YOUR POSITION, HOW WOULD YOU DESCRIBE THE STATE OF THE DENTAL LABORATORY INDUSTRY IN FLORIDA?

In Florida, there has been a tremendous amount of consolidation. As a result, a lot of small labs are losing customers. One of our reps said “just about every lab I go into is trying to figure out an exit strategy.” Their number one concern is should they merge? It's no different than in other areas, but


there are a lot more labs per dentist in Florida than any other state.

WHAT MAKES THE DENTAL LABORATORY INDUSTRY IN FLORIDA STAND OUT FROM OTHER PARTS OF THE COUNTRY?

Outsourcing seems to be more prevalent in Florida than in other parts of the country. Also, there is a higher concentration of Florida labs that are just shipping and receiving—there are a lot of labs that are basically just storefronts. ... Florida gets a lot of attention from overseas investors because of the population and the demographics—the older population needs a lot of dentistry. The demand for dentistry will be there, but I don't think it will need to offset the impact of consolidation.

WHAT WOULD YOU SAY ARE THE FLORIDA DENTAL LABORATORY INDUSTRY'S STRENGTHS AND WEAKNESSES?

For the strengths, they seem to be willing to adopt new ideas and they do embrace change. They have adopted new technology and are less conservative that way than laboratories in areas of New England and the Midwest. When we do programs in Florida, the lab owners come out for those programs. They participate and understand the importance of continuing education more than in some other areas. I think the biggest weakness may be the lack of self confidence in themselves and their business.

Hear more from Weinstock about where the dental laboratory industry is today, where it will be tomorrow and what you need to do to be successful in the future at the Southern States Symposium & Expo, May 7-9 at the Renaissance Orlando at SeaWorld. Find out more about the symposium at www.fdla.net/symposium. 

Seventy-five percent of dentists who responded to an American Dental Association survey ranked working with a **CDT or CDL** as important to very important.

Source: ADA



CERTIFIED
DENTAL
LABORATORY



"FLORIDA GETS A LOT OF ATTENTION FROM OVERSEAS INVESTORS BECAUSE OF THE POPULATION AND THE DEMOGRAPHICS"



Demand for **crown and bridge** units sold by U.S. laboratories increased 17% since 2008.



The number of **full dentures** sold by U.S. laboratories has grown 13% since 2008.



Partial denture demand has experienced 27% growth between 2008 and 2014, the most out of any of the types of dental restorations manufactured by U.S. dental laboratories.



The median **price for a zirconia-based crown** at small laboratories is \$175, at mid-sized laboratories it's \$165 and at large laboratories it's \$125.



The median **price for a dental implant** at small laboratories is \$263, at mid-sized laboratories it's \$313 and at large laboratories it's \$313.



The median **price for a full denture** at small laboratories is \$313, at mid-sized laboratories it's \$350 and at large laboratories it's \$288.

Source: NADL

Using the Scoop Technique to Achieve Ideal Incisal Edge Translucency

Planning different types of restorations in the anterior region when treating patients with esthetic and shade disharmonies presents an interesting challenge for dentists and their ceramists. In particular, varying preparation depths and different restorative material thicknesses require careful consideration of the material (i.e., ingot) shade, as well as staining and glazing techniques, in order to control the value, translucency, and characterization of incisal edges to create a harmonious esthetic result.



Figure 1 (above)
Preoperative front view of a female patient dissatisfied with the color and esthetics of her teeth.

Fortunately, lithium disilicate ingots and blocks (e.g., IPS e.max Impulse, Ivoclar Vivadent) enable ceramists to create life-like and harmonious restorations using the scoop technique when a reduction in opacity and achieving the desired translucency is essential.¹⁻³ In such cases, the traditional cut-back of the buccal surface of the restoration, followed by successive applications of layering ceramic, may not be appropriate. Instead, by creating a small concavity in the palatal or lingual incisal area, ceramists can exercise greater control over the value, translucency and incisal edge effects.^{2,3} This characterization technique is ideal for easily matching veneer and full-coverage crown restorations for central incisors, and is suitable for both press and CAD/CAM fabrication options.

The scoop technique involves two types of characterization:

1. External staining to create surface details.
2. Internal staining from the cut-back (or scooped out) lingual/palatal aspect to create intrinsic effects.

Final staining and glazing of the restorations can then be performed using a variety of ceramic (IPS e.max Ceram, Ivoclar Vivadent) materials.^{2,3}

However, of paramount importance to successfully performing the scoop technique is analyzing the shade and characteristics of the patient's natural teeth from various angles and in different light. This inherently requires ceramists to consider the stump shade, ingot selection and final color.

Case Presentation

A 44-year-old woman presented with chief complaints regarding the color and esthetics of her teeth (**Figures 1-3**). After a thorough clinical evaluation, it was determined that a combination of lithium disilicate veneers and full-coverage crowns would be placed to establish esthetics and color harmony throughout the patient's smile.

However, after removal of previously placed restorations and preparation of the patient's teeth, several esthetic and fabrication challenges were revealed (**Figures 4-6**). First, the stump shades of the preparation were different, and the extent of tooth reduction varied across the affected teeth. Additionally, different types of restorations (e.g., crowns/veneers) were planned for different teeth.

The laboratory ceramist was provided with the pre-operative and preparation photographs, study models, and shade requirements for evaluation and use in fabricating the proposed restorations. Upon review, the ceramist determined that the scoop technique would be appropriate in this case in order to control the value, chroma and incisal translucency among all of the different types of restorations.



Figure 2 (above)
Preoperative right lateral view of the patient in natural smile.



Figure 3 (below)
Preoperative left lateral view of the patient's natural smile.



Figure 4 (above)
Frontal view of the preparations that revealed challenges associated with differences in the stump shades, preparation depths/thickness, and type of planned restorations (e.g., veneers, crowns).



Figure 5 (above)
Right lateral view of the preparations emphasizing the discolored stump of tooth No. 8.



Figure 6 (left)
Left lateral view of the preparations illustrating varying preparation depths.

An ideal wax-up of the restorations was created to full contour on the model, and a matrix was made. The wax-up was sprued, invested, burned out, and pressed using a new Value 2 ingot from the Impulse Kit (IPS e.max) to control and compensate for the anticipated thickness and shade of the final restorations (**Figure 7**), since the final color selected was 1m1-0m3. It's important to note that ingot selection and material calibration are significant to achieving restorations that blend harmoniously with each other and surrounding dentition.⁴

The sprues were removed and the restorations divested, after which they were placed in IPS e.max Press Invex Liquid and blasted to remove the surface reaction layer. The restorations were then placed on the model.

The scoop technique was performed by systematically grinding the lingual/palatal incisal edge (**Figure 7**). When more translucency is desired in the incisal edge, less material thickness is required. Then, a variety of Essence stains (i.e.,



Figure 7 (above)

View of the pressed restorations on the model, with the palatal incisal cavities that would undergo the scoop technique.



Figure 8 (above)

Buccal view of the crown restorations after finishing, with incisal effects placed from the palatal aspect.



Figure 9 (above)

Left lateral view of the characterized and finished crowns.



Figure 10 (above)

Right lateral view of the characterized and finished crowns.



Figure 11 (above)

View of the left quadrant monolithic crowns after staining and glazing.



Figure 12 (above)
View of the right quadrant monolithic crowns after staining and glazing



Figure 13 (above)
The veneers and crowns were first tried in with shade B .5 try-in paste to determine how to best mask the stump shade of the preparations.



Figure 15 (above)
Right lateral view of the restorations during try-in.



Ocean, White, Cream, Produndo) were applied to fill the lingual aspects of the restorations to create internal modifications that would resemble the patient's natural teeth. The restorations were then fired at 770°C (**Figures 8-10**).

To characterize the outer surface of the restorations, stains (i.e., Mamelons, Enamel Opals, Transpa) were applied wherever needed. The restorations were then glazed and baked at 810 °C with one minute hold (**Figures 11 and 12**). If additional stains were needed, the procedure could have been redone, or the color intensified with ceramic. To achieve a natural and mechanical polish, diamond paste and pumice were used to create the desired surface texture.

