



SERVICES
PROCEDURES
MATERIALS
POLICIES
FEES

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FAIRVIEW HEIGHTS, IL 62208
(618) 397-7775 • (800) 843-8426
WWW.MASTERSTOUCHLAB.COM

UNSURPASSED CONSISTENT QUALITY
DEPENDABLE SERVICE
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CERAMICS
CROWN & BRIDGE
COMPLETE DENTURES
PARTIAL DENTURES
PRECISION ATTACHED PROSTHETICS

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INTRODUCTION

The purpose of this manual is to serve as reference literature for our clients. It also provides information to dentists who might consider utilizing the services offered by Master's Touch Laboratories, Inc.

The services, procedures, materials, and policies detailed in this manual are by no means carved in granite. We are willing to tailor our services to best meet your specific needs.

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TURN-AROUND TIME SCHEDULE

CERAMICS

Typical Cases	7 Days
Fixed Framework for Try-In	4 Days
All Porcelain Cases	12 Days
Implant and Precision Attached Prosthetics	Phone to Schedule

CROWN AND BRIDGE

Full Cast Units	4 Days
Acrylic Bonded to Metal	7 Days
Acrylic Temporaries	4 Days
Diagnostic Wax-Up	4 Days
Direct Casting	2 Days

REMOVABLE PROSTHETICS

Custom Tray	2 Days
Occlusal Rim	2 Days
Complete or Partial Denture Wax Setup for Try-In	6 Days
Complete Denture Wax Setup, Process, and Finish	7 Days
Partial Denture Cast Framework	12 Days
Partial Denture Framework and Setup for Try-In	13 Days
Partial Denture Framework, Setup, Process, and Finish	15 Days
Complete or Partial Denture Process and Finish	3 Days
Repairs	1 Day
Relines	1 Day
Same Day and Overnight Relines	By Appointment

This schedule refers to working days, which do not include Saturdays, Sundays, holidays, or the day of pick-up or delivery.

We will schedule and process your work as quickly as possible, but never at the expense of quality. We sometimes require more time during periods of peak production or when we have technicians away on vacation. When short turn-around time is critical on a case, phone us when you are scheduling your preparation appointment so we can schedule the laboratory procedures.

Please make us aware of your emergencies and special needs. We will make every effort to accommodate you.

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STANDARD PROCEDURES FOR FIXED PROSTHETICS

These pages detail the standard procedures followed by Master's Touch Laboratories, Inc. for typical fixed prosthetics cases. (Your standing orders or special instructions on a work order take priority.)

IMPRESSIONS

Die-Keen is used to pour impressions received by the laboratory. Stone is vacuum mixed to exact water/powder ratios to insure consistent hardness and expansion. A second pour-up of all fixed prosthetics impressions is made and delivered untrimmed as a prover die.

Impressions for crowns to fit an existing partial denture should be full arch and taken with the partial in place. Please allow our technicians to pour the impression.

MODEL WORK

Full arch working models are set up using Sterngold's Accu-Drill precision parallel dowel pin system. Each die has a minimum of two parallel pins to insure accurate occlusal and proximal contacts. Triple-Tray type impressions are set up using the Die-Maker, Accutrac, or Metamorphosis system.

ARTICULATION

Most cases are mounted using acrylic crown & bridge articulators. This is our articulator of choice because it has superior freedom of movement. When this articulator is used in conjunction with full arch working and opposing models it allows our technicians to fabricate a superior fitting restoration that is free from excursive interferences and symmetrical with existing dentition. Most cases are delivered mounted.

SECTIONING

Dies that are used in the fabrication of bridges or splinted units are not sectioned between abutments. This minimizes warping and insures proper fit.

DIE TRIMMING

Margins are trimmed, marked, and any undercuts are blocked out. Die hardener and cement spacer is applied to insure full seating and correct marginal fit. The number of layers of spacer is custom tailored to your materials and techniques.

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FIXED FRAMEWORK DESIGN

Single and bridge unit frameworks are usually designed with very low metal linguals. This design is aesthetically pleasing to the patient because little or no metal shows. Frame design that shows no metal is available on request.

