

# INCISAL EDGE



2009 Volume 2

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

1020 Quinn Drive  
Wauwaukee, WI 53597

800-236-3859  
608-849-5343

www.dnsdental.com  
dsdentlab@aol.com

## INSIDE THIS ISSUE

Lava™ Zirconia for  
Implant Abutments . . . 2

Update On The Chair  
Side Oral Scanner  
C.O.S. . . . . . 2

The "Nature" of  
Creating Your Perfect  
Dental Team . . . . . 3

## DESPERATELY SEEKING SLEEP

One thing is for certain about sleep: when we don't get enough of it, bad things can happen.

Sleep is often viewed as a luxury—something reserved for vacations and weekends, or even a sign of laziness. But it's pretty clear that many of us are overtired, and we are paying for it. Some research shows that one sleepless night renders a person's ability to perform about the same as having a blood-alcohol level of .10 (above the legal standard for drunken driving).

"Sleepy driving is almost as bad, if not worse, than drunk driving," says Giulio Tononi, professor of psychiatry and sleep researcher at the newly established University Center for Sleep Medicine and Sleep Research. "So it is clear that something is going wrong—especially with the brain—if you don't sleep."

New research is showing just how important sleep is to our health. Benjamin Franklin once said, "There will be sleeping enough in the grave," but research suggests that not getting enough might get you there even faster.

For many the issue is sleep restriction—cutting a night's sleep short by an hour or two here or there, or every night in some cases, and it appears that the result is harmful.

"There is very good evidence that sleep deprivation is bad for memory, for vigilance in general, for cognition," says Chiara Cirelli, an associate psychiatry professor at UW Center for Sleep Medicine and Sleep Research. "Now it is very clear that it's not only total sleep deprivation, but now sleep restriction is what is usually being studied, because that's what everyone is under normally during the weekdays."

One study shows that sleep restriction can increase the risk of cardiovascular disease; just five nights of sleep deficit is enough to significantly stress the heart.

Sleep disordered breathing is a problem that millions of people in the United States have, but it is

not always top priority for doctors in the medical field. "We know that doctors don't ask about sleep problems as much as they should, and most sleep problems are never brought to a physician's attention, says Ruth Benca, professor and director of the UW Center for Sleep Medicine and Sleep Research. "One goal for the field is for everyone in general to be more aware of the importance of sleep and the common prevalence of sleep disorders and the fact that there are treatments available for them," says Benca.

Last month D&S Dental Laboratory hosted Keith Thornton, D.D.S. from Airway Management, Inc., for an all-day presentation on sleep restriction. In particular his talk was on snoring and sleep apnea and the TAP3 appliance. Over 50 doctors attended this workshop and we have since had a great response to bring Dr. Thornton back again. Our laboratory has ordered the Remmers Sleep Recorder that Dr. Thornton has recommended for testing for sleep apnea for our dentist clients, and will be delivered prior to April 1st to the lab.

There has been a great deal of interest in sleep apnea appliances over the past two years. The number of TAP3 and OASYS appliances we are now making has already doubled the first three months of this year compared to 2008.

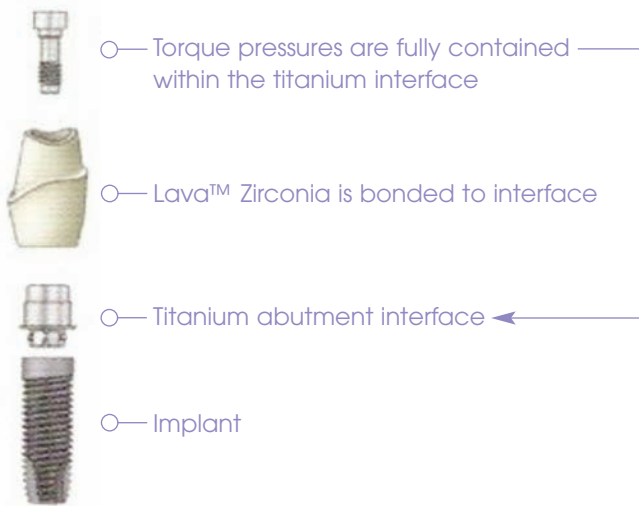
For information on the appliance and training, call Dennis McPherson, C.D.T. or Tammy at our Wauwaukee Laboratory.



*New research is showing just how important sleep is to our health.*

# LAVA™ ZIRCONIA FOR IMPLANT ABUTMENTS

The increasing demand for highly esthetic dental restorations has led to exciting innovations in recent years. In implant dentistry, improvements in digital technologies have allowed laboratories and their dentist partners to create custom designed all-ceramic implant abutments. Now, this indication is available using Lava Zirconia and the Lava Digital Platform, enabling our laboratory to deliver esthetic implant abutments with the excellent marginal fit, optimal strength, and translucency that the Lava brand is known for.