The restorations were sent to the dentist's office, where the veneers and crowns were first tried in with shade B 0.5 try-in paste to determine how to best mask the stumpshade of the preparations (**Figures 13-17**).



Figure 14 (above)
Facial view of the restorations during try-in.



Figure 16 (above)
Left lateral view of the restorations during try-in.

Figure 17 (left)
Right anterior postoperative view of the patient's restored smile.



Figure 18 (above)
Left anterior postoperative view of the patient's restored smile.



Figure 20 (above)
Left lateral postoperative view of the patient's full smile.



Figure 19 (below)
Right lateral postoperative view of the patient's full smile.

Figure 21 (below)
Close-up frontal view of the patient's natural smile showing the completed restorations.



focus Needs Your Articles

What type of articles is FDLA's *focus* magazine looking for?

Technical Articles:

The 1,000 to 1,500-word article should be case specific and engage the intermediate- and advanced-level technicians. It should take an objective and critical look at cutting-edge technologies and new techniques. The article should not only give step-by-step information on how to do something, but provide insight on the why and the how a particular technique or product works.

Photo Technical Articles:

This case presentation article will feature before and after photos with several photos highlighting the work done to create the final restoration. The photos should be accompanied by a short (one or two sentence per photo) explanation of what is happening in each photo as well as an introduction setting up the case and conclusion explaining how the final results were accomplished.

Interested? Contact *focus* Editor Cassandra Corcoran at cassie@thewritemessage.net for more information or to submit your article.



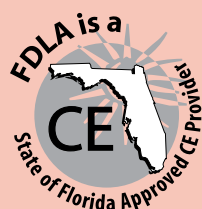
Figure 22 (above)
Close-up retracted view of the patient's completed restorations.

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About the Author:

Specializing in all fixed restorations and custom cosmetics, Rafael Santrich, CDT, is a native of Cali, Colombia, who operates a private dental laboratory in Aventura, Fla. A graduate of the Press Technology Certification Programs for IPS e.max and IPS Empress at the Las Vegas Institute (LVI), along with the Nobel Rondo program by Nobel Biocare, Santrich has become an expert in CAD/CAM scanners, including the Procera Piccolo and Procera Forte by Nobel Biocare, as well as the Cerec inLab and milling unit by Sirona. He also has completed courses on Nobel Guide, a technique to design surgical guides for implants, and digital photography courses taught by Dr. Ed McLaren and Dr. Claude Sieber. His cases and techniques have been featured in a variety of publications. He is a key opinion leader for GC America, a trainer for Nobel Biocare, and a member of the American College of Prosthodontics and the International Association of Dental Research.



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 website at www.fdma.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.



FDLA

MEMBER BENEFITS

Your membership in the Florida Dental Laboratory Association (FDLA) will bring you a return many times greater than your investment. The association's proven programs provide members with the tools they need to operate their businesses successfully.

Education

As the leader of dental laboratory technology continuing education within the state of Florida, we are committed to helping laboratories formulate a business that will grow, meet the requirements mandated by Florida law and help Certified Dental Technicians (CDT) and Certified Dental Laboratories (CDL) maintain their certification. FDLA members are eligible to receive discounted rates on all continuing education.

- **District Clinics** – Rotating around the state of Florida, FDLA District Clinics offer laboratory owners and technicians/staff the opportunity receive continuing education credits year round on a variety of topics including the required “Florida Laws and Rules for Dental Laboratories” course.
- **Online Education** – FDLA offers online education, including the mandatory “Florida Laws and Rules for Dental Laboratories” course, on our Web site www.fdma.net.
- **Southern States Symposium & Expo presented by FDLA** – As the largest not for profit dental laboratory meeting in the country, attendees have an opportunity to meet with vendors of dental laboratory products/services to discuss equipment, supplies and techniques that can improve their business. A wide range of technical clinics are scheduled to provide members with the most current industry standards and continuing education.

FDLA Scholarship

The FDLA Scholarship supports educated or trained dental technicians who are working toward certification through the National Board for Certification in Dental Laboratory Technology's (NBC) Certified Dental Technician (CDT) Program. FDLA will present up to four \$500.00 scholarships each year at the Annual Awards Luncheon in conjunction with the Southern States Symposium & Expo, presented by FDLA. The scholarship may be used to offset the expenses of CDT study materials purchased through the NADL Fulfillment House (Visual Reference Guide or Air Force Manuals) or application and testing fees for the CDT exam.

Legislative/Government Relations

FDLA works with several agencies to modify and strengthen existing laws affecting dental laboratories and ensure that such regulations strike a balance between patient safety and ease of compliance. FDLA members are provided critical updates and reminders for important legislation, deadlines and regulatory alerts.

- **Florida State Laws Affecting Dental Laboratories Manual** – FDLA has developed a manual defining the state laws affecting dental laboratories. This manual explains in detail: continuing education, data required on prescriptions, materials disclosure and point of origin requirements necessary with all communication and case work executed between the dentist and laboratory.
- **Continuing Education Requirement** – The state of Florida mandates that each laboratory in Florida must receive 18 hours of Florida approved continuing education credit every two years. FDLA is an approved provider and offers a variety of courses – including the mandatory course on “Florida Laws and Rules for Dental Laboratories.”

Communication

- **focus Magazine** – FDLA's quarterly focus Magazine is the most widely read state dental laboratory association publication. It provides updates on crucial industry information, new technology, laboratory management and other issues of vital concern. FDLA members receive a complimentary subscription as part of their membership.
- **Web site** – FDLA's Web site, www.fdma.net, has comprehensive information on pertinent industry updates as well as conference registration forms, an online directory that enables dentists to look up FDLA member laboratories and other links.

Business Services

(available to laboratory members)

- **FDLA Insurance Services** – FDLA is proud to offer special rates for laboratory members for Group & Individual Health & Dental, Disability Income, Employment Practices Liability (EPLI), Office overhead expense, Term Life & Long Term Care, Workers' Compensation, Pension & Retirement Plan, Fidelity Bond and Auto & Home Insurance.
- **Human Resource Hotline** – The average dental laboratory does not have the workforce or means to hire a human resources manager. Even larger laboratories that have a human resources manager may need some advice on tough situations from time to time. FDLA members receive human resources telephone consultation services FREE OF CHARGE!
- **Credit Card Payment Processing** – FDLA member laboratories are eligible to receive discounted rates on credit and debit card processing. Our provider specializes in creating card acceptance programs specifically for the dental industry.

WOULD YOUR LABORATORY PREVAIL?

5 Lessons learned from Superstorm Sandy

Small business owners affected by Hurricane Sandy learned some hard lessons on what's necessary to bounce back from a disaster. What did the brutal storm teach us and how can your laboratory be prepared for major hurricanes in the future?

1 EXPECT THE UNEXPECTED

Accept extreme weather as the new reality and have disaster preparation and business continuity plans ready before the weatherman's forecast.

2 STORM TIME = DOWN TIME

How long can your laboratory last with doors closed? Keep an emergency fund to help you survive a couple days of business closures.

3 PROTECT YOUR DATA

Back up your data regularly and keep important documents in a weather-proof safe. Also keep copies of important records at a secure offsite location.

4 MAKE A BACKUP PLAN

Your business continuity plan should include details such as laboratory location alternatives, out-of-region backup suppliers and employee emergency contacts.

5 MAKE SURE YOU'RE COVERED

Communicate with your insurance agent annually to review your coverage details. Ask about additional coverages that may be right for your laboratory. Being prepared can make the difference.

Call today to speak to a licensed agent about your laboratory's hurricane protection coverage.

Joe Dukes

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JOIN the Florida Dental Laboratory Association

FDLA VALUES STATEMENT

- INTEGRITY
- LEADERSHIP
- RECOGNITION
- SAFETY
- ACCEPTANCE
- INNOVATION



BE A PART OF THE FDLA TEAM

Stay informed on what is happening in the Florida dental laboratory profession. Protect your business, enhance your profession and utilize the association's valuable member services.



