



In This Issue:

Success
Connection Tip

Upcoming Events

Interstate Quality
Control

Interstate Goals

Community News

Chairside View

IT'S HERE AT LAST!

The inaugural issue of the Interstate newsletter is a reality! The requests for its creation have been numerous, and we couldn't be happier. We intend to print the newsletter quarterly and would very much appreciate your comments & feedback as we develop the publication.

This newsletter will be a wonderful tool to communicate to you, our valued clients, the latest in technological developments within our industry. Particularly, interesting case studies, upcoming events, and provide a forum for our clients to share their experiences or techniques with their colleagues in our "Chairside View" column.

The creation of this newsletter is one more way that we are attempting to reach out to the community which we are so proud to be a part of.

INTERSTATE STAFF DIRECTORY

Denis Hanlon: General Manager
Lisa Steinebach: Office Manager
Tari Coomes: Removable Prosthetics Mgr.
Kyong (K.D.) Gellinger: Ceramist
Tina Anderson: Crown & Bridge Tech.
Veronica Child: Model Technician
Carmen Schwebel: Driver
Dick Stevens: Driver

The Business Side of Dentistry – Success Connection Tip

A recent survey of more than 200 dentists throughout the United States found that three in four practitioners are self-employed. And, as in any business, financial success in dentistry requires good management and marketing skills along with clear goals and strategies.

Everything I Ever Needed To Know I Learned In Dental School – Most agree that Dental schools should revamp their curriculum to include some basic business training. New doctors should seek mentors or utilize a business strategy and management consultant as they navigate new waters.

Have A Plan – Setting goals and tracking results is key to building a successful practice. Like any business, successful dental practices have clear strategies and measurable goals, and a team committed to both.

Are We Happy Yet? – The survey identified common sources of stress or discontent relating to job satisfaction and stress levels and reports the major sources of stress are:

- Maintaining balance in life (43%)
- Staff management (41%)
- Tracking and covering expenses (35%)
- Lack of financial planning (23%)
- Difficult patients (10%)

It makes sense to look at ways to eliminate these sources of stress. Delegating these functions to a strong, trusted office manager is one approach. Some doctors have successfully outsourced some of these functions.

Affiliates of the Lab & Upcoming Events

As new technology is developed and introduced into our ever-changing marketplace, Interstate will continue to partner with various leading manufacturers and continuing education entities to remain on the cutting-edge. Our affiliations with several prominent educational institutions allow our technicians to augment their skill set through specialized continuing education courses. This, in conjunction with continuous in-house training, gives our technicians the distinct advantage in fabrication techniques to make each restoration better than ever.

Official Interstate Dental Laboratory Affiliates:

- Las Vegas Institute for Advanced Dental Studies (LVI)
- Aesthetic Advantage (AA)
- American Academy of Cosmetic Dentistry (AACD)
- Crown Council
- Misch International Implant Institute
- The Pankey Institute

Dr. Carl Misch – Surgical Session III

The surgical foundation of the Misch International Implant Institute is designed as 5, 3 day sessions. Each session concentrates on a different type of implant prosthesis. Session Three is primarily concerned with two implant issues: Maxillary anterior single tooth implants and barrier membrane particulate bone grafts. The volume of bone and related procedures covered in the session is Division B bone augmentation, developed by Misch. Atraumatic extractions and socket grafting is also presented. Indications for extraction and immediate implant insertion, esthetic complication of implant position and angulation are also covered in detail.

Location: Dublin, CA

Dates: January 15 - 17, 2010

Please contact us for more details & application info.

Veneers Au Naturele: IPS E.max



IPS e.max Press Lithium Disilicate glass ceramic is increasingly being selected as the material of choice for esthetic restorations based on its versatility and strength and its ability to satisfy multiple requirements for technicians. Additionally, the IPS e.max is available in four different ingot capacities that can be used to satisfy different esthetic demands. The recent introduction of lithium disilicate enables dental laboratories to fabricate esthetic restorations with greater efficiency. The cutback and layered technique is a step-by-step process using IPS e.max Press lithium disilicate material to not only precisely and predictably deliver the patient's desired shade and internal effects, but also to support proper soft tissue response. The technique results in the creation of natural looking optical effects by enameling over the imparted characteristics to return the restoration to full contour.



IPS e.max is also a great alternative for:

- Bridges up to the second bi-cuspid
- Full Crowns
- Inlays & Onlays

Interstate Dental Laboratory is a proud member of the DTI Laboratory Network.

DTI is the only dental laboratory network that provides innovative, full practice growth support to dentists who want to excel above the status quo.

SMILES MATTER™

Restorations & Your Patient's Smile Desires

Successful cases, whether it's full-arch restorations or matching a single anterior, require a certain degree of preplanning. As today's cosmetic applications require a high level of technical knowledge and skill, we have several dedicated technicians who specialize solely in case planning assistance. Available at no additional charge, they are capable of helping you choose the best restorative products in any application to create your patient's particular smile desires for a completely customized look.

In the initial planning stage of your case, we recommend submitting:

- The complete treatment plan
- Patient's expectations and desires
- Any pertinent medical history or allergy considerations
- Full-face, smile and retracted smile photos
- Pre-Op models

We also highly recommend requesting a Diagnostic Wax-Up. This is an invaluable tool when presenting treatment to your patients as it eliminates any surprises and gives you both the opportunity to make any necessary changes ahead of time. Most times, temporaries can be fabricated directly from the Diagnostic Wax-Up.