Multi-unit restorations of five or more units are recommended for framework try in. If they are not tried in they are not guaranteed.

PONTIC DESIGN

Modified ridge lap pontic design is usually used. The pontic contacts the tissue from the crest of the ridge to the buccal-gingival pontic tip. Tissue contact areas on the stone dies are lightly relieved.

CASTINGS

Small cases are cast using the conventional centrifugal method. Long span bridges are cast using the Rousseau Casting System. This allows our technicians to consistently fabricate smooth, dense castings that have unsurpassed marginal fit. No other system can produce better fitting frameworks.

CERAMICS

Porcelain is built using advanced layering techniques. Nine powder restorations are standard. Pits and fissures in posterior units are lightly stained to give a natural appearance.

Special art work (Tattooths) are available on request.

If a selected shade is other than Vita Lumin Classical, Vitapan 3D-Master, or Dentsply Trubyte Bioform, send the shade tab to insure an accurate match. The Vita Lumin Classical shade guide is preferred.

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STANDARD PROCEDURES FOR REMOVABLE PROSTHETICS

These pages detail the standard procedures followed by Master's Touch Laboratories, Inc. for removable prosthetics cases. (Your standing orders or special instructions on a work order take priority.)

Removable prosthetics service is offered exclusively to dentists who are also established fixed prosthetics clients. No exceptions.

CUSTOM TRAYS

Custom trays are fabricated using Dentsply's Triad VLC Acrylic. They are perforated and a handle is added for convenience.

OCCLUSAL RIMS

Base plates are fabricated using Dentsply's Triad VLC Acrylic. Wax rims are applied to normal contour and height (maxillary 22 mm, mandibular 18mm).

PARTIAL DENTURE FRAMEWORKS

To provide you with our best work, we request that you send us full arch working and opposing models and a bite registration to allow us to articulate the case prior to framework fabrication.

COMPLETE AND PARTIAL DENTURE WAX SETUPS

The dentist should select the mould and shade. The dentist should also mark the midline on the wax rim and the model. Teeth are arranged to ideal occlusion and appearance determined by the contour and position of the wax rim. Facial surfaces are festooned. The palatal surface of complete dentures is made smooth. We recommend that all wax setups be tried in. Setups that are not tried in are not guaranteed.

Re-arrangements of complete and partial denture wax set ups are assessed an appropriate fee according to how much time is required to make your prescribed changes.

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PROCESSING

Maxillary models are postdammed. Special Fibered #1 HI-I is used to allow our technicians to create patient-pleasing dentures with balanced translucency, tissue coloration blending, simulated natural veining, and fully detailed anatomy. Identification labels are placed when possible, as required by law.

FINISHING

Every new case is re-articulated and adjusted for proper occlusal relationships. Complete and partial dentures are polished to a natural appearance.

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STANDARD PROCEDURES FOR IMPLANT AND PRECISION ATTACHED PROSTHETICS

These pages detail the standard procedures recommended by Master's Touch Laboratories, Inc. for implant and precision attached prosthetics cases.

Because of the challenges of implant and precision attached prosthetics, we offer this service exclusively to established clients.

The technicians at Master's Touch Laboratories, Inc. are proud to accept the challenges of implant and precision attached prosthetics. This specialty is one of the most demanding and rewarding areas of dentistry. Communication between the dentist and technician is essential to insure satisfactory results. Our technicians are willing and able to provide assistance from treatment planning and case presentation to placement, patient education, and routine maintenance.

TREATMENT PLANNING

Send full arch upper and lower diagnostic models with a bite registration. The case will be designed, components selected, and a fee estimate can be made.

SCHEDULING

After case presentation and acceptance by the patient, call the laboratory. At this time, the case should be scheduled to allow ample time for fabrication and to avoid scheduling conflicts with the dentist, patient, or technician.

Implant & Precision attached prosthetics cases can require four weeks or longer from the tooth preparation appointment to final placement. Additional time should be allowed for follow-up adjustment appointments.