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Getting It All:

FDLA Insurance Services

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.



FDLA Member Benefit

Learn more at
www.fdma.net

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 Past 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.fdma.net/memberbenefits. Please visit the site, review the benefits and make sure that you are getting the most out of being a member." 📌



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Florida's Action for Dental Health

The Florida Dental Association (FDA) is pleased to announce the launch of Florida's Action for Dental Health in conjunction with the American Dental Association. The FDA promotes and advocates for oral health because a healthy mouth is essential to a healthy body. All Floridians should have access to quality dental care with programs and services tailored to Florida's unique demographics. Recently, the FDA partnered with stakeholder groups to develop Florida's Action for Dental Health objectives and strategies designed to improve the oral health and resulting overall health of all Floridians. Florida's Action for Dental Health will be implemented over the next several years with collaborative efforts from like-minded groups seeking to achieve these goals. For more information, visit www.floridadental.org.

Classified Line Advertising

(print and online opportunities)

Classified Line Ads are \$125 (members) and \$175 (non-members) for the first 50 words, and \$.25 for each additional word. Ads will run in one issue of the publication and on FDLA's website for one quarter.

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CONTACT: John Galligan, Advertising Sales/Publications Coordinator
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FDLA 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.

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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.

Meet Rebecca Wade, CDT

Focal Point is a quarterly conversation with an FDLA member. In this issue, we're excited to introduce you to Rebecca Wade, CDT, the ceramics manager at DSG-Clearwater, DAMAS.

You're president of the Southeast Conference and active in other ways in the dental laboratory industry. Why do you think it's important to be involved?

I enjoy giving back to the profession that has given me so much to be thankful for. Volunteering on a board also helps to give you a broad perspective of what our industry is facing both good and bad. I have found over the years I have gained a network of professionals that I can reach out to anytime I need advice. Being a part of the Southeastern Conference has shown me the value of working as a team with a group of individuals from all labs that are different types and sizes. Getting a group of people to stay on track and agree is very similar to running a department or lab in my opinion. Being part of the board, I feel we help facilitate education at these events for the members. In turn, the members get an experience they can then take back to their laboratory to motivate themselves and team members. I encourage all lab members to reach out to their state, regional, or national board to see how they can be involved. Especially if you want to see change!

You're a young, emerging leader in the profession. What do you think your generation of leaders brings to the dental laboratory profession in Florida?

Just like every generation, we are raised in an evolving world. Our generation grew up with computers as the norm.

I was fortunate enough to join the profession while much of the training for esthetics was hands-on and I still maintain these skills sets. Having this knowledge is a great benefit when the technology is down for maintenance. Also, I am able to teach many of the technicians starting off in digital esthetic training the hands-on application when needed or help guide them to adjust their esthetics digitally. I had the fortunate timing to enter into the profession to get the extensive hands-on-training that has translated nicely to help train the new generation of technicians.

You're in the process of gaining your AACD accreditation, why did you chose to do that?

I feel by setting this goal, I've challenging myself and at the same time I've made a statement to others that I'm dedicated to setting a higher standard for myself. I found this to be true when I obtained my CDT as well many years ago.

What does being an FDLA member mean to you and how does it benefit you?

In addition to discounted rates and member benefits, I have found an educational resource and a networking

Rebecca Wade, CDT, with her children and husband, FDLA Past President Eric Wade, CDT.



community that has relevant value. I started attending the FDLA meetings back in 1998-1999 at the very start of my career. As newbie to the laboratory world, I was wowed by what our industry really was and that there was so much to learn. I found more people like me who loved what they were doing and didn't mind sharing what they knew. Going to meetings will give you an introduction to so many things our industry has going on, but it's up to you to continue the learning process after you return. ❶



Southern States SYMPOSIUM & EXPO

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A WINNING HAND WITH FDLA

May 7 - 9, 2015



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Southern States SYMPOSIUM & EXPO

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The 2015 Southern States Symposium & Expo will take place May 7 – 9 at the Renaissance Orlando at SeaWorld in Orlando, Florida. The theme for the Symposium is **“A Winning Hand with FDLA”**. Make plans to attend the meeting and increase your odds of success in the future!

The Southern States Symposium & Expo, presented by FDLA, is the largest dental laboratory industry meeting in the country run by a nonprofit association. Everything being offered at the Symposium will provide everyone in attendance an exceptional experience.

Bring Your Client Dentists!

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.



A WINNING HAND WITH FDLA

Don't miss this excellent opportunity to be a part of one of the industry's largest meetings providing continuing education courses and an outstanding showcase of dental laboratory products and services.

2015 SCHEDULE OF EVENTS

THURSDAY – MAY 7

9:00 a.m. – 11:00 a.m. **FDLA Board of Directors Meeting**

12:30 p.m. – 5:30 p.m. **FDLA Matheson Memorial Golf Tournament**

Shingle Creek Golf Club
Sponsored by: Heraeus Kulzer

FRIDAY – MAY 8

7:00 a.m. – 6:00 p.m. **Registration Desk Open**

7:30 a.m. – 8:00 a.m. **Morning Beverage Break**

8:00 a.m. – 8:30 a.m. **Welcome, Board Installation and Awards Presentation**

8:00 a.m. – 11:45 a.m. **OPTIONAL HANDS-ON WORKSHOP:**



Full Arch Zirconia Hybrids: Predictable Results with GC Initial ZR-FS and Gum Shades

Presented by: Bill Marais, RDT
Sponsored by: GC America
(Pre-registration and additional fees required – Capacity 15.)

8:30 a.m. – 9:30 a.m. **OPENING KEYNOTE ADDRESS: State of the Industry – Dental Labs 2020**

Presented by: Norman Weinstock – Zahn Dental
Sponsored by: Zahn Dental

9:30 a.m. – 9:45 a.m. **Mid-Morning Beverage Break**

9:45 a.m. – 11:45 a.m. **KEYNOTE SESSION – PART I: The All-on-4 Concept: Utilizing Current Concepts to Deliver Efficient Therapy**

Presented by: Sundeep Rawal, DMD
Sponsored by: Nobel Biocare

11:45 a.m. – 12:45 p.m. **FDLA Annual Luncheon**
Sponsored by: The Argen Corporation

12:45 p.m. – 3:00 p.m. **HANDS-ON WORKSHOP (continued)**
(Pre-registration and additional fees required.)

1:00 p.m. – 3:00 p.m. **KEYNOTE SESSION – PART II: Digital Prosthetics: Utilizing CAD/CAM Technology to Deliver Predictable Restorations**

Presented by Sundeep Rawal, DMD
Sponsored by: Nobel Biocare

3:00 p.m. – 6:00 p.m.

FDLA Expo Hall Open

3:00 p.m. – 6:00 p.m.

Expo Hall Kickoff Reception

6:30 p.m. – 8:30 p.m.

FDLA Friday Night Reception at the Renaissance Orlando at SeaWorld
Sponsored by: FDLA

SATURDAY – MAY 9

7:00 a.m. – 3:30 p.m.

Registration Desk Open

7:30 a.m. – 8:00 a.m.

Morning Beverage Break

Sponsored by: Cardinal Rotary Instruments

8:00 a.m. – 9:30 a.m.

A COURSES

8:00 a.m. – 12:00 p.m.

OPTIONAL HANDS-ON DEMONSTRATION:

Restorative Implant Options

Presented by: Chris Bormes
Sponsored by: PREAT Corporation
(Pre-registration and additional fees required – Capacity 15.)

8:00 a.m. – 12:00 p.m.

OPTIONAL HANDS-ON WORKSHOP:

Full Arch Zirconia Hybrids: Predictable Results with GC Initial ZR-FS and Gum Shades

Presented by: Bill Marais, RDT
Sponsored by: GC America

– SATURDAY WORKSHOP IS FULL –

9:30 a.m. – 11:00 a.m.

