Apex Dental Laboratory Group

The quarterly newsletter of
Apex Dental Laboratory Group

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WELCOME TO APEX DENTAL LABORATORY GROUP!

A NETWORK OF YOUR HELPFUL, COMPETENT AND SKILLED NEIGHBORHOOD LABS

Apex Dental Laboratory Group is a network of dental laboratories whose primary goal is to provide excellence through personalized support and technical expertise for each of our valued Doctors in their own backyard. The Mission of our company is to bring value to our clients and to provide them the highest level of quality and service through our partnership of local labs, vendor relationships, connections in the dental world, technical expertise, clinical expertise, material science knowledge and state-of-the-art equipment. While we are working hard to provide the latest and greatest in products & technology, our network of laboratories is also focused on serving as the local resource and partner through joint educational opportunities in order to improve collaboration between technicians and clinicians.

We believe the future is very bright for the dental industry. However, it is becoming increasingly difficult for individual laboratories to remain competitive and keep up with the changing world in which we operate. Materials and technology have drastically changed the type of restorations clinicians are requesting, and the production processes for those restorations. In addition, there is a shortage of qualified technicians available for labs to hire, and very few accredited programs left across the U.S.A. that are sending technicians out into the workforce each year. Because of these, and other factors, small to mid-size labs are closing their doors everyday across the United States.

At the same time, we understand the value of the clinician/laboratory relationship, and the preference to work with a laboratory that can be relied on for local support whether that is technical advice, reviewing a case together, a custom shade, denture repair or participation in a local study group. At Apex, we strongly believe in the client first mentality and as such greatly emphasize the importance of local service for our clients. Within our network, we have married the technical expertise and state-of-the-art technology you would only expect from a large lab, to the personalized service and attention to detail of hometown labs. With us, you get the best of both worlds and more!

KNOWLEDGEABLE STAFF

The most important part of any laboratory is the talent at the bench, so our laboratories rely on the talent of seasoned veterans. Because we put a high value on continuing education, we strongly encourage our technicians to become life-long learners in order to ensure that they remain on the leading edge of the ever changing market of new materials and techniques. Operating under the tutelage of two very accomplished and respected professionals in the industry, Mr. Charles McClemens, CDT, TE, and Dr. Mohamed Harunani, DDS, MAGD, FACFD, CMI, DABFE, FADI, FACD, FICD, LLSR, FIADFE, our technicians are helpful professionals that are highly respected and recognized craftsmen with a great deal of knowledge in the finer points of restorative and reconstructive dentistry. Throughout our group of laboratories, we have talented technicians who are ready and able to handle every type of case or question that you may have. Our Team at Apex includes Certified Dental Technicians in every specialty, Kois Members, Pankey Alumni, an LVI Master Technician, 3 UCLA Master Ceramists, and many other impressive credentials! We are TEAM APEX, where our technicians act as a resource for each other to ensure that you are getting best-in-class level of support!

There is no laboratory, or lab group, in the area that can compare to the team we have assembled for you! Our goal is to help you from the start to the end, and resolve any questions or concerns you may have as early as possible to make recommendations before beginning your case. Apex clients receive individualized attention and service to ensure that every case you take on is a success. Communication is the key to your success and thus our success, and so we have the capacity to support you via phone, video conference, email or a personal visit – that is your choice, we are ready for it all!

PRODUCTS & SERVICES

Through the Apex Lab Group, our laboratories are each able to serve you with any product or service you will require to treat your patients successfully. We have deliberately chosen to produce all of our restorations in one of our own laboratories and as a result, all the work is done in the United States.

Whether you are looking for a monolithic zirconia crown for a second molar, a highly esthetic cosmetic treatment, a sleep appliance, orthodontic appliance, night guard, splint, a full or partial denture, placing or restoring implants, or planning a complex full mouth reconstruction, we have the resources within our group to handle each and every need that might arise. We have products and services for every need, desired result, and price point within the Apex Group and available through any one of our labs. Our group is a one stop shop for all your dental lab needs!

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WHY CHOOSE AN APEX LAB?
The simple answer is, there is nothing we can’t provide our clients, no better team around to work with, and no better resource for your practice.

