

# McTech Dental Photography, Checklists, and Policies

## Our Communication Philosophy

In the Dental Lab field, the word “quality” seems to be overused and underdelivered. With so many labs laying claim to producing high quality products, it begs the question “what is a high-quality restoration”?

McTech Dental Lab defines high quality as striving for consistently perfect results, given imperfect and inconsistent circumstances. We operate upon the belief that communication is the intrinsic roadmap to quality.

**Photography** is a powerful tool to help overcome the problematic nature of restorative dentistry

### How we communicate

1. Rx, filled out in its relevant entirety
2. Notes & Drawings
3. Phone calls
4. Emails (not secure)
5. LabStar messaging (secure)
6. Impressions, face-bow, bite register, wax-ups, Temporaries, placement stints, scans
7. **Photos**

### Dental Portfolio/Clinical Photography:

- Keep in mind that using photos, if done incorrectly, can produce flaws. Understand that if you are sending pictures of shade tabs, this is for comparative uses only. Always give the technician your opinion about the shade.
- More pictures never hurt.
- If the tooth to be matched is a crown, make sure the technician knows this as well as what type of material the crown was made from.
- Use the same frame for every shot, best way is to manually focus the full smile in frame then never touch it after
- Clean the teeth (like flossing and brushing)
- Before every shot, eliminate debris and distractions
  - Saliva, surface sealants, and other forms of excess moisture, plaque, calculus, **blood**, food debris, makeup, glove powder, and/or lipstick on teeth
- Make sure the teeth don't dehydrate. The shade should always be determined before tooth preparation, as dehydration of the tooth makes accurate shade selection nearly impossible

## For portraits

### Equipment and settings used for these shots

- Camera - Canon EOS 77D
- Portrait lens – Cannon EF S18-55mm IS STM
- ISO 1600
- f/11
- 1/30 sec
- Grey Reference card, uniform black background

### Tips & SOP's

- Keep teeth hydrated
- AF point (point of focus) should be on the nose and framed in the center of the photo
- The before and after photograph background should be consistent. The use of a non-distracting, Uniform, neutral background (Black) is recommended
- Image should be taken directly in front of the patient. Avoid angulation problems that will affect the appearance of the incisal plane.

### Portrait: Frontal View / Full Smile & Mouth in Repose



- Ask for a big toothy smile, and both ears should be equally visible
- Also called “mouth in repose” this is the mouth at rest and open.

### Portrait: 45° Right & Left profile / Full Smile



- AF point (point of focus) should be on the canine

## **For Macro Shots**

### **Equipment and settings used for these shots**

- Flash – Yongnuo YN24EX Dual Flash
- Macro Lens: EF 100mm USM
- Camera - Canon EOS 77D
  - ISO 100 - 400
  - $\geq f/22$
  - $\geq 1/200\text{sec}$
- Grey Reference card, Retractor, Contrastor, & Mirror

### **Tips & SOP's**

- Keep teeth hydrated!
- When retractors are used, keep them out of the shot as best you can.
- When capturing the aesthetic zone, Bring front 6 into full frame. Make sure gums are visible but not the retractors. Use a black contrastor and the opposing teeth should not be visible.
- Make sure the black contrastor takes up the entire background.
- Show a *full* natural smile. Document the maximum number of teeth and gingiva the patient normally displays when laughing or broadly smiling.
- Do not compensate for a midline discrepancy.
- Image should be taken flush with the surface of the tooth to be matched. Avoid angulation problems that will affect the appearance of the incisal plane.

### **Mouth: Frontal View / Full Smile & Mouth in Repose**



### **Mouth: 45° Right & Left profile / Full Smile**





**Teeth: Maxillary and Mandibular Teeth / Maximal Intercuspal Position (MIP) & Mouth Open / Retracted View**



**Maxillary and/or Mandibular Anterior Teeth / Retracted View with Black Contrastor**



**Teeth: Maxillary and/or Mandibular Arch / Occlusal Retracted View with Mirror**



## Shade photos

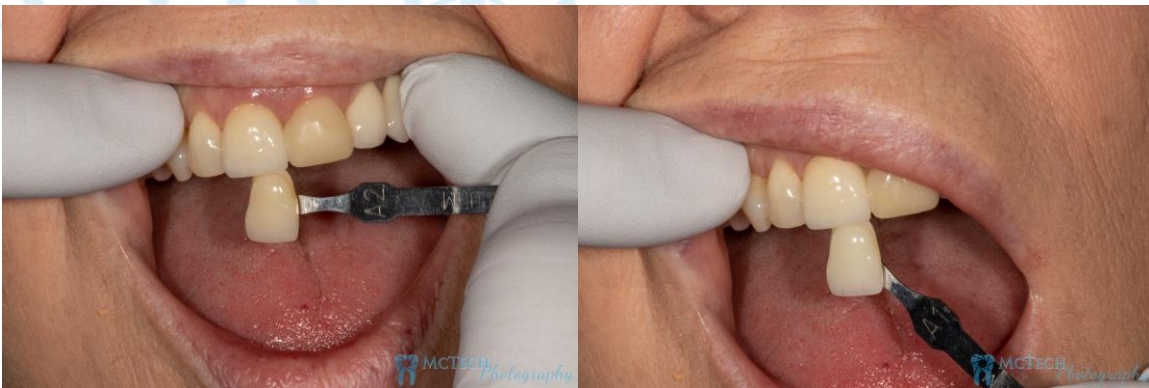
### Pre-op:

- Keep teeth hydrated
- Use the same equipment and setting as macro shots
- Take these after cleaning (brushing & Flossing) and with hydrated enamel. We want to match the natural tooth, not the plaque or dried out enamel.
- Before every shot, eliminate debris and distractions
  - Saliva, surface sealants, and other forms of excess moisture, plaque, calculus, **blood**, food debris, makeup, glove powder, and/or lipstick on teeth
- For every shade tab capture all three shots
- For all three shots, keep tab surface flush with the tooth surface of the tooth be matched
- For end to end shots, leave a small space between incisal edges
- Take shots strait on, avoid inferior or superior views
- Capture full mouth in frame with every shot
- Make sure tab label is visible

### Shade Shot 1: End to End



### Shade Shot 2: Seated Behind





Shade Shot 3: Adjacent



Post-op  
Stump Shade



Temporaries in Place



## What to include in what types of cases

### **All Cases**

- ✓ Bite Register (include even when using triple tray)
- ✓ For Bridges and multiple units, we can provide better results with fewer adjustments using a full arch impression.
- ✓ Whatever Pictures you find useful

### **Aesthetic Cases:**

- ✓ Bite Register
- ✓ Pre-op Model or impression
- ✓ For Implants, indicate type, size, and brand of each implant
- ✓ Detail the expressed goals of Dr. and Patient
- ✓ Pictures: Include portrait, smile, teeth, shade tab, and stump shade photos

### **Complex Aesthetic and Occlusal Rehab Cases: 6 Units or more**

- ✓ Full Arch Impression (NO triple trays)
- ✓ Stick Bite or Face bow (We prefer the Kois face bow system / Panadent)
- ✓ Bite Register
- ✓ Pre-op Model or impression
- ✓ For Implants, indicate type, size, and brand of each implant
- ✓ Detail the expressed goals of Dr. and Patient
- ✓ Pictures: Include portrait, smile, teeth, shade tab, and stump shade photos

### **Diagnostic Wax-ups & Temporaries**

- ✓ Full Arch Impression (NO triple trays)
- ✓ Stick Bite or Face bow (We prefer the Kois face bow system / Panadent)
- ✓ Bite Register
- ✓ Detail the expressed goals of Dr. and Patient
- ✓ Whatever pictures you find useful

### **Adjustments or Remakes**

- ✓ Photo of Crown in place *For adjustments that must be sent back, take a picture with the crown in place. (this is huge) If crown will not fit all the way down, that's ok, simply make this clear to the technician.*
- ✓ All items sent with original case

In addition, we would appreciate if you would send us a single picture of the final result, a big smile. Let the patient know that you are sending the pic to the guy/gal who made the crown. The patient may take it upon him or herself to send some appreciation to our technicians. These patient interactions are rare and can have a profound effect.

## Scheduling

McTech is absolutely determined to deliver the highest and most consistent quality of product and service. Our scheduling has much to do with our ability to give each case what it deserves. To facilitate this mission, McTech has two separate scheduling lines.

## Classic Line

The first is our Classic line with solid turnaround policy that works like this:

- Crown and Bridge cases are 10 days in the lab
- Implant cases are 15 days in the lab
- The days in lab do not include time for out of town shipping (2 days either way), local pick and delivery, weekends, or holidays.
- Please pre-book any cases needing to be rushed.

Keep in mind that cases with multiple units greatly benefit from more time for planning, problem solving, and creativity. As such, some of these cases may be referred to our other line of scheduling upon receipt.

The classic line is just how it sounds, the same schedule and quality our clients have come to know and rely on. Robert Sprenkle, "Rob", whom most of you have met over the last 23 years, or more recently at local study groups, will continue finishing these traditionally scheduled cases.

## Complex and Aesthetic Line

The other line is our Complex & Aesthetics Line and is reserved for our head technician and owner, Mark McKee. However, this work is put on "capacity scheduling". What this means is that Mark will be given a fixed workload and work exclusively on cases that involve above average attention and consultation with the doctor. This includes...

- ✓ cosmetic and occlusal rehabilitation
- ✓ cases with custom shades.
- ✓ Rehab Wax-ups
- ✓ Other Aesthetic work

Mark's work will be scheduled on a case by case basis each day, and any additional work will be scheduled back.

Of course, we understand that there will always be exceptional cases and we will be happy to accommodate the needs of the patient. Please make these requested accommodations to our policy the exception, not the rule.

