



# The Contact



2012

**September 28**  
**WSDLA Lab Owners**  
**Roundtable Retreat**  
**Tulip Resort Casino**  
**Tulalip, WA**  
**Reservations: 866.716.7162 \***  
**Room Rates:**  
**\$149.00 (Deluxe King)\***  
**\$169.00 (Deluxe Queen)\***  
**Reservation Deadline: 9/10/2012**

2013

**March 22-24**  
**WSDLA Northwest Laboratory**  
**Forum**  
**Holiday Inn – Downtown**  
**Everett, WA**  
**Reservations: 866.700.1188**  
**Room Rates: \$105\***  
**(includes complimentary hot**  
**buffet breakfast)**  
**Reservation Deadline: 3/6/2013**

**\* Please mention that you are**  
**with the WSDLA to receive the**  
**special meeting rates.**

*View more WSDLA events*  
*at [www.wsdl.com](http://www.wsdl.com)*



## PRESIDENT'S MESSAGE

It has been an incredibly productive time since I last wrote. I hope you were able to join us for the 2012 Northwest Laboratory Forum in Everett, Washington. There were several fantastic speakers as well as time for networking with our peers and learning about the

latest in dental technology in the exhibit hall. I would like to thank our sponsors and exhibitors for their support. I would also like to recognize Kleve Hansen, event chair and Sandy Stuart, event co-chair for all of their input and hours of hard work.

We also had an extremely productive weekend in LaConner for our Strategic Planning session. I am happy to report that we are moving forward with 5 main goals and are already working to make these goals a reality. They are:

I. *The WSDLA will offer high value and relevant continuing education to its membership and the industry.* Sean Thorp, CDT, Andy Johnston, CDT and WSDLA staff have created a great line-up of sessions for the Lab Owners Roundtable Retreat in September. See the insert with more information and to register. We review the evaluations completed after every meeting to make sure upcoming conferences continue to be of value to our members, so please make sure you always complete the evaluation forms.

II. *The WSDLA will maintain consistent and regular collaboration with the Washington State Dental Association (WSDA).* This includes reviewing pending legislative or regulatory issues, which impact the delivery of care as it impacts dental laboratory services. Our board and staff communicate regularly with the WSDA to ensure that we are in-the-know on all legislation and regulations that may affect our industry.

III. *WSDLA will develop an orientation system for the board and refine its board meeting agenda format to create a more effective and efficient governing body.* During the Strategic Planning session, the board and staff reviewed and revised the WSDLA policies and procedures. Each board member has a board notebook that includes these relevant materials plus other

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# News From Your Board

*Continued from Page 1*

related documentation to assist them in leading the association.

IV. *WSDLA will support and work to enhance the Bates Technical College Dental Technology Program.* We are currently working with Bates to create a mentoring program and we need your help! We are looking for volunteer labs where Bates students can shadow or possibly intern to give them on the job training and possibly future jobs. Please email [wsdla@executiveoffice.org](mailto:wsdla@executiveoffice.org) if you are interested. The Bates Dental Technology Advisory Board also includes representatives from the WSDLA. Our participation helps ensure that WSDLA stays informed of what's going on at the College and can more easily help enhance this already excellent dental laboratory technology program.

V. *WSDLA will continue to enhance and market the association and industry to current members, prospective members and other professionals in the dental laboratory technology industry.* In addition to mailings and email, WSDLA is excited to announce that we will be launching a new website with more content and ways to stay involved in the industry. You can find us at the same address - [www.wsdla.com](http://www.wsdla.com) If you are on Facebook, please become a fan of our page. Search "Washington State Dental Laboratory Association". This is a great way to interact with fellow members outside of events.

In addition to the current member benefits, we have added several new benefits that we hope will alleviate some costs for you and your lab. Members can participate in the individual and group insurance program through Washington Dentists' Insurance Agency. Types of insurance available include Business, Dental, disability income, legal, life, medical, vision and supplemental benefits. We have partnered with NADL to offer our members discounted UPS shipping rates that could save you between 2% and 32% depending on your average gross weekly charges. We also have a credit card processing program through Marathon Solutions, and office supply discounts through My Office Products. Information about these new benefits was

forwarded to all current members. Please contact WSDLA staff if you have any questions.

