



The
ultimate
in service
since 1982



Valerie Penrod

Co-Owner of
Creative Arts Dental Lab

Family: Valerie has been married to Bob for 38 years. They have two married daughters, a 9 month old grandson in Orangevale, and a 4 month old granddaughter in Eureka.

Favorite . . .

Author: John Maxwell

Movie: *The Ultimate Gift & The Other Sister*

Hobbies: Gardening, golfing, & trying new recipes (she has even written her own family cookbook)

Hero: Ronald Reagan

Vacation Spot:

Maui & Donner Lake

Restaurants: Sacramento Brewing Co. & The Melting Pot

Recent C.E. Class/Speaker:
Gregory Kinzer, DDS, MSD

Like Most about Dentistry:

Growing and learning to move with all of the on-going changes

Like Most about Creative Arts:

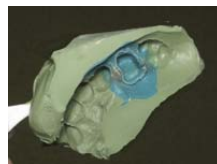
Working with our great staff, our terrific doctors & their team members

Preventing Impression Distortion by Dave Wisner

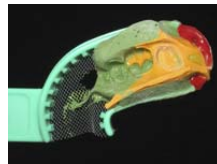
Our mission at Creative Arts is to assist in the creation of beautiful, lifelike smiles for patients. The impression is the foundation for delivering cases that are both beautiful & functional, therefore the impression needs to be as accurate as possible. After closely examining many types of impressions, we have noticed four primary causes of distortion:

1) Lack of Impression Material

In his recent series of articles on accurate impression taking, one of our long standing doctors, Dr. Gary McCrummen, recommends the following technique: "As you inject light-body, fast set impression material around a corded prep, have your assistant fill the tray with heavy - body material, opposing side first, placing more material on the lingual surface for extra bulk. After the tray is inserted and the patient closes to occlusion, **inject more heavy body material starting in the posterior, covering the tray up to and fully around the handle.** Do not be conservative with impression material as you want a stable impression."



Good



Inadequate

2) Lack of Tray Adhesive

Having sufficient impression material wrapped around the tray will help to lock it in, but if you are unable to lock the material into the tray in this manner, then tray adhesive is required. This step is important to keep the impression stable through multiple stone pours & to overcome polymerization shrinkage, which occurs toward the center of the mass and away from the tray walls.

3) Contact with the Tray

Any contact (tooth or tissue) with the tray will likely cause distortion. When the patient opens - removing the occlusal force that distorted the tray - the tray returns to its original dimension because of the memory of the plastic, and the final impression is distorted.

4) Type of Tray

A full arch impression is always our preference, as it allows us to see the opposite arch and determine correct occlusion, however we understand the complications with a gagging patient as well as time & money benefits of a bite tray impression. So when a full arch is not possible, we suggest using the most rigid type of tray that best fits in the patient's mouth.

Recommended Bite Trays:

Gripper from Discus Dental

A super rigid, sideless triple tray



T-Loc Triple Tray from Premier

Provides a great bond of impression material to the tray and has good rigidity



* The metal trays from Clinician's Choice can also work, however the aluminum has a tendency to bend and therefore distort the 2nd pour due to its lack of memory. (Although, this can be avoided if enough impression material is used.)

If you have any questions, feel free to give us a call (916.929.4464 or 800.696.4464).

e.max CAD restorations ...

- are milled from a highly esthetic glass ceramic – that means no gray margins!
- offer enough strength for most posterior restorations (360-400 MPa).
- can be adhesively bonded or conventionally cemented.
- have no gold fee or porcelain margin fee, which makes them **more affordable than PFM's**.
- have a **shorter turnaround time** because they are fully milled. **—(More on back)—>**



Valerie's
inspirational
QUOTES:

“The reality is that industries never stand still—they continuously evolve.”

~ W. Chan Kim & Renee Mauborgne,
Blue Ocean Strategy

A LEADER'S PROMISES TO THE TEAM

“I'm confident in you, and I believe that together we can accomplish what we need to do.”

“I've considered the cost of the endeavor, and I commit myself to follow through, Because I believe we will see rewards.”

~John C. Maxwell,
Leadership Promises for YOUR WEEK



Various restoration options

More on e e.max CAD ...