With the Lava Scan ST Design System, D&S is given complete control in designing the abutment. The process begins with scanning a custom wax-up with the Lava Scan ST Scanner, then milling, shading, and sintering the Lava Zirconia— just as it is done for Lava Crowns and Bridges. The abutment head is then bonded to the titanium interface without creating torque pressure to the zirconia. This method provides compatibility with a wide variety of implant systems.

While this indication is relatively new for the Lava platform, testing data shows the system offers the strength to serve patients well. Using 3M ESPE Rely X Unicem Self-Adhesive Universal Resin Cement, researchers bonded sample implant abutments made from Lava Zirconia to titanium interfaces, then subjected the samples to *in vitro* testing in flexural strength, dynamic fatigue, and pull strength. The resulting data demonstrates these restorations and their cemented bonds offer strength that labs and dentists can feel confident recommending.

# UPDATE ON THE CHAIR SIDE ORAL SCANNER C.O.S.

Almost a year ago our laboratory hosted several nightly meetings for 3 M ESPE, as they were about to introduce their chair side oral scanner. Traditional point-and-click digital technology has been around for more than 20 years. However, the 3 M's C.O.S. is the system on the market that elevated the process from merely taking pictures to capturing video.

Using 3D-in-motion technology, the COS captures continuous 3D video images that create highly accurate digital impressions. Now a doctor can accurately assess the preparation and margin before sending it to the lab, and the lab can use the same video images to confidently mark to margin. After six months of collecting internal data on the Chair Side Oral Scanner here are some current results and benefits for the laboratory and the doctor.

For the laboratory, remakes were reduced to 0.5% due to marginal fit. That's almost a 2% reduction from the national average. Accurate impressions can dramatically reduce remakes. The laboratory also eliminated stone model production by replacing them with accurate and durable steseolithography (SLA) models. Accurate models can dramatically reduce remakes. Another benefit for the laboratory is that the digital files created from the C.O.S. enables timely and effective communication between the laboratory and the doctor and the marking of margins have become easier for the technician by utilizing the exact video image the doctor has captured in the mouth.

The doctor benefits include the decreased seating time of single unit crowns by an average of 41% when compared to traditional impressions. The C.O.S. is not just for Lava crowns; the doctor can prescribe a PFM, a full cast crown, or bridge. After the scan, the doctor assesses preparations and margins using powerful tools unique to digital dentistry before sending the impression to the laboratory. Another benefit for the doctor and the patient is that patients have preferred the C.O.S. scan versus a traditional impression.

Our laboratory has seen an increased interest and use for the C.O.S. in the past four months. Updated software has made this process easier for both the dentist and the laboratory. As one lab owner told all of us at a users meeting in Chicago, "If I could flip a switch tomorrow and make every case in the lab a C.O.S. case, I would. Our laboratory would agree, but we know we cannot 'flip a switch,' however, we are ready and waiting."

# THE “NATURE” OF CREATING YOUR PERFECT DENTAL TEAM

By Robert Ash

Every dentist would love to have that perfect dental team where day-to-day operations work without a glitch. Everyone comes to the office in a happy mood, performs their duties well and enjoys working together meeting daily, monthly and yearly goals! As a dentist, you would enjoy working in that type of environment. What makes a perfect dental team? You might consider a few of the following:

- Staff members work well together
- Everyone helps one another if someone needs help
- Everyone supports the dentist to make sure he has everything he/she needs to work properly with the patient
- The atmosphere is a friendly, upbeat place for patients to enjoy coming to the dentist
- Staff members are positive and everyone contributes to solve any problems that may have occurred or stop any problems from occurring
- Everyone works together to keep the schedule flowing
- Respect is shown for one another
- Working as a team is fun and enjoyable
- All work for the same cause

For some dentists, just a few of those would improve their office. But is it possible to have all of those occurring in a dental office? It occurs in nature and you can learn a great deal from nature to build a winning team for your dental office.

Everyone has heard about ant farms, but have you ever observed one in action? If not, you have missed out on an experience of a true team working at its best.

Lord Avebury, a world-famous scientist, once wrote: “When we consider the habits of ants, their social organization, their large communities, elaborate habitation, and their roadways...they have a fair claim to rank next to man in the scale of intelligence.”

If you observe an ant farm, you will find many lessons to be learned about running a dental office. They plan their world much like a successful business plan. You might consider some of the lessons they teach us to improve teamwork in your dental office.