As you can tell, we have been very busy! Please make plans now to attend the 2012 Lab Owners Roundtable Retreat at the Tulalip Resort & Casino on September 28. The schedule of events and registration form have been inserted. We hope to see you there!

Sincerely,

Leon Hermanides, CDT  
WSDLA President

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## Message from *The Contact* Committee Chair



I hope this issue of the Contact has found you all doing well. As the new Contact committee chair, I look forward to hearing your ideas for articles or events that you feel might be important to our industry. These are not easy times and I know that there are many serious items that need our attention.

However, let us not forget that a smile goes a long way in today's world.

I am pleased with the relationship that is continuing to form with Partners in Association Management and the opportunities that are being made available to our small, yet very important association.

If you have any materials for submission, please email us at [wsdla@executiveoffice.org](mailto:wsdla@executiveoffice.org) or mail to: WSDLA, 325 John Knox Road, L103, Tallahassee, FL 32303. If you have an encouraging or positive message, please share it as well.

Thank You,  
Andy Johnston, CDT, Board Member

# 2012 Lab Forum Wrap Up

## 2012 Board of Directors

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## A Look at the 2012 WSDLA Northwest Laboratory Forum



The Holiday Inn in Downtown Everett was host to the 2012 WSDLA Northwest Laboratory Forum, March 23-24. Attendees, exhibitors and sponsors enjoyed a meeting filled with learning, networking and fun! The event began on Friday with sessions geared for lab owners. They included *3 Keys to Profitable Growth* by Chuck Yenkner, MBA, Business Development Associates; *WDS – Recession – Midlevel Provider: Impact on the Laboratory Profession* by Steve Hardyman, Washington State Dental Association and *National Outlook for Dental Laboratories* by Bennett Napier, CAE, National Association of Dental Laboratories. The day ended with Kenneth Krous from Washington State Department of Revenue who discussed *Finding Your Excise Tax Advantage* and Celia Nightingale from Washington State Department of Labor & Industries who discussed *Money Saving Strategies*.

NADL and NBC Board of Directors hold their board meetings in different areas of the country, usually in conjunction with a component state meeting. This spring, they chose to hold their meetings in Washington State in conjunction with our Forum. WSDLA invited these representatives to the reception on Friday evening and it was a wonderful opportunity for WSDLA members to network with representatives from the NADL and NBC boards.

Attendees had several choices for Saturday's courses with both fixed and removables tracks. Jensen Dental sponsored Naoki Aiba, CDT with *Dental Photography for Dentist-Laboratory Communication*. Mike Dominguez, CDT, BS shared "*An Overview of Titanium PFMs*" sponsored by GC America. Kent Kohli presented "*Contemporary Dental Aesthetics*" and a hands-on clinic on Sunday.

The removables track included *Overdentures: Some New Innovations* by Ronald Baggott, CDT, MAAIP sponsored by Sterngold and *Tips & Tricks: Denture Troubleshooting* by George McIntosh, CDT sponsored by Dentsply Prosthetics. Mary Borg taught a regulatory standards class that afternoon. We would like to thank all of our speakers. Your willingness and expertise to educate our attendees is much appreciated!

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# 2012 Lab Forum Wrap Up

*Continued from Page 3*



We would like to thank the following sponsors for their support: Ivoclar Vivadent, Inc. (lanyards), Astra Tech (breakfast and

coffee Saturday morning) and Nobel Biocare (general event sponsor). Please take a moment to thank representatives from these companies the next time you see them!

Bates Technical College students were out in full force, networking with members, selling raffle tickets and gauging attendees' knowledge with their "Are You Smarter than a Dental Lab Student?" game at their booth. The raffle raised \$297 and benefits Bates Technical College. Thank you to all of the companies who donated a prize for the raffle!