Expo Hall Break

9:30 a.m. – 3:30 p.m.

FDLA Expo Hall Open

11:00 a.m. – 12:00 p.m.

B COURSES

12:00 p.m. – 1:00 p.m.

Expo Hall Break / Lunch in Expo Hall

12:00 p.m. – 1:00 p.m.

Gavel Club Luncheon (Invitation Only)

1:00 p.m. – 2:00 p.m.

C COURSES

1:00 p.m. – 3:00 p.m.

HANDS-ON WORKSHOPS (continued)
(Pre-registration and additional fees required.)

1:00 p.m. – 5:30 p.m.

NBC Exams (CDT & RG Exams)
(Candidates must pre-register with NBC)

2:00 p.m. – 3:30 p.m.

Expo Hall Break / Afternoon Beverage Break
Sponsored by: Accurate Metals & Refining

3:30 p.m. – 4:30 p.m.

GENERAL SESSION
(Regulatory Standards)

STATE OF THE INDUSTRY – Dental Labs 2020

CDT/RG: 1 hour of Professional Development Credit • State of Florida: 1 hour of General Credit

The dental laboratory industry continues to face challenges, but also has great opportunity for growth. This 30,000 foot view will provide dental technicians with information on material and technology trends; clinical business model changes; and leveraging supplier relationships to help grow your laboratory.

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Rely On Us

Norman Weinstock

Norman Weinstock is the Chairman of the Zahn Dental Company and a Vice-President of Henry Schein, Inc. Norm started his business career with Dentsply International's Trubyte Division, and was employed there for 23 years. In September 1985, Norm and the Henry Schein Company formed a partnership to purchase the Zahn Dental Company. During the past 25 years, Zahn Dental has grown over 3,500% to become the world's largest dental laboratory supply company. Norm has been the Dental Manufacturers of America (DMA) Chairman of Dental Lab Relations Committee, Secretary, Vice President and President; and served as the NADL Chairman of Lab Relations Committee for two years.



HANDS-ON TABLE CLINICS IN EXPO HALL

FDLA will provide the opportunity to earn CE credit during the expo hall hours again this year. Instead of offering the clinics in the back of the hall, the table clinics will take place within the sponsor's island booth locations. Times for each course will be announced at a later date. The following sponsors have agreed to participate this year:

Shading Zirconia for Maximum Aesthetics and Maximum Translucency in Less Than 60 Seconds

Presented by: Marlin Gohn, CDT

Sponsored by: The Argen Corporation

This course will give step by step instructions on how to achieve maximum aesthetics and translucency through transitional shading. By following this simple shading technique, you will achieve the most beautiful, natural looking anterior and posterior Zirconia units in less than 60 seconds.

IMPLANT OVERDENTURES — How Do You Make the Best Design Choice?

Presented by: Jim Ellison, CDT

Sponsored by: Sterngold

Recent studies indicate that the implant supported overdenture is the fastest growing area of dentistry and provides the greatest potential

for further growth. But, how do you decide which attachment system will work best for a particular patient? Bar splinting of implants is popular; however, this method is often complicated, expensive, and time consuming. A bar system will be presented, which eliminates the complexity, while significantly reducing the time of fabrication and the expense. In addition, less stress is directed to the implants than with any milled or cast bar. Freestanding abutments screwed into traditional implants have become the most popular way to retain an overdenture. However, most overdenture abutment systems direct too much occlusal load to the implants and they cannot adequately deal with misaligned implants. Abutment systems will be presented, which only allow a fraction of the occlusal load to be directed to the implants.

The participants will learn:

- Why Overdentures are superior to complete dentures
- Bars vs. Free standing abutments
- New techniques for dealing with angled implants

Each participant will earn 1 hour of Scientific Credit (CDT/RG) and 1 hour of General Credit through the State of Florida per course.

Friday Keynote Session – Part I

The All-on-4 Concept: Utilizing Current Concepts to Deliver Efficient Therapy

Presented by Sundeep Rawal, DMD

CDT/RG: 2 hours of Scientific Credit • State of Florida: 2 hours of General Credit

The All-on-4® treatment concept offers a viable implant-based solution for the edentulous or soon-to-be edentulous patient that produces shorter treatment time, higher case acceptance, and immediate patient satisfaction. This treatment concept utilizes four to six implants per arch and allows for delivery of a fixed screw-retained prosthesis the day of surgery.

This course will present prosthetic considerations of the All-on-4® treatment concept, including Immediate Function and full-case rehabilitation. Focus will be on Diagnostic considerations with regard to space for restorations, materials used, and protocols for treatment planning and replacement of traditional radiographic guides through use of 3D C.A.D. Also, the day of surgery with emphasis on techniques used to convert a removable prosthesis into a full arch fixed provisional restoration will be discussed.

Sundeep Rawal, DMD

Dr. Sundeep graduated from the University of Florida College of Dentistry, USA in 2006. He completed his training in Prosthodontics at the University of California San Francisco in 2009, where he was exposed to the most current technologies shaping dentistry. He has worked extensively to utilize CAD/CAM technologies within the scope of clinical dentistry and enhance his patients' restorative treatments. He has lectured extensively across the USA as well as internationally. Member Affiliations include: The American College of Prosthodontics; The American Academy of Cosmetic Dentistry; The American Dental Association; The International Congress of Oral Implantology and The Florida Prosthodontic Association. He is currently in private practice in Merritt Island, Florida.



Friday Keynote Session – Part II

DIGITAL PROSTHETICS:

Utilizing CAD/CAM Technology to Deliver Predictable Restorations

Presented by Sundeep Rawal, DMD

CDT/RG: 2 hours of Scientific Credit • State of Florida: 2 hours of General Credit

This course is an in-depth look at using CAD/CAM technology in certain aspects of daily dentistry. From treatment planning to design of definitive restorations, computers are changing the processes used to treat patients. Traditional ways of fabrication such as the lost wax technique and casting metal alloys are being replaced with unique technologies that allow for the virtual design and milling of restorations instead. Discussion will be on a range of different clinical situations including single tooth solutions as well as the restoration of multiple teeth with custom CAD/CAM manufactured frameworks with dental implants. Also, special emphasis on how these newer technologies are making treatment more efficient and less time consuming, especially for complex full arch implant fixed and removable therapies will be discussed.

A detailed step-by-step approach to utilizing these CAD/CAM technologies will be presented, which will demonstrate the advantages technology can provide in daily dentistry. Specific clinical processes utilizing 3D C.A.D. that can benefit the practitioner will be highlighted.

Sponsored by:



2015 COURSES & EXPO SCHEDULE – SATURDAY, MAY 9

| | CERAMICS/ CROWN & BRIDGE | REMOVABLES | IMPLANTS | DIGITAL WORKFLOW/ LABORATORY MANAGEMENT | 6 HR – OPTIONAL WORKSHOP | 6 HR – OPTIONAL WORKSHOP |
|---|--|--|--|--|---|---|
| 8:00 a.m. – 9:30 a.m. A COURSES | COURSE A1 Evidence Based Shade Communication Mark Murphy, DDS, FAGD <i>Sponsored by Vident</i> | COURSE A2 Digital Restorative Solutions for Implant Patients, Improving Service and Profitability David Avery, CDT, TE <i>Sponsored by DENTSPLY Implants</i> | COURSE A3 Hybrid Implant Restorations, Opportunities and Digital Workflow Alexander Wuensche, CDT <i>Sponsored by Amann Girrbach</i> | COURSE A4 Still on the Fence? Here’s What You Need to Know about Taking the Digital Plunge Al Fillastre, III, CDT <i>Sponsored by Whip Mix Corporation</i> | Restorative Implant Options Chris Bormes <i>Sponsored by PREAT Corporation</i> 8:00 a.m. – 12:00 p.m. (Pre-registration required. Capacity 15) | Full Arch Zirconia Hybrids: Predictable Results with GC Initial ZR-FS and Gum Shades Bill Marais, RDT <i>Sponsored by GC America</i> 8:00 a.m. – 12:00 p.m. |
| 9:30 a.m. – 11:00 a.m. | Expo Hall Open | | | | | Saturday Workshop is Full. Additional Friday Workshop available, see page 40 for details. |
| 11:00 a.m. – 12:00 p.m. B COURSES | COURSE B1 Old Wisdom New Science Joshua Polansky, MDC <i>Sponsored by GC America</i> | COURSE B2 Digital Solutions for Time Honored Denture Techniques Craig Nelson, AAS, CDT <i>Sponsored by Heraeus Kulzer</i> | COURSE B3 Removable Prosthetics: Prevention of Failure and Techniques for Repair Tom Zaleske, AS <i>Sponsored by Matrix Dental Laboratory and Consulting</i> | COURSE B4 Digital Success with a Comprehensive Partner Mitch D. Jula, MDT, B.CS <i>Sponsored by Ivoclar Vivadent, Inc.</i> | | |
| 12:00 p.m. – 1:00 p.m. | Expo Hall Open (12:00 p.m. – 1:00 p.m. – Lunch in Expo Hall) | | | | | |
| 1:00 p.m. – 2:00 p.m. C COURSES | COURSE C1 Digital Doesn’t Just Mean Zirconia Marlin Gohn, CDT & Michael Clark <i>Sponsored by Argen Corporation</i> | COURSE C2 From Chair to Bench, A Journey in Communication Brian Carson, CDT <i>Sponsored by Ivoclar Vivadent, Inc.</i> | COURSE C3 Guided Surgery Solutions Simplify the Process with 360imaging Nannette Boyd, CDT <i>Sponsored by Zahn Dental</i> | COURSE C4 Partnering with Subcontractors, Your Regulatory Requirements, Risks and Liabilities Gary Morgan, CDT <i>Sponsored by Safelink Consulting, Inc.</i> 1 Hour Prevention of Medical Errors/ Regulatory Standards | Restorative Implant Options <i>continued</i> Chris Bormes <i>Sponsored by PREAT Corporation</i> (1:00 p.m. – 3:00 p.m.) | Full Arch Zirconia Hybrids: Predictable Results with GC Initial ZR-FS and Gum Shades <i>continued</i> Bill Marais, RDT <i>Sponsored by GC America</i> (1:00 p.m. – 3:00 p.m.) |
| 2:00 p.m. – 3:30 p.m. | Expo Hall Open | | | | | |
| 3:30 p.m. – 4:30 p.m. | State and Federal Laws Affecting Dental Laboratories Bennett Napier, CAE <i>Sponsored by FDLA</i> 1 Hour Florida Laws & Rules/Regulatory Standards | | | | | |



FDLA is a State of Florida
Approved CE Provider



CDT/RG Credits

All Southern States Symposium & Expo
courses have been approved by the National
Board for Certification for CDT/RG Credits.



AGD Credits

Approved PACE Program Provider FAGD/MAGD Credit
Approval does not imply acceptance by a state or provincial
board of dentistry or AGD endorsement.

CERAMICS / CROWN & BRIDGE

COURSE # A1 – 8:00 A.M. – 9:30 A.M.

CDT/RC: 1.5 hours of Scientific Credit

State of Florida: 1.5 hours of General Credit

Evidence Based Shade Communication

by Mark Murphy, DDS, FAGD

There is nothing more critical in the realm of esthetic dentistry than obtaining a perfect shade match for your patient restorations. You can have the most precise marginal fit in the world, perfect occlusion and a reliable, biocompatible material that wears even better than natural enamel... but if the shade is off, even just a bit, the patient will notice, and a remake is in the works.

The presentation will cover:

- The historical development of shade determination and how the paradigm of shade-taking has been embedded into our behavior over the last 50 years
- Evidence-based protocol for shade accuracy

Hands-on demonstration for putting the new techniques into use, including:

- Surface texture and color
- Translucency
- Lighting
- Digital photographic communication
- Shade assurance

After this course, you will be able to communicate more clearly with your lab and assure your patients a higher degree of satisfaction.

COURSE # B1 – 11:00 A.M. – 12:00 P.M.

CDT/RC: 1 hour of Scientific Credit

State of Florida: 1 hour of General Credit

Old Wisdom New Science

by Joshua Polansky, MDC

This short presentation combines using a values based philosophy with the latest in dental technology. With all of the new tools and techniques available to dentists, it becomes an overwhelming job to create a culture based on integrity and values. Joshua will describe how the dental practitioner gathers information during the examination process, organizes it through methodical treatment planning, and presents it to patients in a very understanding and compelling manner. All of this leads to a wonderful dentist-technician relationship that produces predictable outcomes.

COURSE # C1 – 1:00 P.M. – 2:00 P.M.

CDT/RC: 1 hour of Scientific Credit

State of Florida: 1 hour of General Credit

Digital Doesn't Just Mean Zirconia

by Marlin Gohn, CDT and Michael Clark

Innovations in digital dental technology, such as Milling and 3D Printing, have greatly expanded the range of products available through the digital workflow. Where labs used to consider milled Zirconia crowns the extent of their digital restorations, options now include products in every stage of a case from intraoral scan to final restoration. This clinic will explain that "digital" now encompasses all products, from digital models and PMMA temps to custom abutments and full gold crowns. Labs will learn the benefits of incorporating products such as completely digital PFMs produced with Selective Laser Melting (SLM) technology. They will also learn how to transform their current production processes to a completely digital workflow and cross-train or reassign talented human resources to maximize production and output.

REMOVABLES

COURSE # A2 – 8:00 A.M. – 9:30 A.M.

CDT/RC: 1.5 hours of Scientific Credit

State of Florida: 1.5 hours of General Credit

Digital Restorative Solutions for Implant Patients, Improving Service and Profitability

by David Avery, CDT, TE

Dr. Gordon Christenson stated 5 years ago that time is the new priority in dentistry. That new clinical priority must be met by dental laboratories without sacrificing quality. This presentation is designed to introduce the participant to cutting edge digital solutions for improved efficiency and marketability. The advantage that this approach provides is a welcome opportunity in this highly competitive market. This presentation will highlight the latest state-of-the-art patient specific overdenture solutions and how they are gaining popularity. The concept uses rigid telescopic principles to give patients a true implant supported, implant retained, palateless, removable result that is easy to clean.

At the conclusion of this program, the attendee should:

- Be aware of digital solutions for immediate delivery of restorations ranging from single unit to full arch.
- Understand the new workflow required of the clinical and laboratory team.
- Be able to incorporate centralized manufacturing into their laboratory for a maximized product portfolio.
- Have the opportunity to increase laboratory marketability and growth potential.



REMOVABLES, CONTINUED

COURSE # B2 – 11:00 A.M. – 12:00 P.M.

CDT/RG: 1 hour of Scientific Credit

State of Florida: 1 hour of General Credit

Digital Solutions for Time Honored Denture Techniques

by Craig Nelson, AAS, CDT

There are many techniques to make predictable, functioning aesthetic dentures and much of this information dates back to the early 19th century. Many brilliant minds such as Dr. Alfred Gysi, Dr. Leon Williams, Dr. John Frush and others pioneered and shared great denture techniques. In this course, we will look at basic techniques and materials using digital solutions to meet the demands of today. We will examine some of the basic principles of denture technique, where it came from and how it has been digitized to maximize this knowledge through technology. Participants will be trained on basic records, which minimize patient adjustment appointments and maximize Patient acceptance.

You will learn traditional denture techniques, teeth and denture base materials, digital solutions and how to make dentures that fit, function and ultimately, restore the patient.

COURSE # C2 – 1:00 P.M. – 2:00 P.M.