We leverage our size and reach to benefit you by having access to more products, materials, and services; we want to be at the leading edge, not cutting edge. We do not want your patients to be the test ground. Your benefits include:

- Our veteran technicians don’t merely apply their knowledge in the lab, they are resources for you.
- The size of our network allows us to be competitive in pricing and share resources to clients at each of our labs.
- The experience and knowledge on our team is unmatched by any lab in the area... ready and willing to assist you!
- We are constantly working with new products and materials before others in the industry to keep us, and you, on the leading edge!
- Our laboratories utilize all of the latest technology to produce consistently accurate results for our clients!
- Finally, Education is of the utmost importance both for our clients and our technicians. We are an AGD PACE provider, and we are continuously hosting educational programs for your benefit and ours. Under the direction of Dr. Mohamed Harunani, our Director of Education, you will see lectures, seminars, and programs available through our network. We also provide individualized consultations at no additional cost for our clients.

The value and resources that Apex Group provides through our network of laboratories is unsurpassed in the industry, and the knowledge and expertise available from our all-star team of technicians cannot be matched. Our local laboratories are here to assist you with the backing of the entire team for each and every need that you have in your office. Call us today!

TECH TOPICS

John Proebsting, CDT has these tips to help ensure a successful outcome & lower remakes when prescribing fixed restorations:

1. Make sure the prep is suitable for the type of crown being prescribed. This includes margin design, line angles, and edges. For an all-ceramic crown a chamfer or shoulder prep is best. Knife edge should be avoided.

2. Give the lab proper clearance to produce the restoration you desire. In general, e.max & porcelain layered crowns require a minimum of 1.5mm of clearance while monolithic zirconia can be done with as little as .5mm. However, at .5mm there is no room for any anatomy on the crown, and there is also no room for adjustments without violating the minimum thickness & increasing the chances of a fracture.

3. Take the time to send the proper shade information. Photos are always appreciated & helpful, and they should be taken with the shade tab prior to prepping the tooth. In addition, stump shades are also helpful & necessary, especially with e.max & Elite ZR (high translucency zirconia).

For more information, or if you have questions, please contact John Proebsting at PJ’s Dental Lab (johnp@pjsdental.com or 1-800-442-7741).
FOCUS

Summary Dental Lab, located in Waco, TX, has been providing exceptional works of art to dentists who demand the very best for over 30 years. Founded by Hal Jones, CDT, Summit has built a reputation and a lifetime legacy of excellence. Today, Summit is one of a handful of labs in the United States who provide the highest possible level of esthetic results. Their level of knowledge, expertise, and talent in producing fixed restorations is unmatched in the industry, including:

- 11 Certified Dental Technicians
- 3 UCLA Master Ceramists
- 1 LVI Master Technician
- 1 Ceramist Working Toward AACD Accreditation in 2017
- Kois Recognized Graduate (soon to be Alumni in 2017)
- Pankey Alumni
- 2 OBI Graduates

Their level of knowledge and confidence in esthetics, complex implants, and full mouth rehabilitation is unparalleled in the industry. Utilizing the incredible talent on staff along with state-of-the-art technology, whether it is a single posterior crown or the most complex case, you can expect;

- Stunning esthetics and increased patient satisfaction
- Precise fits and reduced chair-time
- Personal enjoyment!

ACCORDING TO SUMMIT’S CLIENTS:

“Summit Dental Lab is without a doubt one of the finest dental labs in the country.”

—Dr. Hal Stewart, Flower Mound, TX

“Whether it is a single unit or complex implant case, Summit has the integrity to produce consistently superior restorations.”

—Dr. Brett Magnuson, Kalamazoo, MI

“Thanks to Summit, my job is fun again and much stress has been removed from my days.”

—Dr. Sandra Hulac, Central Hong Kong

“Summit Dental Lab provides their doctors with the highest quality restorations available in the industry.”

—Dr. Brian Schroder, San Antonio, TX.

Summit’s exceptional work is available through any of our Apex laboratories, or by calling Summit directly. Your local Apex lab can get the case on behalf of Summit, but all work is done exclusively by Summit Dental Laboratory, and their extremely talented technicians, in Waco, TX. For more information, call 800-955-1051, email karen100@summit-dental.com or visit www.summit-dental.com.