PRELIMINARY LABORATORY WORK

When anterior or multi-unit fixed restorations are involved we recommend laboratory fabricated temporaries. They provide high strength splinting to minimize tooth movement and also provide an aesthetically-pleasing appearance.

A custom bite registration appliance is fabricated if needed.

The preliminary laboratory work can be fabricated on the full arch upper and lower diagnostic models used during the treatment planning step.

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TOOTH PREPARATION, BITE REGISTRATION, AND IMPRESSIONS

The teeth are prepared in the usual manner. When intra-coronal attachments are used the abutment teeth are modified to allow room for attachment placement.

Bite registration is taken.

Full arch working and opposing models are necessary. It is important that there is one master working model that has clear preparations, margins, borders, and edentulous areas. Transfer model techniques are not recommended and are not guaranteed.

FIXED FRAMEWORK TRY-IN

The porcelain substructure is fabricated (allow four working day). It is delivered for try-in. Fixed framework try-in is always recommended.

FINISHED CERAMICS AND PARTIAL DENTURE WAX TRY-IN

After the ceramics work has been completed a partial denture framework is fabricated and the partial denture is set up in wax (allow fifteen working days). The case is delivered for try-in. The fixed bridge is not cemented at the appointment.

PARTIAL DENTURE PROCESSING AND FINISHING

The partial denture is processed and finished in the usual manner. Precision attachments are placed into acrylic as required (allow four working days). The completed case is then delivered for placement.

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DENTAL MATERIALS

The following dental materials are routinely used in the fabrication of restorations.
 If a different material is preferred please consult with the laboratory during treatment planning.
 We may substitute with a material having similar composition and handling characteristics.

PORCELAINS

Creation Classic	(Willi Geller)
Make Up Stains	(Willi Geller)
Creation Pressable	(Willi Geller)
POC 3G	(Pentron)
In Sync ZI Zirconia	(Willi Geller)

If a selected shade is other than Vita Lumin Classical, Vitapan3D-Master, or Dentsply Trubyte Bioform, send the shade tab to insure an accurate match. The Vita Lumin Classical shade guide is preferred.

ALLOYS

Alloys for Porcelain Fused to Metal

High Noble	Argen	Platinum Color, 40% Au, 39.4% Pd, 10% Ag, 8.8% In, 1.4% Ga, <1% Sn
	Argedent Euro	260 VHN, 15% Elongation
	Argen	Rich Gold Color, 99.7% Au, <1% Zn, <1% In
	Goldtech Bio 2000	35 VHN, 50% Elongation
Noble	Argen	Platinum Color, 60.55% Pd, 28.1% Ag, 6.6% In, 2.5% Sn, 2.1% Ga
	Argelite 61	275 VHN, 15% Elongation
Base	Jeneric/Pentron	Platinum Color, 74-78% Ni, 12-14% Cr, 4-6% Mo, 1.8% Be
	Rexillium III	360 VHN, 15% Elongation

Alloys for Crown and Bridge

High Noble	Argen	Rich Gold Color, 74.5% Au, 11% Ag, 10.45% Cu, 3.5% Pd, <1% Zn
	Argenco 75 (Type III)	121 VHN, 39% Elongation
Noble	Argen	Gold Color, 50% Au, 32.5% Ag, 11.45% Cu, 5% Pd, 1% Zn
	Argenco 50 (Type III)	150 VHN, 38% Elongation
	Argen Argenco Y+ (Type III)	Gold Color, 34.9% Pd, 30% Ag, 30% In, 3% Zn, 2% Au 180 VHN, 5% Elongation
Base	Jeneric/Pentron	Platinum Color, 74-78% Ni, 12-14% Cr, 4-6% Mo, 1.8% Be
	Rexillium III	360 VHN, 15% Elongation

Alloys for Partial Denture Framework

Base	Dentsply	63.4% Co, 29% Cr, 5.2% Mo (no Nickel, no Beryllium)
	Vitallium 2000 Plus	395 VHN, 10% Elongation

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CROWN AND BRIDGE RESINS

Custom Denture Teeth	Justi Namilon* (Conventional large particle resin)
Processed Temporaries	Lang Jet Acrylic* DVA C&B Resin Plus*

* Denotes limitations regarding shade achievement. They are contraindicated for cases with very high expectation of shade, but they are superb for multi-unit restorations.