CDT/RG: 1 hour of Scientific Credit

State of Florida: 1 hour of General Credit

From Chair to Bench, A Journey in Communication

by Brian Carson, CDT

In this presentation, Mr. Carson will describe how to increase the success rate of your removable cases through better communication with the dentist. Brian will focus on communication techniques and tools to simplify from the chair to the bench and the bench to the chair. He will also describe what is aesthetic in regards to tooth morphology, emergence, and how to create the illusion of natural teeth. You will learn:

- How to create the illusion of natural teeth with a focus on tooth morphology and setup.
- How to create natural colorization for the wax try-in
- How to create a characterized acrylic denture base
- Final processing techniques for better fit and function

IMPLANTS

COURSE # A3 – 8:00 A.M. – 9:30 A.M.

CDT/RG: 1.5 hours of Scientific Credit

State of Florida: 1.5 hours of General Credit

Hybrid Implant Restorations, Opportunities and Digital Workflow

by Alexander Wuensche, CDT

The presentation will show the digital workflow of in-house fabricated implant restorations using titanium bases. Participants will also learn the advantages of the opportunity to plan these cases in-house and using the cad cam software as a communication tool. Mr. Wuensche will show the advantages of using these techniques and not staying behind the technology, as well as material choice in terms of all ceramic vs. metal, different temporary materials.

COURSE # B3 – 11:00 A.M. – 12:00 P.M.

CDT/RG: 1 hour of Scientific Credit

State of Florida: 1 hour of General Credit

Removable Prosthetics: Prevention of Failure and Techniques for Repair

by Thomas Zaleske, AS

Research indicates that clinicians should incorporate design parameters that address the potential of increased prosthetic complications (breakage, tooth de-bonding, etc.) when metal-resin implant complete dental prostheses or conventional dentures are opposed by natural teeth or fixed prostheses.

Course will cover product applications and techniques involving:

- Creating better bonds between implant bars in areas of opaque to acrylic, acrylic to bar, and tooth to resin
- Reinforcement of weak spots in restoration to prevent, delay, or repair areas of failure
- Bar design or modification to address potential areas of fracture
- Techniques for relining and repair
- Misc. suggestions and tips

COURSE # C3 – 1:00 P.M. – 2:00 P.M.

CDT/RG: 1 hour of Scientific Credit

State of Florida: 1 hour of General Credit

Guided Surgery Solutions Simplify the Process with 360imaging

by Nannette Boyd, CDT

Today's modern laboratories have superior advantage by developing a higher standard of care in implant treatment planning with 360 imaging's unique guided surgery solutions. There is concrete business growth and ROI for laboratories by opening new venue channels when adopting this technology. The 360 solution is an innovative design, manufacturing and serviced based solution that provides an intuitive software platform, streamlined CBCT data transfer network, surgical guides, access to a 10+ clinical team for radiology reports and education while having the best industry service available. 360imaging has placed over 100,000 implants with surgical guides in 40,000+ cases. You will have access to the 1500+ clinical customer base as well as the 500+ current software users. Learn how to interact with dentists who are currently using 360dps software and how to broaden your procedural revenue capture that increases your case profitability.

In this lecture, we will cover the following learning objectives:

- How to raise laboratory profitability by supporting surgical guides in treatment plans
- Unique highlights in the 3D software to ease the planning.
- Options in printing guides in your laboratory
- How to properly seat each surgical guide to support patient needs

DIGITAL WORKFLOW / LABORATORY MANAGEMENT

COURSE # A4 – 8:00 A.M. – 9:30 A.M.

CDT/RG: 1.5 hours of Scientific Credit

State of Florida: 1.5 hours of General Credit

Still on the Fence? Here's What You Need to Know about Taking the Digital Plunge

by Al Fillastre, III, CDT

Many small lab owners are still on the fence about making the decision to bring their lab into the digital age. The fears surrounding making this decision stem from the perceived high cost, confusing technology and seemingly overwhelming logistics. While most, if not all, of these fears will never materialize, it is critical that you enter this process with your eyes wide open and prepared for the journey you are about to embark on. Do this, and the results will provide excitement and benefits far beyond what you can ever imagine: Increased productivity and profitability, improved quality, control, and consistency along with increased product and material offerings. Last but not least, you will find a new-found energy and excitement for Dental Technology! This lecture will focus on the 3Shape Scanner and Design software and will chronicle the process and results in a small high quality lab.

COURSE # B4 – 11:00 A.M. – 12:00 P.M.

CDT/RG: 1 hour of Scientific Credit

State of Florida: 1 hour of General Credit

Digital Success with a Comprehensive Partner

by Mitch D. Julia, MDT, B.CS

The opportunity for digital success in the dental laboratory has never been better. However, it can become a confusing mess when having to rely on multiple providers at any given level of digital involvement that may be right for your laboratory. And, too often, you have to establish new provider relationships as you move from one level of digital involvement to the next in your digital journey. Some companies sell materials, some provide outsourcing services, some sell machines, some sell software, and some provide education and support for each of these areas. The last thing you want to have to deal with is multiple providers and get caught up in "the blame game" if something goes wrong.

What if someday you could find the materials, outsourcing, equipment, education, service and support for all your digital needs (at any level of your digital journey) from a single organization that you've already come to trust over the years? What if someday is already here today?

Come learn how the innovation, vision and passion of one organization can take the mystery and doubt out of your digital journey to give you the support and confidence needed to make your digital success a reality.

COURSE # C4 – 1:00 P.M. – 2:00 P.M.

CDT/RG: 1 hour of Regulatory Standards Credit

State of Florida: 1 hour of Prevention of Medical Errors Credit

Partnering with Subcontractors, Your Regulatory Requirements, Risks and Liabilities

by Gary D. Morgan, CDT

Almost every laboratory now uses the services of other facilities as subcontractors. Whether it is outsourcing appliances, substructures, customized implant abutments, or other services, laboratories must understand the regulatory obligations these relationships create. FDA and state dental regulations must be met in order to protect your lab from as much risk and liability as possible. This seminar will focus on these requirements including due diligence in selecting these subcontractors, possible registration, and appropriate labeling. If you are thinking of partnering with other businesses, you need this information.

REGULATORY STANDARDS / FLORIDA LAWS & RULES

3:30 P.M. – 4:30 P.M.

State and Federal Laws Affecting Dental Laboratories

CDT/RG: 1 hour of Regulatory Standards Credit

State of Florida: 1 hour of Florida Laws & Rules Credit

by Bennett Napier, CAE

Part I will focus on the laws and rules governing dental laboratories doing business in Florida. These requirements address material disclosure, point of origin disclosure and continuing education for dental technicians. Every owner, manager and technician should be informed about how to comply with the law. Part II will focus on U.S. FDA quality system regulations and updates on changes in other states requirements for out of state labs. This course will count for your Laws and Rules credit hour under Florida Law.



Full Arch Zirconia Hybrids: Predictable Results with GC Initial ZR-FS and Gum Shades

Presented by Bill Marais, RDT

CDT/RG: 6 hours of Scientific Credit • State of Florida: 6 hours of General Credit

Sponsored by:



Additional Friday Workshop Added!

Friday, May 8

8:00 a.m. – 11:45 a.m. Lecture & Hands-on Workshop

11:45 a.m. – 12:45 p.m. FDLA Annual Luncheon

(included in registration fees)

12:45 p.m. – 3:00 p.m. Lecture & Hands-on Workshop

Saturday, May 9 – **WORKSHOP IS FULL** –

8:00 a.m. – 12:00 p.m. Lecture & Hands-on Workshop

12:00 p.m. – 1:00 p.m. Lunch & Expo Hall Break

(included in registration fees)

1:00 p.m. – 3:00 p.m. Lecture & Hands-on Workshop

Far too many variables (heat rate, holding time, cracking, cooling) hinder the fabrication of full arch zirconia hybrids. Add to that the fact that we have no set formula to follow during fabrication - we have become accustomed to following a standard formula when fabricating single crowns and small span bridges (how to grind, how to steam, what temperatures, cooling, etc.). With full arch zirconia hybrids, technicians must rely on past experience, intuition and logic to achieve the sought after outcome for a case.