What is Reality?

According to Summit’s Clients:

“Reduced chair-time and personal enjoyment!”

“Stunning esthetics and increased patient satisfaction, precise fits and personal enjoyment!”

“Whether it is a single posterior crown or the most complex case, you can expect;

- Reduced chair-time
- Personal enjoyment
- Precision fits
- Increased patient satisfaction
- Consistently superior restorations

According to Summit’s Clients:

“Summit Dental Lab is without a doubt one of the finest labs in the United States who provide the highest possible level of esthetic results. Their level of knowledge, expertise, and talent in producing fixed restorations is unmatched in the industry.”

—Dr. Brian Schroder, Flower Mound, TX

“Thanks to Summit, my job is fun again and much stress has been removed from my days.”

—Dr. Sandra Hulac, Central Hong Kong

“What is reality? The answer is an easy yes, but the hard part is knowing and understanding how. Below are some things to consider or think about, especially in complex, esthetic cases or cases where treatment is elective.

- Start by understanding the patients’ reality and phrasing things according to their needs/wants without compromising care. This can easily be done by saying “Let me understand what it is that you would like, or I want to make sure that we address your needs, so please let me share with you what I understand your main concerns to be...” This reinforces to the patient that they are being heard and clarifies for you what their chief concerns are.
- Construct your message delivery with the end result you want in mind.
- Keep the language very simple.
- Use open ended questions and let the patient respond.
- If the case is beyond you, or if you need more time to evaluate or consult a colleague, be honest and phrase it in a way that keeps your respect. For example, “Mr. Smith, I want the best for you and would like to take some more time to look at your mouth from all angles, obviously at no additional cost to you. Would that be okay?” (wait for a response). “Great, let’s get started by making some molds of your teeth. This will allow me to look at your mouth from the tongue side to get a more complete picture.”
- Be clear and methodical. Remember that extra time invested now can save you time and stress later.
- Have the patient explain back to you after every step without demeaning them or making them feel bad.
- Drawings, pictures, and videos are very helpful.
- True consent requires that the patient understand not only their condition, but also, the prognosis and all the treatment options available to them.

Patient satisfaction occurs when we meet or exceed the patients’ reality of what we were going to deliver. Thus, knowing what their reality is and what actuality we can deliver is critical to patient satisfaction.

Dr. Mohamed Harunani, DDS is the Director of Clinical Education for Apex Dental Laboratory Group.
JOIN US FOR A DAY OF FREE EDUCATION, FREE FOOD AND FREE GOLF
August 25th, 2017
Trappers Turn Golf Club, 2955 Wisconsin Dells Pkwy,
Wisconsin Dells, WI 53965, (608) 253-7000
To register email info@apexlabgroup.com
Lecture 8:30 – 11:30  3 Credit Hours
Golf 1:00
Breakfast & Lunch Provided

Essentials for Large Cosmetic Cases
In the operatory, a patient who presents with a complex restorative case can be either a dream, or a nightmare, and sometimes both! When large cases present, it is imperative that both the clinician and the laboratory be on the same page regarding the information required, and the timing of communication throughout the case in order to achieve a successful outcome. This seminar, presented by Hal Jones, CDT, one of the most accomplished cosmetic technicians in the country, will explain several key elements necessary for the successful outcome of large cosmetic restorative cases. Using the tools showcased throughout the presentation will enable the clinician to deliver profitable cases with confidence and great satisfaction for their patient.

About the Speaker
Hal Jones, CDT, Founder of Summit Dental Lab

Hal Jones manages Summit Dental Lab, a 36-person laboratory specializing in high quality cosmetic restorations. Founded in 1983 and located in Waco, Texas, Summit serves exceptional dentists across the U.S.

Mr. Jones received his B.S. in Biology from Baylor University in 1975. He is also a Certified Dental Technician and a graduate of the advanced program at Orognathic Bioesthetic International (OBI). He holds the distinction of Master Technician from the Las Vegas Institute for Advanced Dental Studies (LVI).

Hal is a Past President of the Texas Academy of Cosmetic Dentistry and a sustaining member of the AACD. He has served on the Advisory Board of the Pankey Institute and is a member of the L.D. Pankey Alumni Association.