Attendees enjoyed the trade show as well as the two table clinics sponsored by Jensen Dental and Astra Tech Dental. We would like to thank the following companies for showcasing their products at this year's

trade show: Aflac; American Tooth Industries, Inc.; Arnold Dental; Astra Tech; Bates Technical College; B & D Dental Technologies; Biomet 3i; Clearmatch; Dentsply Prosthetics; ETI Empire Direct; GC America, Inc.; Heraeus; Ivoclar Vivadent, Inc.; Jensen Dental; National Association of Dental Laboratories; Nobel Biocare; Rand Refining Ltd.; Sterngold; Talladium Inc.; Wieland Dental Systems, Inc. and Zahn Dental.

WSDLA association staff would like to thank Kleve Hansen, CDT, Forum Chair and Sandy Stuart, Forum Co-chair for all of their help in the planning process.

We would also like to thank the entire board for their input and help onsite, greeting members and facilitating speaker sessions.

Please mark your calendar for the Lab Owners Roundtable Retreat, September 28 at the Tulalip Resort & Casino as well as the 2013 WSDLA Northwest Laboratory Forum, March 22-24 back at the Holiday Inn – Downtown Everett! We look forward to seeing you at an upcoming event!

**See more NW Lab Forum photos on our Facebook page! Search "Washington State Dental Laboratory Association" and become a fan!**

## Open letter to members of WSDLA



The 2012 Northwest Laboratory Forum presented by WSDLA March 23-25 was the greatest, most educational lab meeting I personally have ever attended. The speakers were exceptionally knowledgeable and the topics

were timely. For the dollars spent, it was a superior bargain. Most meetings of this stature would cost three to four times as much and we would have to take extra time out of the lab to travel out of state to attend.

I became a Certified Dental Technician in 1969. In the last forty three years, I've traveled extensively and attended hundreds of hours of classes, as past president of Washington State Dental Laboratory Association and as member of the Certified Dental Laboratory Board. Wherever I went, I attended the educational presentations offered at those meetings. I tried to bring the best of what I saw back to the northwest. On reflection, I'm proud of the education I acquired and was able to facilitate here in Washington State.

I know something about the time, energy and experience it takes to put a meeting of this caliber together. Congratulations to the Board of Directors and staff for a job well done.

Edmund J. (Ted) Walker, CDT

# Vendor Profile



**Gary Klise**  
*Ivoclar Vivadent, Inc.*

I had been in sales for several years and an opportunity became available for dental sales with the J. Aderer Company, selling dental gold in 1979. Soon after being hired, Degussa Dental purchased the J. Aderer

Company. For nineteen years, I was with Degussa Dental, calling on labs in the great Northwest. I left Degussa Dental in 1998 to join Ivoclar Vivadent, Inc. I am currently a Key Account Manager for Ivoclar Vivadent, and am happy to say that the move to Ivoclar Vivadent fourteen years ago turned out to be one of the best decisions of my career.

I did have an opportunity to work in a lab back in 1975 and I quickly learned that sales were where I

needed to be. Making teeth is quite an art, as I quickly found out and my art ability has still not surfaced.

My first involvement with WSDLA was back in the early 80's at the fall meeting in Yakima. I have fond memories of that yearly meeting, especially the golf tournaments....and the temperature was so hot in September in Yakima. I have made many good friends through my association with WSDLA over the past 32 years.

Ivoclar Vivadent started the Esthetic Revolution and continues to be a leader in esthetic restorative materials. Selling the e.max products these past few years has been an absolute joy. The positive feedback on this material has been amazing. Ivoclar Vivadent has also built one of the largest networks for dental education. I am extremely happy to represent this company and its great product offering for the past 14 years.

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\* The IPS e.max Scientific Report Vol. 01 (2001 – 2011) is now available at: [www.ivoclarvivadent.us/emax/science](http://www.ivoclarvivadent.us/emax/science)

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# Technical Article

## All On Four Technique

By Bob Lathrop, CDT, MBA, Nakanishi Dental Laboratory, Inc.  
WSDLA Associate Representative

Implant retained dentures are becoming an increasingly viable option for many patients. The CAD/CAM titanium framework used today has eliminated many of the problems that were once associated with this type of restoration. The need to cut, index, and solder the bar is no longer a worry for the technician. This makes for a much more predictable outcome for the restoration. The All-on-Four technique allows the patient to leave the surgeon's office with a screw retained provisional denture. However, to ensure that the case is successful, certain steps must be taken during the fabrication process.