DENTURE ACRYLICS

Fricke International Special Fibered #1 Hi-Impact Austenel Myerson Perma Soft
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DENTURE TEETH

Dentsply Trubyte Bioform IPN Anteriors
Dentsply Trubyte Bioform IPN Anatoline Posteriors
Dentsply Trubyte Classic Plastic Anteriors and Posteriors (Old repair cases only)

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GUARANTEE AND REMAKE POLICY

The restorations and appliances offered by Master's Touch Laboratories, Inc. are fabricated using the finest materials, equipment, and craftsmanship available. We assure you of unsurpassed consistent quality. We do realize however, that not every case goes as planned. Occasionally, a case must be remade.

We believe that a written guarantee and remake policy is helpful in earning your confidence.

As a result of our high success rate, we guarantee your satisfaction on every case, provided our recommended procedures are followed.

If you are not satisfied with a case, we will repair or remake it at no charge.* To have a case remade at no charge, the original restorations, working models, and a copy of the work order and invoice must be returned to us with the new models/impressions within four months of the invoice date. **If a case needs to be remade that we invoiced more than four months ago and you will not be charging the patient, advise us and we will remake the case at our cost.**

*If we are instructed to remake a case on preparations that have been altered (as in the case of gingival recession, etc.), or if a different shade is selected, we will consider it a new case and assess the appropriate fee.

*We will assess a nominal fee to change a shade to one other than originally instructed (i.e.: from 96 to 69, or from C-2 to B-1). There is no charge, however, to match the shade tab you originally specified. (i.e.: You specified A-4 but our crown is too light. We will change the shade to match A-4 for no charge.)

*Re-arrangements of complete and partial denture wax set ups are assessed an appropriate fee according to how much time is required to make your prescribed changes.

*The delicate and technique-sensitive nature of all porcelain, laminates, inlays, and onlays necessitates a remake fee of 50%.

*When using the transfer die technique, margin fit is guaranteed only when the transfer dies and the working model dies are made from the same impression.

*Chewing or biting habits that are destructive to natural teeth are also destructive to artificial teeth. We are not financially responsible for restoration failure resulting from bruxing, clenching, chewing ice, tearing packages open with teeth, etc.

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FEE SCHEDULE

CERAMICS

Full Contour Zirconia Crown	\$ 150.00	
Layered Zirconia Crown	\$ 198.50	
Porcelain Bonded to High Noble	\$ 146.50	*
Porcelain Bonded to Noble	\$ 146.50	*
Porcelain Bonded to Base	\$ 151.50	
Maryland Bridge (High Noble or Noble)	\$ 289.25	* up
Maryland Bridge (Base)	\$ 298.25	up
Porcelain Laminate	\$ 198.50	
All Porcelain Crown (Pressable Ceramic)	\$ 198.50	
Shade Selection by a Technician	\$ 20.25	up

CROWN AND BRIDGE

Full Cast High Noble	\$ 98.75	*
Full Cast Noble	\$ 98.75	*
Full Cast Base	\$ 120.50	
Acrylic Provisionals – First Unit	\$ 88.00	
Acrylic Provisionals – Each Additional Unit	\$ 33.50	
Acrylic Provisional Unit Waxed on a Prepared Tooth	\$ 27.75	

IMPLANTS AND PRECISION ATTACHED PROSTHETICS

Fixed Unit Involving a Precision Attachment	\$ 36.00	
Fixed Unit Involving an Implant	\$ 215.00	up
Precision Attached Partial Denture Wax Setup	\$ 34.50	@
Soft Tissue Model	\$ 35.00	

Detailed implant and precision attachment information is available.

Please phone for consultation, fee estimates, or scheduling.

