

Submitting a Stone Model/Impression Case

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Step 1: Complete & Review Stone Model/Impression

Make sure to consider *why* you're taking an impression before beginning each time.

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

Evaluate each impression before releasing your patient.

- Once you've taken your impressions, a quick evaluation prior to releasing the patient will help ensure the success of the appliance being requested. While some types of distortions can be difficult to identify before the impression is poured in stone material, others can be relatively obvious. If there are any distortions detected that may be detrimental to the fabrication of the appliance, please contact our customer support department. We are happy to review photos of these stone model distortions and discuss a plan of action with you.

Distortion Detection & Relevance:

- Knowing how specific distortions occur is 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 Rx

There are two ways that you can obtain a physical Specialty Appliances prescription sheet:

- **Printable:** Visit our website to access all of our digital prescription sheets. Luckily, all of these "digital" prescription sheets can be printed for handwritten completion. To view and print any prescription sheet, click [here](#).
 - Our website also contains "Instructional Rxs" which detail the important information that we will need depending on the specific appliance being requested.
- **Carbon Copy:** Carbon copy versions of all prescription sheets are available upon request. To have specific carbon copy prescription sheets sent to your office, click here to complete a supply request.
 - Please take a moment to visit our website and review our "Instructional Rxs" which detail the important information that we will need depending on the specific appliance being requested.

Step 3: Package Models or Impressions

Use the instructions below to properly package your items based on what's being sent to us:

Standard Alginate Impressions:

1. Disinfect the impressions, wrap each impression in a wet paper towel and place in a sealable plastic bag. Add 2 tablespoons of water to each plastic bag containing an impression.
2. Identify the impressions by writing the patient and doctor names on the outside of the bag using a permanent marker.
3. Place the bag in a separate, sealable bag before sending to lab.
 - This double-bagging process ensures the alginate material maintains its maximum accuracy.
4. Disinfect all other items and place in a separate plastic bag.
 - Identify the items by writing the patient and doctor names on the plastic bag with permanent marker.
 - Do not include the Rx sheet in the bag with impressions or other disinfected items.
5. Fold the Rx sheet and place in the shipping box.





Algimax®/Kromopan® 100 Impressions:

1. Disinfect the impressions and place in a plastic bag.
2. Identify the impressions by writing the patient and doctor names on the outside of the bag using a permanent marker.
3. Disinfect all other items and place in a separate plastic bag.
 - Identify the items by writing the patient and doctor names on the plastic bag with permanent marker.
 - Do not include the Rx sheet in the bag with impressions or other disinfected items.
4. Fold the Rx sheet and place in the shipping box.

Plaster/Stone Models:

1. Disinfect the models.
2. Identify models by writing the patient and doctor names on the bottom of each model with a permanent marker.
3. Wrap each model in bubble wrap to prevent damage during shipping. Make sure all surfaces of the model are protected by at least 2 layers of bubble wrap.
 - Secure bubble wrap around models using a rubber band. Please DO NOT wrap models together.
4. Disinfect all other items and place in a separate plastic bag.
 - Identify the items by writing the patient and doctor names on the plastic bag with permanent marker.
 - Do not include the Rx sheet in the bag with impressions or other disinfected items.
5. Fold the Rx sheet and place in the shipping box.
 - Note: We recommend using a hospital grade disinfectant such as CaviCide™.

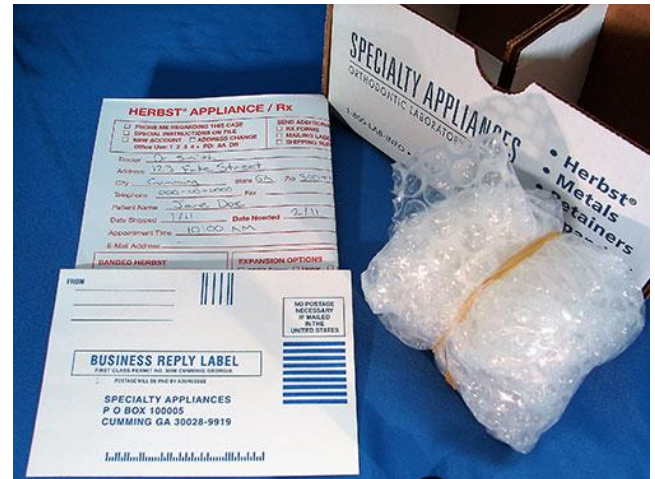
Step 4: Ship Package

Prepaid USPS Mailing Labels: Specialty Appliances supplies postage paid U.S. Postal Service First Class mailing labels for our customers' convenience. Simply print as many of these mailing labels as you may need and affix the label securely to the box so it does not come off during transit.



Other Carriers: We know that some of our customers have existing accounts with other mail carriers. If you use your own account, you will be charged a reduced shipping charge since we're only returning the case to you. If you would prefer to use another carrier, feel free to do so; however, please make sure to use our street address (below) rather than the address on our prepaid mailing label:

Specialty Appliances
4905 Hammond Industrial Drive
Cumming, GA 30041



What to Send by Appliance

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

Additional Information

Shipping & Handling Costs: We try to minimize your shipping charges by underwriting a portion of the costs. Our shipping charges are based on the number of cases we receive in one shipment and on whether or not you use the prepaid mailing labels we provide to you. Lower charges apply when we receive more than one case in a box. We offer different size boxes depending on the number of cases you normally ship to us. To request boxes, please call Customer Service at 1-800-LAB INFO (1-800-522-4636) or click here and complete the supply request form. Please remember that your shipping charges are minimized when you ship multiple cases in one box.

Communication: If at any point during this process we decide that we need additional clarification or information about a case, we will use the information on the prescription sheet to contact you for review. This is why it is very important that the contact number and email address provided on the Rx is accurate.



Cases on Hold & Case Status Information: If we're unable to get our question or concerns resolved from our initial contact with your office, your case will be placed "on hold." We will make additional attempts to contact you about your cases including daily emails listing any cases of yours that are on hold. If you'd like to change the address that these emails go to, please contact our customer service department!

Customer Portal: Additionally, the [Customer Portal](#) is a convenient tool that can be used to do many things such as viewing statements, bill payment, and checking case status! For video and printable instructions about using the portal, see the links below!