*"Don't mistake my kindness for weakness" – Al Capone*

## Local Pickups & Delivery

McTech will conduct its local pickup and deliveries twice a day. The morning run will take place every morning after 8. The afternoon run will be conducted after 2. Any requests sent after 3 will be picked up the following morning so please schedule accordingly.

## Out of Town?

McTech uses UPS through an affiliate called World Wide Express (WWEX). For any doctors using McTech from outside Billings, shipping will be paid for both to and



from your practice. However, an additional 2 days to us and 2 days back to you must be applied to the scheduling.

### **Custom Shades**

If a patient needs a custom shade, the most ideal time to take that shade is before the procedure. Whenever this is possible, please have the patient or your office contact us to set up an appointment before prepping for crown(s). If the custom shade must be taken after prepping procedures, please make an appointment no sooner than three hours after the prepping appointment.

If a patient is whitening or even considering it, please complete the whitening first. After completion, please allow two days for a possible slight rebound of the previous shade. It is important that the whitening be done first because if we “make the crown a little lighter” we are essentially guessing at the final shade and often we are “a little off” as a result.

### **Submitting a Case**

#### **New Doctors:**

Please download, complete and submit this form either by email or send with your first case. This will include inputting any preferences, which we have found very useful. Compatibility is important so to get our relationship off to the best start, download and complete our new doctor form [here](#).

#### **Rx Forms**

You can download a copy of our Rx [here](#). Please fill out all relevant fields as thoroughly as possible, paying special attention to the area mark Record of Sanitation.

#### **LabStar**

The client portal provided for you by McTech Dental Lab is an updated and secure way for your practice to communicate via messaging, send pictures, scan data, view patient profiles, view policies and prices, along with many other valuable features. This platform is completely yours and guarantees HIPPA compliance and improves record keeping. The overall purpose of this updated system is to improve the partnership between your practice and McTech, and thus, help you better accomplish your primary goal of better treatment for your patients. Please call or submit a new Dr. form so we can start your profile. It will take us about 10 minutes to set you up. You can then call to get an over the phone walkthrough, ask for Ryan, or you can simply download Ryan's walkthrough [here](#).

#### **Shipping**

McTech Dental Lab has partnered with UPS through an affiliate called World Wide Express to provide you with free shipping. If you require shipping of cases, your

practice will have their own vendor profile constructed and user name and password assigned. A link to the login page can be found at the bottom of your client portal. You can print off our pre-paid shipping labels by following the instructions [here](#). McTech can provide you with any additional assistance like locating the nearest UPS drobox.

### Rushes

There are three rush options and respective rates available.

- 1 Day Rush - 100%
- 2 Day Rush – 50%
- 3 Day Rush – 25%

### Remake Policy

When it comes to our remake policy, the assessment of fees or lack thereof are handled on a case by case basis. We ask that you include with any remake or adjustment all materials and information sent with the original case. We also ask for photos of crown in place *(this is huge) If crown will not fit all the way down, that's ok, simply do your best and make this clear to the technician.* If we made a mistake please help us by providing what we need to learn where we can improve.

### Payment Policy

30 Days from statement date.

## McTech Sanitation Policy

Below is our new sanitation policy that provides a few of the CDC guidelines and explains how we will help you with case sanitation and the changes we've made to deliver a more sanitized crown to you. Click [here](#) to view, download, and print out our sanitation policy so you may post it in a visible area for your staff to see.

**McTech Dental Lab has changed our Rx to include a section to be marked for materials included with each case as well as the sanitation method used for each material. We have created this record of sanitation based on the recommendations stated in the CDC MMWR Guidelines for Infection Control in Dental Health-Care Settings — 2003. We will scan and attach this document to patient records that McTech and the client practice can access at any time.**

**Please note that not performing any kind of disinfection prior to sending it to us is not a selectable option.**

**As stated in CDC MMWR Guidelines for Infection Control in Dental Health-Care Settings — 2003, sanitation should take place “as soon as possible after removal from the patient’s mouth before drying of blood**

**or other bioburden can occur". For this reason, we are asking that your practice provide sanitation measures.**

**McTech will make appropriate sanitary bags available for each case, as a courtesy for the submission of your case to McTech Dental Lab. Please let us know when you require these materials. This does not constitute an endorsement to send any items to us not disinfected.**

**All items must be put into the provided bags. All paper documents such as the paper Rx must be uncontaminated and placed in the outside document pouch.**

**Please do not send any materials in your case pan.**

**In turn, we are sanitizing each completed restoration before sending it to your practice using 70% Isopropyl Alcohol allowed to fully dry, placed in a tamper evident bag, and labeled for our client practices records as stated in CDC MMWR Guidelines for Infection Control in Dental Health-Care Settings — 2003.**

**McTech Dental Lab does not assume the manufacturers recommendations for sanitation methods used, nor will we supersede them. As such, it is the responsibility of the practice to understand the effects of the disinfection method used on their specific materials. The best way to find this information is to contact the manufacturer.**

**McTech Dental Lab reserves the right to returned a case for proper sanitization and documentation.**

**Everyone here at McTech appreciates your help to keep ours and your staff safe.**