- * Denotes an Additional Fee for Metal
- + Denotes an Additional Fee for Denture Teeth
- @ Denotes an Additional Fee per Unit, Plus Denture Teeth

Terms: Net 10th of month. Unpaid balances will be subject to a monthly rebilling fee of \$5.00, late charges, and finance charges of 2% per month (24% annually). All costs incurred to collect unpaid balances will be the responsibility of the dentist, including collection fees, attorney's fees, court costs, filing fees, and all other costs allowed by law.

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SPECIAL SERVICES

Pour Impression	\$ 5.75	
First Working Model (Dowel Pins, Die Lok, etc.)	N/C	
Additional Working Model (Dowel Pins, Die Lok, etc.)	\$ 10.00	
First Articulation on a Standard Articulator	N/C	
Additional Articulation on a Standard Articulator	\$ 10.00	
Articulate on a Special Articulator (Hanau, Denar, etc.)	\$ 28.25	
Fabricate a Unit Using a Special Articulator	\$ 12.00	
Fabricate a Unit Using a Transfer Die	\$ 12.00	
Rest and Contour for a Planned Partial	\$ 13.50	
Full Cast Unit Fabricated with Rest and Contour for an Existing Partial Denture	\$ 44.25	
Ceramic Unit Fabricated with Rest and Contour for an Existing Partial Denture	\$ 52.25	
Diagnostic Wax-Up – First Unit	\$ 29.00	
Diagnostic Wax-Up – Each Additional Unit	\$ 15.50	
Direct Casting	\$ 26.25	*
Crown with an Endodontic Post	\$ 17.00	
Semi-Precious Stress Breaker	\$ 86.25	
Multi-Unit Restoration (Fifth and Each Additional Unit)	\$ 26.00	
Splint Joint Connector	\$ 20.00	
Solder Joint Connector	\$ 50.00	*
Re-Etch and Re-Polish Maryland Bridge	\$ 43.00	
Ceramo-Metal Crown with a Porcelain Butt Margin	\$ 29.00	
Ceramo-Metal Abutment with a Porcelain Butt Margin	\$ 37.50	
Custom Shade Blend	\$ 15.00	up
Custom Stain	\$ 15.00	up
Custom Shade Characterization or Adjustment Hourly Rate	\$ 75.00	
Re-Glaze a Unit	\$ 15.00	
Re-Polish a Unit	\$ 15.00	

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REMOVABLE PROSTHETICS

Complete Setup over Bar	\$ 288.50 +
Complete Denture Wax Setup	\$ 127.50 +
Conventional Partial Denture Wax Setup – First Unit	\$ 90.00 +
Conventional Partial Denture Wax Setup – Additional	\$ 7.50 + @
Precision Attached Partial Denture Wax Setup	\$ 38.35 + @
Wax Setup on Special Articulator (Hanau, Denar, etc.)	\$ 3.50 @
Immediate Wax Setup to Match Pre-Op Arrangement	\$ 5.50 @
Custom Waxed Denture Tooth	\$ 29.50
Process and Finish over Bar	\$ 305.00
Complete Denture Process and Finish	\$ 175.50
Partial Denture Process and Finish	\$ 175.00
Identify	\$ 15.00
Process and Finish Custom Waxed Tooth	\$ 28.00 @
Partial Denture Vitallium Framework	\$ 220.00 up
Stainless Steel Wire Clasp	\$ 22.00
Convention Complete or Partial Denture Reline	\$ 225.00
Precision Attached Partial or Overdenture Reline	\$ 275.00
Complete or Partial Denture Soft Reline	\$ 275.00
Soft Liner on New Process and Finish	\$ 125.00
Temporary “Flipper” Partial – First Tooth	\$ 139.00 +
Temporary “Flipper” Partial – Additional	\$ 25.00 + up
Repair	\$ 110.00 up
Bleaching Tray	\$ 36.00
Custom Tray	\$ 35.00
Occlusal Rim	\$ 35.00
Stabilized Baseplate and Occlusal Rim over Bar	\$ 60.50
Hard Night Guard (Wax Setup, Process and Finish)	\$ 233.00
Hard Night Guard (Vacuum Formed)	\$ 102.50
Soft Night Guard (Vacuum Formed)	\$ 102.50

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