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Rely On Us

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



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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various sources to keep
the membership informed.

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CERAMICS

Come to Our Class at the Southern States Symposium & Expo

May 9 -11, 2013
Presented by FDLA

COURSE # B1

**Saturday, May 11, 2013
12:30 P.M. - 2:00 P.M.**

CDT / RG:

1.5 hours of Scientific Credit

State of Florida:

1.5 hours of General Credit

Zirlux FC Universal Zirconia System for All Indications

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.

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Southern States SYMPOSIUM & EXPO

presented by **FDLA**

Take your laboratory to the next level at the Southern States Symposium & Expo.

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.



Redefining Your Focus

May 9 - 11, 2013

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.

RENAISSANCE ORLANDO AT SEAWORLD • ORLANDO, FL



Yancey



Wells



Hawxhurst



Inman



Blanco



Murphy



Pages

Help Your Dentists Focus

Strengthen your bond with your dentist clients by bringing them to the Southern States Symposium & Expo, where 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.

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.)

OPTIONAL HANDS-ON WORKSHOP:

Delta E Separation in Dental Coloring Systems - Coloring and Glazing Porcelain Restorations

Presented by Felix Pages, CDT

Sponsored by: Vident, a VITA Company

(Pre-registration and additional fees required – Capacity 20. 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 <i>Sponsored by: The Argen Corporation</i> Dental Client Metrics and Marketing Approaches for Different Demographics of Dentists Presented by Mark Murphy, DDS, FAGD
12:30 p.m. – 2:30 p.m.	Orthodontic Technology 2013 (continued) <i>(Pre-registration and additional fees required – Capacity 20)</i>
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 <i>Sponsored by: Ivoclar Vivadent, Inc.</i>
3:30 p.m. – 5:30 p.m.	Expo Hall Kickoff Reception <i>Sponsored by: Sun Dental Labs</i>
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 <i>Sponsored by: Zahn Dental Company</i>

SATURDAY, MAY 11

7 a.m. – 3:30 p.m.	Registration Desk Open
8 a.m. – 9:30 a.m.	A COURSES
9:30 a.m. – 10:30 a.m.	Trade Show
9:30 a.m. – 3:30 p.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.	B COURSES
1 p.m. – 5:30 p.m.	CDT and RG Exams <i>(Candidates must pre-register with NBC)</i>
2 p.m. – 3 p.m.	Trade Show
3 p.m. – 4 p.m.	GENERAL SESSIONS (including Florida Laws, Rules and Regulatory Standards)

and Glazing Porcelain Restorations. The purpose of this course is to teach the participants how to control the value, chroma and hue of the color stains to accurately match the shade guide or natural teeth. One goal of this course is to manipulate the colors to achieve the correct look for the target shade. Another course objective is to instruct the participant about how to look at natural teeth and determine the contrast areas that are key in matching restorations to natural teeth. Participants will complete several exercises that will turn a normal single shade crown into a crown that shows the intricacies of a natural tooth.

Orthodontic technicians and specialists should be sure to attend the hands-on *Orthodontic Technology 2013* optional workshop presented by Donal Inman, CDT, and James Wells, CDT. With the help of 3Shape and Laserstar, Inman and Wells will take you into the high-tech orthodontic laboratory world and teach you how to create 3D Digital Study Models using 3Shape's Ortho Analyzer and how to design orthodontic appliances digitally using 3Shape's Appliance Designer. In addition, this course will show you how to laser weld orthodontic appliances using a Laserstar Laser Welder. You will learn wire to wire connections as well as wire to band connections and explain why sometimes it is still necessary to solder some types of connections.

The 2013 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. FDLA members can receive a discounted rate at the resort, which features a breathtaking 10-story sun-bathed lobby, so make your reservations today.

We'll see you in Orlando in May! 

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.