There are several ways that the patient can present to the restoring doctor. For the sake of this article, we will assume the patient presents totally edentulous. The doctor needs to have the technician fabricate a provisional restoration to be used at the time of surgery.

In a perfect setting, the following steps should be completed.

1. Fabricate custom trays from preliminary impression.
2. Bead and box master impressions taken with custom trays.
3. Fabricate record base and occlusion rims on master model. Doctor should mark the mid line, high lip line, and distal of cuspids, on the occlusion rim. Should establish a good bite so the case can be mounted on the articulator.
4. Once the case is mounted on the articulator, the teeth are set in wax and sent back to the doctor for a try in.
5. After doctor and patient approval, the case is processed.
6. Once the case is processed, the denture is duplicated with clear acrylic. The lingual aspect of the duplicated denture is cut away through the central fossae of the posterior teeth and at the

incisal edge of the anterior teeth. This will be used as a surgical guide for the placement of the implants.

7. Both sets of dentures are sent to the surgeon for implant placement.

On the day of surgery, the technician goes to the surgeon's office for modification of the provisional denture at time of surgery. The surgeon will place the implants by using the surgical guide fabricated earlier. Once the implants are in place, healing caps are placed. The provisional denture is lined with PVS material and placed in the patient's mouth. The purpose of this step is to pick up the location of the implants that were just placed. The surgeon then gives the denture with the PVS wash in it to the technician, who then drills holes through the denture at the location of the healing caps. While this is happening, the surgeon removes the healing caps and torques in multi-unit abutments into the implant sites. When the abutments are in place, the surgeon places temporary cylinders on the multi-unit abutments. The surgeon places the denture that has been opened up by the technician and places it over the temporary cylinders on the implants. The surgeon tacks cylinders to the denture using cold cure resin. Once cured, the cylinders are unscrewed from the implants and the denture (with the cylinders in place) is given to the technician. The technician fills in any voids around the cylinders with acrylic. The technician then removes all flanges from the denture to ensure the patient can clean under the denture once it is screwed into the implants. The denture is polished and high shined and returned to the surgeon for torquing into place. The patient leaves the surgeon's office with a screw retained denture.

The next step in the process is to fabricate a hybrid denture with a CAD/CAM substructure. This procedure starts after adequate healing of the placement of the implants. This procedure for this part of the process begins as follows:

1. Fixture level impression of the implants. This impression should capture all required landmarks as the subsequent steps will be completed on this model.



# Technical Article

2. A record base and occlusion rim will be fabricated for vertical, mid-line, high lip line, and cuspid marks to be transferred to wax try in.
3. The master model and opposing model will be mounted using the record base and occlusion rim.
4. A tooth set up in wax is sent to the doctor for patient approval. This step is critical because the set up will dictate how the titanium substructure is fabricated. If there are any questions concerning the set up, they should be addressed before proceeding to the next step.
5. A verification jig is fabricated and tried in to verify that the master model and the implant location are the same.
6. Once the doctor and patient have approved the set up, and verified the accuracy of the master model, the design of the bar can begin.
7. The master model and wax denture are scanned. The virtual display of the model and wax denture are used to design the bar. Once the bar is designed, the denture is superimposed over the bar. This lets the technician see if any part of the

- bar is protruding through the wax set up. Adjustments will be made to the bar until the bar adequately supports the teeth and fits within the confines of the approved wax up.
8. The bar is milled and sent to the doctor for try in.
9. Teeth are set in wax on the bar and sent for try in.
10. Once approved, the hybrid denture is processed and sent to the doctor for delivery.

The nice thing about the All-on-Four technique is that it allows the patient to leave the surgeon's office with a screw retained provisional denture. When the final hybrid denture is fabricated, the provisional denture can be used as a spare if needed. The screw retained hybrid denture is solid and feels like the patient's real teeth.

For further questions concerning this process, contact Nobel Biocare.

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