This course will show you how to achieve predictable results with GC Initial ZR-FS, GC Lustre Pastes and GC Initial Zirconia during the fabrication of full arch zirconia hybrids.

Participants will cover the following:

- Cover steps to adjust framework in green state
- Proper procedures to treat Zr full arch substructures
- Layering of pink porcelain to mimic natural tissue
- Using internal staining techniques to create esthetically pleasing restorations with minimal amount of porcelain

Important Note: Participants will need to bring tools needed to build a porcelain restoration. GC America will provide the ZR Framework and ZR Initial porcelain. Renfert USA is kindly providing porcelain brushes and trays.



Restorative Implant Options

Presented by Chris Bormes

CDT/RC: 6 hours of Scientific Credit • State of Florida: 6 hours of General Credit

Sponsored by:



Saturday, May 9

Workshop Schedule:

8:00 a.m. – 12:00 p.m. Lecture and Hands-on Demonstration

12:00 p.m. – 1:00 p.m. Lunch & Expo Hall Break

(included in registration fees)

1:00 p.m. – 3:00 p.m. Lecture and Hands-on Demonstration

(Note: Pre-registration and additional fees required – Capacity 15. Participants must pre-register by 4/15/2015.)

Registration Includes: Saturday Only Registration for Hands-on Demonstration, Regulatory Standards Course, Saturday Lunch and admission to the Expo on Saturday.

This 6-hour lecture and hands-on demonstration includes a general didactic overview and theory of case design to help the attendee decide when to recommend a Fixed Detachable or Removable Prosthesis with a Bar or Stud attachment. The attendee will learn:

- Why to use a Fixed Detachable, Bar or Stud attachment.
- Factors to consider when choosing different restorative modalities
- When to use a Bar or Stud attachment. (Bar attachments covered will include indications, contraindications, and technical tips for Hader, Dolder, Round, Locator, Clix, ORing, Universal Plunger Loc, Sagix, Ceka, and Vertex. Stud attachments covered will include indications, contraindications, and technical tips for Locator, Clix Ball, ORings, Sphero Flex, and Magnets).
- Servicing tips and clinical information will also be covered
- When to choose a Fixed Detachable / Hybrid
- Benefits of different case designs, processing, and servicing information and tips
- Different options available for servicing Bar, Stud, and Fixed Detachable restorations.

Hands-on demonstrations may include the use of Multi-Unit abutments, fabrication of verification jigs, denture repair, how to reinforce a provisional restoration, attachment pickup and processing as well as troubleshooting techniques.

This course is a lecture and hands-on demonstration where attendees will have the opportunity to interact with the speaker and practice hands-on demonstrations in front of the class on a one-on-one basis. The sponsor will provide all materials.



Renaissance Orlando at SeaWorld

The 2015 FDLA Southern States Symposium & Expo will be held at the Renaissance Orlando at SeaWorld, located across from SeaWorld Orlando and adjacent to Aquatica and Discovery Cove. From the moment you step into the resort's lush, tropical landscape, you'll feel relaxed and refreshed as you immerse yourself in our flowing, aquatic-themed design. From the breathtaking 10-story sun-bathed lobby to the modern, residential suites and luxurious guest rooms – among the largest in the Orlando area – a truly distinctive, contemporary aquatic experience awaits.

The FDLA has secured a special reduced rate of \$154 inclusive of the resort fee for FDLA attendees. Also included in your rate are 50% discount on in-room high speed internet, complimentary self-parking and access to 24-hour fitness center. Make your hotel reservations directly with the Renaissance by calling **407.351.5555**. Be sure to mention you are with FDLA and make your reservations by **Wednesday, April 15, 2015** to receive this special reduced rate.



Great Benefits of Staying at the FDLA Host Hotel:

- Special reduced rate of \$154 for FDLA!
- The expo hall is minutes away from your hotel room.
- Increased networking time with attendees in the hotel's restaurants and lounge areas!
- Across the street from SeaWorld Orlando
- Visit www.renaissanceseaworldorlando.com to learn more about this wonderful resort!

Please continue your support of the FDLA Southern States Symposium & Expo by staying at the Renaissance Orlando at SeaWorld, the appointed FDLA host hotel.

Need additional information on the 2015 Symposium & Expo? Please visit www.fdma.net.

FDLA Matheson Memorial Golf Tournament Shingle Creek Golf Club

Thursday, May 7 • 12:30 p.m. – 5:30 p.m.

(Additional registration and fees required.)

Sponsored by:

Heraeus Kulzer
Mitsui Chemicals Group

Shingle Creek Golf Club features a nationally acclaimed 72-par championship golf course 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. Don't miss playing this course! For more information, visit www.ShingleCreekGolf.com.



Tournament Fees Include:

- Greens fees
- Golf cart with GPS Yardage System
- Unlimited practice balls
- Complimentary valet parking
- Boxed lunch for each golfer
- Prizes awarded for top scoring team, longest drive and closest to the pin

Sponsors

(as of 3/11/2015)

KEYNOTE SPEAKERS



FRIDAY ANNUAL LUNCHEON

MATHESON MEMORIAL GOLF TOURNAMENT



SATURDAY MORNING BREAK

SATURDAY AFTERNOON BREAK

ATTENDEE LANYARDS



Exhibitors

(as of 3/11/2015)

Accurate Metals & Refining, LLC
AD2 - Advanced Dental Designs, Inc.
Affordable Dentures Dental Laboratories
Amann Girrbach America
American Dental Supply, Inc.
Americana Dental
Argen Corporation
Aspen Dental
Atlanta Dental Supply
Axis Dental Milling
Benco Dental
Brasseler USA
Cardconnect
Cardinal Rotary Instruments

DentalEZ Group Nevin Labs
DENTSPLY Prosthetics
Devine Dental Supplies
Evident
FDA Services Inc.
Garreco Dental LLC
GC America Inc.
Handler Mfg. Co. Inc.
Heraeus Kulzer
Invent Dental
Ivoclar Vivadent, Inc.
Jensen Dental
Laboratory Solutions
Lista International

McFatter Technical College
NADL/NBC/FDLT
Nobel Biocare USA
NOBILIUM
Nowak Dental Supplies Inc.
PREAT Corporation
Renfert USA
Sterngold
Straumann USA
VITA North America
Whip Mix Corporation
XPdent Corp
Zahn Dental
Zirkonzahn USA, Inc.



FDLA
Crowning
Achievement



2015 Award Nomination Form

I would like to nominate:

Name: _____

to receive the Crowning Achievement Award during the 2015 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

☐ Laboratory Technology

☐ Inventions

☐ 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 15 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

2015 SOUTHERN STATES SYMPOSIUM & EXPO REGISTRATION FORM

Please print or type. Please photocopy form for additional registrants.



First Name: _____ Last Name: _____

Are you an authorized buyer for your dental laboratory? ☐ YES ☐ NO ☐ CDT ☐ RG ☐ DDS ☐ DMD ☐ Other: _____

State of FL Dental Laboratory/Dentist License Number (if applicable): _____ CDT/RG Number (if applicable): _____

Laboratory, Dental Practice or Organization: _____ ☐ CDL ☐ DAMAS

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ E-mail: _____

NOTE: For CDT/RG Registrations, you MUST include your CDT/RG Number to receive CE credits for attending the courses.