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KEYNOTE SPEAKERS / SEPTEMBER 19 – 21, 2013

Dr. Robert Winter, DDS | Dr. Iñaki Gamborena | The Pankey Institute



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The *Truth* About





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

“it's important to first understand the benefits for the dentist who works in a group practice...”

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



Types of Group Practices

Group practice organizations—

Typically, the group practice organization is a de novo or starting-from-scratch practice. There may be several offices or branch locations, each typically has one dentist. In this model, the dentist is an employee. GPOs grow through acquisitions of solo, small and large groups, and by starting new locations.

Dental service organizations—

(sometimes called dental management service organizations)

The DSO works with an existing practice rather than developing a new practice. In most cases the dentist retains ownership while contracting with the DSO to provide materials, human resources, marketing and information technology for a fee. DSOs grow by adding solo, small and large groups to the administrative arrangement.

Geographic or multi-specialty model—

This is the traditional multiple location practice. Some dentists may split time among locations. In most cases, the number of practices is limited by geographic reach. These practices grow by acquisitions of solo, small and large groups, and sometimes they are acquired, too.

Source: American Dental Association

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

Sales revenue is one thing, profit is another.



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. ①

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A Full Contour Solution

By Vincent Tauro, CDT, MDT, and Ted Lewis

The patient, presented with a long history of heavy bruxing that unfortunately has resulted in considerable wear. As a direct consequence of the bruxing and resulting weakening of the tooth structures, the patient fractured the No. 15 tooth while masticating on soft food.



Figure 1

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.



Figure 2

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.



Figure 3

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 spru 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.



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

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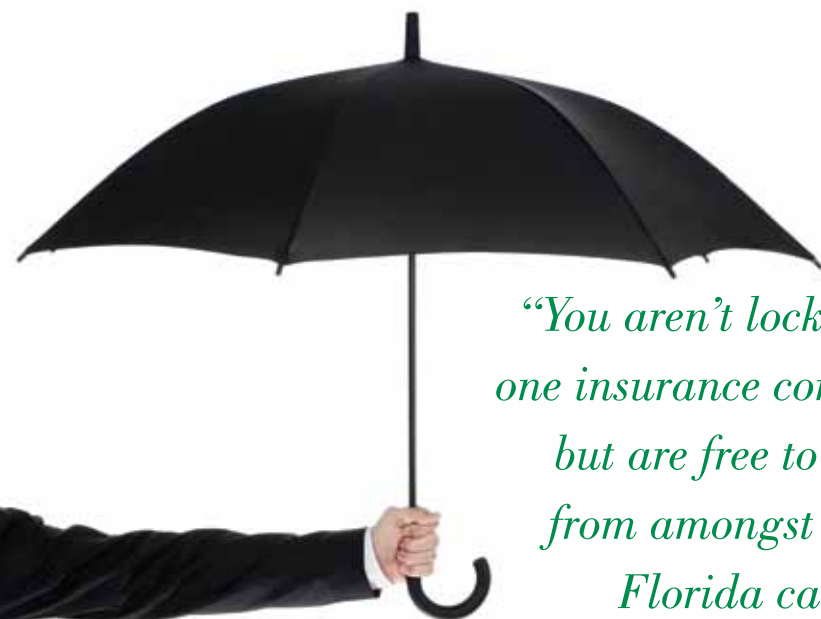
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"Being a member of the FDLA has its benefits," said FDLA President Eric Wade, CDT. "I get questioned a lot from individuals who are not members yet about what can they can get for being a member. It seems the list of benefits keeps growing year to 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.fdma.net/memberbenefits. Please visit the site, review the benefits and make sure that you are getting the most out of being a member." ①



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FDLA Has a New Website

The Florida Dental Laboratory Association is proud to reveal its redesigned website at www.fdma.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.fdma.net/calendar.htm

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For more information please visit www.fdma.net

If there is a clinic or meeting you would like added to the FDLA Calendar of Events, submit the information to jillian@fdma.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.



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Growing Up Laboratory Bound

*The key
to our
survival
has been
to adapt...*

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." 



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