An ant colony has a master plan of how their world should be. They engineer their homes and highways carefully. They seem to consider artistic form as well as function in their building. The highways and tunnels in the ants’ world are always arranged in smooth curves and their hills are well balanced.

In your dental practice, it is important to determine what type of dentistry you wish to offer and what type of environment you want for your patients, as well as your staff. Do you have a defensive environment or a problem-solving environment? Some dentists may have all of that information in their mind, but they fail to clarify their master plan and communicate it to their staff.

## BECOME THE RESPECTED LEADER OF YOUR TEAM

Just as the ant farm has the queen as their leader, it is important that there is only one leader in your office—YOU! Respected leaders are:

1. **Approachable** – Listen to what others have to say. Make yourself accessible to your staff and invite them to talk about whatever is on their mind.
2. **Accepting** – Keep an open mind. Good ideas can come from everyone—front desk, assistants, hygienists, office manager, your dental laboratory and sales representatives.
3. **Acknowledge** – Recognize the contributions of your team. Thank someone every day and let him or her know when he or she has done a good job.
4. **Accountable** – Be responsible for yourself and the actions of others under your charge.
5. **Adaptable** – Change is not so much an aspect of business as it is business itself. Think about where your people need to be in the future and make the necessary changes to get there.

Make sure you are the leader that everyone respects!

## HIRE THE RIGHT TEAM

Once you determine your standards, it is important to hire the proper team to carry out your master plan. One of the important elements in a successful ant farm is to make sure that all ants are from the same colony; otherwise they will start a war!

That of course can be translated as having the right personalities working together in your dental office. Otherwise conflicts will occur and teamwork will dissipate, as it becomes one staff member against another.

What about loyalty? Ants are among the most loyal creatures on earth. They do whatever it takes to help each other. Ants respect the rights of others. They’re always ready to help and work as a team. They share their food and get along very well in their colony. When an ant begins to dig a tunnel, he sends out the message that he needs help and other ants come to help complete the tunnel. This is how ants accomplish such seemingly overwhelming projects as creating an entire underground colony, grain by grain! Wouldn’t it be great to have a team who holds these traits? Yes, it is possible.

Each ant has a special job to contribute to the colony. They are for example, nurse ants that take care of the young and the sick. Builder ants dig tunnels and make bridges. Forager ants find and store food for the rest of the colony. Guard ants protect the colony from invasion. Finally, there are undertaker ants that carry the deceased away to the graveyard for burial.

*The “Nature” of Creating Your Perfect Dental Team continued on back*



*The “Nature” of Creating Your Perfect Dental Team  
continued from page 3*

In your dental office, you have a staff that carries out duties to make the office run more efficient for you as well as the patient. It is important for each team member to have a thorough job description defining what is expected of him or her. But many dentists fail to provide job descriptions for staff members and follow up with a performance review to make sure they understand the importance of their job, how it relates to the master plan of the office and how well they are performing their tasks. Just as ants know their duties in the colony; it is important for your team to know what is expected of them and how they should work together.

### OUTSIDE SUPPORT

Just as an ant farm needs outside support to exist in making sure they have the right soil, food and water, so does your dental office. Your team is not only the staff that works in your office, it is also the outside support that you need for supplies, as well as a great dental laboratory. These outside support members are essential to your team.

Without this segment of outside support, such as the supplier of the office and dental supplies, it would be more difficult to maintain the supplies that you need on a daily basis. Not only can they supply you with the necessary supplies, but they can also keep you informed as to what is happening at other dental offices in your area and surrounding areas.

How would your dental team work without the support from your dental laboratory? Your dental laboratory can help you solve technical problems before they occur. They can inform you of problems that might occur with the case when the model is poured. The dental lab can be your best friend when you have an emergency, as well as providing you with products that will ensure the best treatment for your patients.

You choose the laboratory as a team member who:

- Has the kind of technicians that you would like having work for you
- Communicates well with you
- Understands your needs
- Is technically oriented—can help solve technical problems
- Makes sure their technicians participate in continuing education programs
- Has the same philosophies regarding restoration/prosthetics that are compatible with yours
- Is capable of handling advanced concepts – the complicated, the unusual
- Has a quality control system in place that is effective
- Is capable of handling all your restorative needs

By implementing a few of these ideas, you can make positive changes in your office and create a successful team. If ants can accomplish great feats; so can you and your team.

*We believe our standards are reference points by which others might judge their own success. Our efforts establishing these respected benchmarks have made us leaders in our field.*



PRRST STD  
US POSTAGE  
PAID  
MADISON, WI  
PERMIT 2783

1020 Quinn Drive  
Wauwatosa, WI 53597  
www.dnsdental.com