FULL REGISTRATION – MAY 8 & 9

Includes: Friday Keynote Sessions, Friday Lunch, Friday Night Reception, choice of Saturday courses, Saturday Lunch, unlimited admission to the Expo on Friday and Saturday

- ☐ FDIA Member..... First Member: \$295 (\$325 after 4/15/15)
☐ Each Additional Member from Same Lab: \$275 (Pre-registration Only)
☐ CDTs and Dentists.....\$345 (\$375 after 4/15/15)
☐ Non-Member\$550
☐ Add Friday Workshop*\$125
☐ Add Saturday Workshop*\$125
*(Full Registration Required – Must Pre-register to attend)

Workshop(s): _____

Subtotal Due: \$ _____

FRIDAY ONLY REGISTRATION – MAY 8

Includes: Friday Keynote Sessions, Friday Lunch, Friday Night Reception, unlimited admission to the Expo on Friday and Saturday

- ☐ FDIA Member..... First Member: \$195 (\$225 after 4/15/15)
☐ Each Additional Member from Same Lab: \$175 (Pre-registration Only)
☐ CDTs and Dentists.....\$245 (\$275 after 4/15/15)
☐ Non-Member\$450

Subtotal Due: \$ _____

SATURDAY ONLY REGISTRATION – MAY 9

Includes: Choice of Saturday courses, Saturday Lunch, unlimited admission to the Expo on Friday and Saturday

- ☐ FDIA Member..... First Member: \$175 (\$200 after 4/15/15)
☐ Each Additional Member from Same Lab: \$155 (Pre-registration Only)
☐ CDTs and Dentists\$225 (\$250 after 4/15/15)
☐ Non-Member\$450

Subtotal Due: \$ _____

EXHIBITS ONLY REGISTRATION

(Pass good for entry into Expo either Fri. or Sat. or both. Must register and receive a name badge to enter Expo Hall.)

- ☐ FDIA Member.....\$0 No Charge ☐ Non-Member\$50

ADDITIONAL EVENT OPTIONS

- ☐ FDIA Friday Luncheon\$35 each ticket
☐ FDIA Friday Night Reception\$50 each ticket
☐ Saturday Box Lunch.....\$35 each ticket

GOLF TOURNAMENT – THURSDAY – MAY 7

FDIA Matheson Memorial Golf Tournament

(See pg. 12 for more details. Must register and pay in advance.)

- ☐ Conference Registrant or Exhibitor.....\$99
☐ Golf Only\$115

Handicap/Estimated Average Score _____

Foursome Requests: _____

HANDS-ON WORKSHOPS NOTE: You must register in advance by April 15, 2015 for all Hands-on Workshops. Workshops have limited capacities and are on a first-come, first-served basis, onsite registrations will not be accepted. See pages 40 & 41 for additional workshop information. Please provide names with registrations.

6-HR FULL ARCH ZIRCONIA HYBRIDS – FRIDAY, MAY 8

Includes: Friday Only Registration for Hands-on Workshop, Friday Lunch, Friday Night Reception, admission to the Expo on Friday & Saturday

- ☐ FDIA Member.....\$225 ☐ Non-Member\$300
☐ CDTs and Dentists.....\$250

6 HR RESTORATIVE IMPLANT OPTIONS – SATURDAY, MAY 9

Includes: Saturday Only Registration for Hands-on Workshop, Regulatory Standards Course, Saturday Lunch, admission to the Expo on Saturday

- ☐ FDIA Member.....\$225 ☐ Non-Member\$300
☐ CDTs and Dentists.....\$250

6-HR FULL ARCH ZIRCONIA HYBRIDS – SATURDAY, MAY 9 – WORKSHOP IS FULL –

Payment: TOTAL ENCLOSED: \$ _____

☐ Check (payable to FDIA) Check # _____

Credit Card: ☐ MC ☐ Visa ☐ AmEx Charge \$ _____

CC #: _____

Exp: _____ Security Code*: _____

Cardholder Signature: _____

Print Name: _____

Billing Address (if different from above): _____

*The 3 digit number on the back of the card. AMEX: The 4 digit number on the front of your card.

3 Ways to Register:

ONLINE: Go to www.fdia.net, click on the conference tab, then register online. Use your Master Card, Visa or AMEX.

FAX: This form with credit card information to (850) 906-0077

MAIL: Registration Form, Postmarked by April 15, 2015 to:
2015 Southern States Symposium & Expo (FDIA),
1401 Maclay Commerce Dr., Tallahassee, Florida 32312

Refund Policy: Written notification is required for all refunds. Refund requests received by April 15, 2015 will receive a refund less a \$25 administrative fee. No refunds will be paid after April 15, 2015.

ADA: If you have special needs that require accommodations, please notify FDIA in writing no later than April 15, 2015.

Age Restrictions & Stroller Policy: No children in strollers or children under the age of 15 will be allowed access into the exhibit hall during booth setup, show hours or during booth dismantling.

Southern States Symposium & Expo Dress Code: The dress code for the 2015 Southern States Symposium & Expo daytime workshops and courses is business casual (no t-shirts, tank tops or flip flops please).

For more information, contact FDIA's Southern States Symposium office by phone at 866.873.FDIA or email fdiareg@mcraemeetings.com.

Florida Dental Laboratory Association Membership Application



All memberships are individual memberships and only cover one person.

Name: _____ ☐ CDT

Laboratory Name: _____ ☐ CDL ☐ DAMAS

Laboratory Owner Name: _____ ☐ CDT

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ Toll Free: _____ Fax: _____

E-mail: _____ Website: _____

Florida Department of Health Laboratory License Number: (if applicable) _____

☐ **Laboratory Membership**\$225.00

Any commercial dental laboratory registered by the State of Florida Department of Health is eligible. Membership shall be in the name of the laboratory as registered by the State of Florida. The owner, partner or designated representative shall represent the laboratory in meetings and is eligible for elective office and voting privileges. (Laboratory owners must hold laboratory memberships.)

☐ **Affiliate Membership**\$225.00

Individuals who own or manage a dental office or out of state dental laboratories are eligible. Membership entitles person to all services, social events and educational activities of the association.

✓ **Laboratory and Affiliate Members — Don't forget to sign up your technicians/staff.**

☐ **Technician/Staff Membership**\$50.00

Any dental technician or administrative personnel in a member dental laboratory is eligible for technician/staff membership. Membership entitles person to all services, social events and educational activities of the association.

Additional Technician/Staff Names (\$50 each staff membership)

Registering 5 or more Technician/Staff? The Laboratory Incentive Program offers a discount for multiple technician/staff memberships based on the number of active technician memberships at each laboratory. Discounts begin at 5 technician/staff members from a member lab. Please contact the FDLA office for more information regarding this program.

Name: _____ ☐ CDT E-mail: _____

Name: _____ ☐ CDT E-mail: _____

☐ **Associate Membership**\$225.00

Any sales or technician representative of suppliers, manufacturers or vendors is eligible. Membership entitles person to all benefits and privileges of the state association.

• **For increased company exposure and added marketing benefits contact the FDLA office for information regarding the Business Partner Program.** (\$750 Annually)

☐ **Student Membership**\$15.00

Open to any students at Florida schools offering a dental technology program. Membership entitles person to all benefits and privileges of the state association. Member is not eligible for elective office or voting privileges.

☐ **Retired Technician Membership**\$35.00

Open to dental technicians who have retired and are no longer working in the dental laboratory industry. Member is not eligible for elective office or voting privileges.

FDLA Legislative Action Fund

The FDLA has developed a Legislative and Legal Action fund for members of the industry to contribute to, to ensure that the association can properly respond to state governmental actions or initiatives by corporations or other associations that would have a negative impact on the successful operation of dental laboratories in Florida.

☐ **Yes, I would like to contribute \$50.00 to the FDLA Legislative Action Fund!**

☐ **Yes, I would like to contribute a unique amount to the FDLA Legislative Action Fund! Contribution Amount \$** _____

☐ **No thank you.**

Payment Information

Total Amount Enclosed \$ _____

Payment Method: ☐ Check, made payable to FDLA ☐ Visa ☐ MasterCard ☐ AMEX

Card No.: _____ Security Code*: _____ Expires: _____

*This is the three digit number found on the back of your card in the signature area. AMEX - This is the four digit number found on the front of your card.

Name as it appears on card: _____ Signature: _____

Credit Card Billing Address: _____

RETURN APPLICATION TO FDLA at: 325 John Knox Road Ste L 103, Tallahassee, FL 32303 OR Fax with credit card payment to (850) 222-3019.



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