Interstate Quality Control Cards

At Interstate Dental Laboratory we believe that continuous quality improvement begins by identifying customer expectations. The best way to understand customer expectations is to listen to customers using quality research techniques. After identifying expectations, customer satisfaction can readily be measured.

Organizations that constantly measure themselves are able to quickly capitalize on their emerging strengths and address weaknesses before they become problems. The quality control cards we provide to you assist us in acknowledging our employees strengths, and improve upon our weaknesses.

The scope of our product quality includes:

- Customer experience
- Shade accuracy
- Occlusion
- Margins
- Contacts
- Contour
- Aesthetics

We pride ourselves on providing product quality, as well as, service quality. We utilize the information you provide to facilitate process improvement and the achievement of superior customer satisfaction. After measuring satisfaction levels, we place our emphasis on improving performance in areas important to you, our customer, to better satisfy your patient.



QUALITY CONTROL
<small>This restoration was fabricated in accordance with Dental Appliance Manufacturers and NADL skills standards.</small>
DOCTOR _____ DATE _____
PATIENT _____ CASE NO. _____
<input type="checkbox"/> Shade <input type="checkbox"/> Occlusion <input type="checkbox"/> Margins <input type="checkbox"/> Contacts
SPECIAL NOTES:
<input type="checkbox"/> On fit adjusted proximal contact where marked
<input type="checkbox"/> Etched where marked
<input type="checkbox"/> Please adjust opposing crown is thin
<input type="checkbox"/> Reduction coping included
<input type="checkbox"/> Matrix for positioning custom abutments
<input type="checkbox"/> Bite was off, case remounted
<input type="checkbox"/> Insufficient room for layering, case was stained
<input type="checkbox"/> Overcut both margin was not possible
Comments: _____
Checked by: _____
INTERSTATE CALL 866 756 3600 vdi@interstate.com VNYF interstatedti.com

FEEDBACK																																								
<small>How was our laboratory work on this case? Please check:</small>																																								
<table border="1"><thead><tr><th></th><th>BEAUTIFUL</th><th>GOOD</th><th>FAIR</th></tr></thead><tbody><tr><td>Customer Experience</td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td></tr><tr><td>Shade</td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td></tr><tr><td>Occlusion</td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td></tr><tr><td>Margins</td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td></tr><tr><td>Contacts</td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td></tr><tr><td>Contour</td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td></tr><tr><td>Aesthetics</td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td></tr><tr><td>Removables Fit</td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td></tr><tr><td>Finish</td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td></tr></tbody></table>		BEAUTIFUL	GOOD	FAIR	Customer Experience	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Shade	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Occlusion	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Margins	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Contacts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Contour	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Aesthetics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Removables Fit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Finish	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	BEAUTIFUL	GOOD	FAIR																																					
Customer Experience	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>																																					
Shade	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>																																					
Occlusion	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>																																					
Margins	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>																																					
Contacts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>																																					
Contour	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>																																					
Aesthetics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>																																					
Removables Fit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>																																					
Finish	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>																																					
Comments: _____																																								

INTERSTATE CALL 866 756 3600 vdi@interstate.com VNYF interstatedti.com																																								

Reducing Stress in The Office

Attitude Control – Opportunity for new work habits concerns your attitude control. When you get your work attitudes under control, every other aspect of your work improves. Try to implement these attitude-control concepts to streamline your work habits.

Connect with Coworkers – It’s easy to become so self-focused in a workday that you start to tune out your coworkers. This can add to a feeling of isolation and stress at work. It is better, from a stress standpoint, to reach out and greet others, learn their names, and maybe even win friends in the process.

Let Things Go – There comes a time when you recognize that the best solution is to relax and accept that you can’t have everything turn out perfectly every time. If you feel like you are experiencing too much stress in a situation, ask yourself, “Is this a situation where I should just let it go?” or “Does this need to be perfect?” The answer may surprise you.

The Chairside View

This section is one which will be dedicated to case studies, and chair side anecdotes. Should you wish to contribute to this column please contact Lisa Steinebach at Interstate to submit your ideas or case studies. This is a tremendous opportunity to share experience within our community for the benefit of us all.

lsteinebach@dtidental.com
interstate@dtidental.com

Interstate Dental Laboratory Goals

The pillars of success upon which we set our goals are as follows:

Consistent Quality – We create precise, beautiful, high quality dental products time after time, using talented technicians and quality control checks.

Exemplary Service – We deliver an industry-setting level of customer service, taking into consideration the special needs of both patient and dentist. We are not only a source of products, but a resource of knowledge for your dental practice as well.

Dependability – When we promise to deliver, or accept a due date from our dentists, they can count on the case arriving on time, each time, time after time.

Partnership – We support our customers as partners, helping them to build practices that reflect our work together.

Community News

The NW Animation Festival Showcase at OMSI needs volunteers.

January 14th and 15th, 10AM - 4PM

OMSI will be showing films produced by local animators throughout the day. Volunteers are needed to staff the doors, check hand stamps, and count the number of people entering. Volunteers will receive museum admission for the day, including admission to the event during the hours they are not volunteering. Must be at least 14 years old. Please contact Charise Weihs at cweihs@omsi.edu or 503-797-4615