There is an ever increasing demand for all-ceramic restorations that offer both strength and esthetics in a timely fashion. IPS e.max CAD innovatively unites the CAD/CAM processing technique with a high-performance glass-ceramic for a crown that is more economical than most of our other restorations (porcelain-to-gold & all-ceramic) due to lower labor costs, no additional cost for a porcelain margin, & no gold fee. Also, because it can be fully milled, we are able to offer a shorter turnaround time.

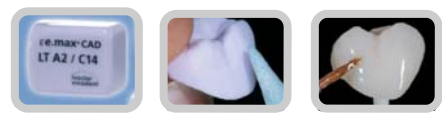
Reinforced glass-ceramics are reliable; in fact they have been used successfully for the last 15 years. IPS e.max CAD uses lithium disilicate glass-ceramic ingots that boast strength of 360 MPa, which has been unmatched to date by other glass-ceramics. The lithium disilicate blocks are used to fabricate anterior and posterior crowns using the inLab

system. Due to the remarkable strength of these restorations, they can be either adhesively bonded or conventionally cemented.

IPS e.max CAD offers a natural shade effect and promotes light transmission into the restoration. They allow for fully milled anatomical crowns or the cut-back/ layering technique. They are available in the 9 most popular classic shades as well as four new modern bleach shades. For anterior teeth, we recommend that you send a shade of the prep so we can achieve the best color match.

At Creative Arts we start with the lithium disilicate in its crystalline intermediate phase where it is an unusual violet color. At this stage the block is designed & milled out; then any adaptations or cut-back can be made. The restoration then undergoes a crystallization process in the Programat furnace. The

crystallization process gives the glass-ceramic its final strength of 360-400 MPa and its desired shade, translucency, and brightness. Afterward, fully milled crowns are seated, final contoured, stained/ glazed; and cut-backs can be veneered.



(from left to right above) e.max CAD ingot, fully milled restoration receives finishing touches before firing, crystallized restoration is glazed .



(right) finished restoration

Try e.max today ... send in the enclosed coupon with your next e.max case to **receive 25% off your first e.max CAD restoration.**

Mark your calendars - Friday, October 10, 2008, 8 a.m.-4 p.m.
Sebastian Ciancio, DDS "Lotions, Potions, Pastes & More!"
Rancho Solano Golf Course, Fairfield, CA

Increased Satisfaction & Improved Results
Are you Stretching or Shrinking—

By Melinda Heryford, Practice Management Consultant

For enhanced results, move from your comfort zone (where everything is familiar, comfortable, and known) into the next zone, the learning-stretch zone. Have you found yourself growing or shrinking when faced with opportunities of the current economy? Now is the time to move into the “stretch” zone.

Let's use treatment planning as an example. Most often I see doctor's looking into the patient's mouth, dictating the treatment plan to the assistant, sitting the patient up and telling them about the teeth that are broken. If you want your patients to willingly choose complete care, pay in advance and refer their friends you must “stretch” and change the way you recommend treatment. Here is the place where you move from your comfort zone into the learning zone by going about treatment presentation differently. **Patients will be more inspired to complete comprehensive treatment if they clearly see that personal needs will be met by completing care.** Before the exam, take the time to ask questions; what drove the patient to come in,

what are her long term wishes, what bugs the patient about her smile currently? You will be amazed at what you find out. From this you can design a comprehensive plan to help the patient meet her long term goals.

This is an example of moving from comfort and “the routine” way that you have presented treatment for years into a new zone where learning can take place. This is the “stretch” zone, the area where all learning, experiencing and growing takes place. This zone is not a comfortable place—but it is a stimulating one. It is where we stretch and challenge ourselves, mentally, emotionally and physically. It is the place where stimulation and satisfaction are derived. Look at your position, your current roles, and responsibilities. Ask, where can I “stretch” myself? How can I grow?

Frequently stretching yourself with new challenges, new stimuli, new discoveries won't just prevent shrinking it could significantly enhance the quality of your life and have a revitalizing effect on perceptions and attitudes – yours and those of the people with whom you interact.



Melinda Heryford, MBA
(916) 488-1929

(At least one word is purposely misspelled in the newsletter, let us know which one and we'll send you a gift)