

## Submitting A Digital Case

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### Step1: Complete Intraoral Scan

Make sure to consider **why** you're scanning each patient before you begin scanning.

- Taking a moment to do this will help make sure you capture accurate and relevant anatomy. For example, if you re scanning a patient to send to Specialty Appliances for the fabrication of an upper fixed retainer, you will want to make sure to scan the lower arch in addition to the upper so the patient s occlusion can be evaluated during fabrication.

Evaluate each scan before releasing your patient.

- Once you have completed the scan, a quick review of the scan prior to releasing the patient will help ensure the success of the appliance being requested. When reviewing the scans, you are looking for any inaccuracies or distortions that may be present. If there are any distortions detected that may be detrimental to the fabrication of the appliance, we highly recommend re-scanning the patient.

Distortion Detection & Relevance:

- Knowing how specific distortions occur is often very helpful in preventing them. For additional information about the different types of distortions and specific anatomy that **must** be accurate depending upon the requested appliance, [click here](#).
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## Step 2: Complete Digital Rx

Click [here](#) for a complete list of our digital prescription sheets.

- This page also contains our instructional Rxs which detail the important information that we will need depending on the specific appliance being requested.

Save a blank template Rx to your computer. For each new patient, you will open and complete the information required on the template Rx. Make sure to clearly indicate all pertinent information including:

- Patient's Name
- Address that appliance is to be shipped to
- Due Date
- If any physical items are being sent through the mail
- Digital Doctor Signature

Once the information is completed, select the "SAVE AS" option, change the name of the file to reflect the patient's name and save it on your computer!

- Note: Using the "SAVE AS" option (rather than the "SAVE") will save your new/completed prescription sheet and keep your template blank for the next patient.

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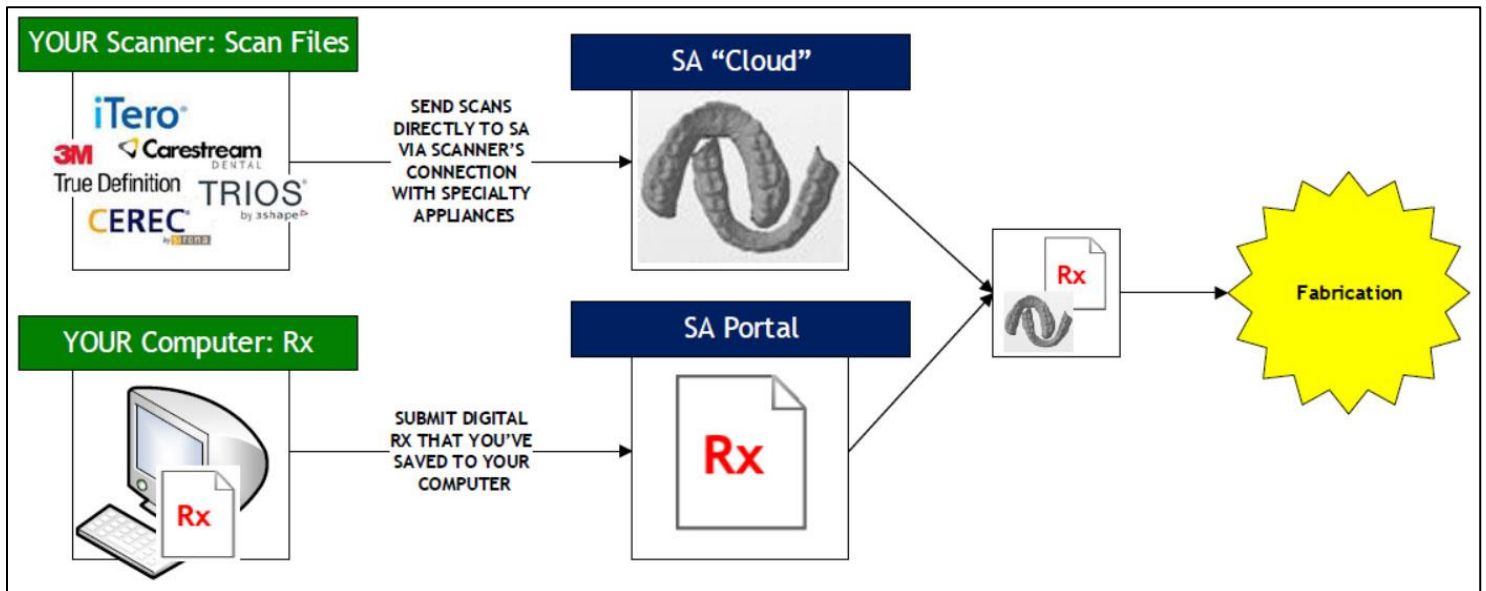
## Step 3: Send or Export Scans

There are two ways to get your patient's scans to Specialty Appliances:

### **Sending Scans Direct**

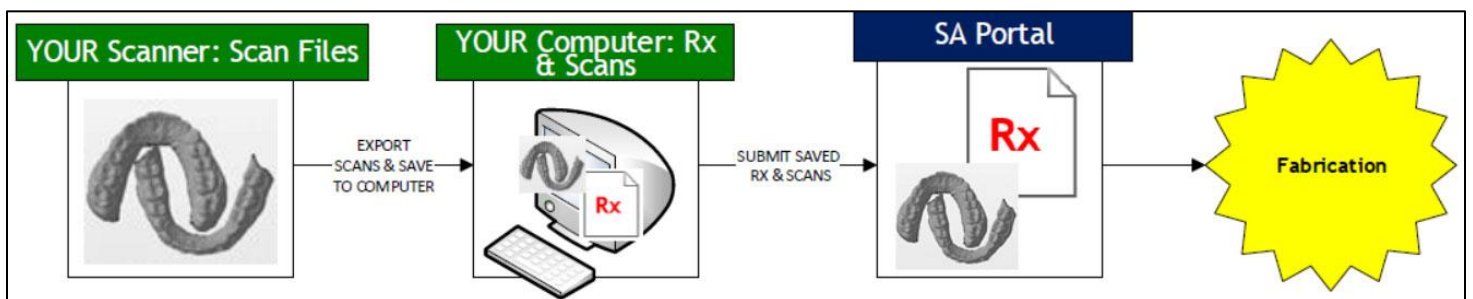
- Most scanners on the market allow their users to send scans to the lab directly through the scanner itself. With this option, once you have taken a scan you will be able to select Specialty Appliances as your lab associated with that particular scan and we will be able to export the scan(s)!
  - Important Note: Only once Specialty Appliances receives your prescription sheet, will we search for and download your scans (if you have selected this "Send Direct" option). So, it's very important to remember that a prescription sheet **MUST BE** sent to us in addition to sending the scan(s).
- This option requires a connection be established between your scanner and our lab. This is very simple and after you have established this connection once, you don't have to do it

again! Select your specific scanner from the list below for detailed instructions on establishing your scanner's connection with our lab.



## Exporting Scans

- The other option for sending scans to Specialty Appliances is to export your scans from the scanner, save them to your computer as digital files, and in addition to your digital prescription sheet, upload those files to us using our online case submission portal.
- The process of exporting scans is quick and easy but varies from one scanner to the next. Select your scanner from the list below for detailed instructions on how to export scans from your specific scanner.



## Step 4: Submit your Files

The file-submission step depends on how you've chosen to send the specific scans for that patient:

- **Sent Scans Direct:** If you've elected to send your scans directly through your scanner, the only file left to be submitted is your completed digital prescription sheet. Simply log in to your portal account and submit your digital prescription sheet file.
- **Exported Scans & Sending via Portal:** When scans are exported and saved as digital files to your computer, the next step is to submit BOTH the digital prescription sheet and your STL scan files. Simply log in to your portal account and submit your digital prescription and scan files.

For video and printable instructions about using the portal to submit files, see the links below. To log in to the portal, "Portal Login" above!

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## What to Send By Appliance

- [Herbst®, MARA, Xbow®](#)
- [Expansion/Distalization & Metals](#)
- [Removable Retainers](#)
- [Functionals](#)
- [Splints](#)
- [Indirect Bonding](#)
- [Fixed Retainers](#)
- [Clear Image® Aligners](#)
- [Positioner](#)

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## Additional Information

Confirmation E-mail:

- When submitting files, we require that an e-mail address be provided so we can let you know that we've received your files. Within 24 hours of your submission, an e-mail will be sent to that specific address, so make sure the e-mail address provided belongs to someone who can make sure that a confirmation e-mail is received for each submission.



## Sending Physical Items for a Digital Case:

- There are scenarios in which a case can be a hybrid between a digital and a traditional case. In other words, if a case is "digital" in that you've sent digital scans, but also "physical" in that physical items such as brackets, bands, wax bites, etc. are being sent for use during fabrication, your case is a "hybrid" case. Once we receive your digital files, print your models while we wait for your physical items to arrive in the mail at which time we will join the two and begin fabrication.
- In order to ensure that your digital and physical items are joined as quickly as possible, please make sure to do the following:
  1. Before submitting your digital prescription sheet, please clearly indicate that you will be sending "bands," "brackets," "wax bites," etc. and that they will be arriving in the mail. The following is an example at the bottom of the prescription sheet is a sufficient note of this kind: **"Brackets being sent via mail."**
  2. When packaging your physical items, print a physical copy of the prescription sheet that has been submitted and include it with your items. Make sure to effectively secure all physical items within a bag or padded envelope.

## Prefer to fax your prescription sheets?

- As facsimile is becoming less reliable than it's been in the past, we do discourage this method; however, we know that faxing is still some of our customer's preference. If you prefer to submit your prescription sheets via fax, please make sure to utilize this important tip:
  - At the end of each week, please contact our customer support team with a list of all patients that your office has submitted a faxed prescription sheet for. A Specialty Appliances representative will confirm the status of those cases. This helps to compensate for the declining reliability of faxing.