



**15 Questions
Approximately 3 Minutes**

Profile for: _____

I. Fixed Cases:

A. Reduction and Preparation (4 Questions)

1. If there is not enough occlusal reduction for porcelain:

- Relieve Opposing
- Make Reduction Coping
- Relieve Die and Mark in Red
- Metal Occlusal/ Small Metal Island
- Leave Opaque Exposed
- Customer Will Add Reduction and Send New Impression
- Email Photo
- Other _____

2. If there is an undercut on the abutment:

- Block Out
- Relieve Die and Mark in Red
- Email Photo
- Other _____

3. If there is no clear line of insertion:

- Make Reduction Coping
- Relieve Die and Mark in Red
- Email Photo
- Other _____

4. If there is an undercut on the adjacent tooth (teeth) and no clear line of insertion:

Relieve Adjacent Tooth (Teeth) and Mark in Red

Email Photo

Other _____

B. Impression (4 Questions)

1. If there is an imperfection on the abutment from the impression (bubble, tear, pull, etc.):

Block out

Relieve Die and Mark in Red

Email Photo

Other _____

2. If the preparation or any necessary anatomy is inadequately impressed:

Proceed and Do Best Job Possible (Megadent Cannot Honor a No-Charge Remake)

Customer Will Send New Impression

Email Photo

Other _____

3. If there is separation of the impression materials (base and wash material or separation from the impression tray):

Proceed and Do Best Job Possible (Megadent Cannot Honor a No-Charge Remake)

Customer Will Send New Impression

Email Photo

Other _____

4. If there is a hole on the occlusal surface in the impression:

Proceed and Do Best Job Possible (Megadent Cannot Honor a No-Charge Remake)

Customer Will Send New Impression

Email Photo

Other _____

C. Articulation (2 Questions)

1. If there is a question about articulation (or occlusal relationship):

Make Normal (Ideal) Occlusal Anatomy and Customer Will Adjust

Email Photo

Other _____

2. If there is a question about the bite record (i.e. it has been altered in shipping, inconsistent with the occlusion, etc.):

Hand Articulate

Customer Will Send New Bite Record

Email Photo

Other _____

D. Margins (2 Questions)

1. If the margin dimensions are unclear in the impression:

Extend Margin Length 0.2 mm (Megadent Cannot Honor a No-Charge Remake)

Extend Margin Length More Than 0.2 mm (Megadent Cannot Honor a No-Charge Remake)

Customer Will Send New Impression

Email Photo

Other _____

2. If we estimate a shoulder-bevel margin has been prepared:

Extend Margin Only to Shoulder

Extend Margin Past Shoulder to Bevel

Email Photo

Other _____

II. Removable Cases (3 Questions)

1. If customer's model is damaged or altered in shipping (i.e. broken teeth):

Glue and recompose model to original form and continue (Megadent cannot honor a no-charge remake)

Customer will send new model

Email Photo

Other _____

2. If we are requested to remove certain teeth from the model (for future extractions):

