CVL Protocol

CVL – Contract Vendor Lab

A secure location where student dental lab cases are processed and implant parts are retrieved. (Only authorized or escorted personnel/vendors may be allowed to enter the CVL)

1. To assist School of Dentistry students in obtaining the highest standard of laboratory services for our patients.
2. To encourage and enhance knowledge, learning and collaboration between students and commercial laboratories.
3. To utilize existing electronic technology to enhance laboratory tracking and patient care.
4. Please do not leave items on the window sills of the CVL service windows.

CVL Hours

The hours of operation are:

Monday through Friday 8:00AM – 5:15PM

The contact phone number for the lab: 919-537-3836

Lab Scripts

All laboratory scripts MUST include the following information in order for the CVL to accept the case:

1. Provider’s name and number
2. Patient’s name and chart number
3. Provider’s signature
4. Instructor’s signature
5. RX instructions
6. Materials included in the scripts (examples: articulator or case) optional

Payment Verification

The CVL staff is prohibited to accept lab cases in the following situations:

1. If the patient payment cannot be verified in EPR.
2. If a Medicaid patient’s approval documentation cannot be verified.
3. If a fee adjustment does not equal the script request.
4. If the fee adjustment has not been approved and received at the CVL.
5. If Liz in Patient Accounts has not given clearance for Medicaid cases.

Once the patient finances have been verified and approved the patient lab case will be entered into the DTS (Dental Tracking System).

1. The DTS will be queried for past work performance for the patient. If prior work was completed, use of the prior lab is recommended.
2. The DTS will maintain record of:
   a. Provider name and number
   b. Instructor name and number
   c. Patient name and chart number
   d. The expected return date
   e. The pan number assigned to the case
   f. The type of work to be completed and the process:
      i. Crown
         1. Metal, PFM, Porcelain (Noble)
            a. Die, Framework (for Bridges), Complete
      ii. Denture/Complete
         1. Acrylic
            a. Bite-rims/ Occlusal rims
            b. Tooth set-up or try-in
            c. Complete/Process
            d. Reline
      iii. Denture/Partial
         1. Metal, Acrylic
            a. Framework
            b. Bite Rims/ Occlusal rims
            c. Tooth set-up or try-in
            d. Complete/Process
         2. RPD-Acrylic
            a. Acrylic RPD with clasps
            b. Acrylic RPD without clasps
      3. Night guard/Occlusal guard
     iv. Crown - Implants
        1. Metal, PFM, Porcelain
           a. Die, Framework (for Bridges), Complete
        2. Abutments
           a. (Standard or Custom)
     v. Repairs – Notation in Remake Section and Note Section
   g. Choose the lab in which the case will be sent
i. The CVL staff uses a rotation method to send lab work out if the patient has not already utilized a lab. The profession labs in our current rotation are:
   1. Absolute
   2. Bear Creek
   3. Drake
   4. Future
   5. J & S
   6. Qualitech
   7. Technic

h. The CVL staff will record the lab name on the top left section of the script and record the assigned pan number on the top right section of the script.

i. The case will be set aside for packaging
   i. Models will be bubble wrapped and sealed with tape
   ii. The wrapped models along with all items from the student/provider will be put into a “Lab-loc Specimen” bag.
   iii. The top white copy of the script will be put in the outside pocket of the “Lab-loc Specimen” bag.

j. Once the case has been packaged, it will be placed in the vendor lab bucket located in the vendor lab corner awaiting lab pickup.

Laboratory Working Schedules

The standard laboratory working schedules are listed below (the business days till delivery DO NOT include the day the case is brought to the CVL nor will it include any holidays). **It is requested that the patient is not scheduled on the same day as the case delivery date**. If there is an issue with the case, the labs will contact the CVL staff with the concern. The CVL staff will then send an email to the student with the word PATIENT in the subject. The email will contain: the patient name, the labs concern, and a request for the student to respond to the email or to contact the professional lab. (A copy of the email will be added to the case documentation.) If the provider has not contacted the lab within 24 hours, additional days for delivery will be added to the case and the provider will be required to adjust the patient’s schedule accordingly. ***If the lab concern results in a change to the script (ie: change from PFM to all porcelain, change from framework to acrylic), the provider must complete a new script and issue to the CVL. NOTE: All conversations/correspondence between the professional dental laboratory and the dental provider must be recorded in the electronic patient record as an administrative note. Once the case has been delivered, the CVL staff will need time to review case and record the invoice into the DTS. (See cases back from lab) (Days for Delivery are based on BUSINESS DAYS)

**A request to “rush” a lab case will be requested by the instructor approving the lab script. **
<table>
<thead>
<tr>
<th>Procedures</th>
<th>Business Days till Delivery</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Dentures</strong></td>
<td></td>
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<tr>
<td>Bite Rims/Occlusal rims</td>
<td>8</td>
</tr>
<tr>
<td>Tooth Set-up - Try-in</td>
<td>10</td>
</tr>
<tr>
<td>Complete/Process after try-in</td>
<td>10</td>
</tr>
<tr>
<td>Immediate Denture</td>
<td>10</td>
</tr>
<tr>
<td>Reline (Hard Acrylic – Comfort – Heat &amp; Seat)</td>
<td>6</td>
</tr>
<tr>
<td><strong>Partials/RPD</strong></td>
<td></td>
</tr>
<tr>
<td>Framework</td>
<td>17</td>
</tr>
<tr>
<td>Bite Rims/Occlusal rims</td>
<td>8</td>
</tr>
<tr>
<td>Tooth Set-up - Try-in</td>
<td>10</td>
</tr>
<tr>
<td>Complete/Process after try-in</td>
<td>10</td>
</tr>
<tr>
<td>Add tooth</td>
<td>6</td>
</tr>
<tr>
<td>Acrylic/Valplast</td>
<td>10</td>
</tr>
<tr>
<td><strong>Acrylic RPD/Guards</strong></td>
<td></td>
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<tr>
<td>Acrylic RPD with clasps</td>
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<tr>
<td>Acrylic RPD without clasps</td>
<td>8</td>
</tr>
<tr>
<td>Night Guard/Occlusal Guard (Hard acrylic-Comfort-Heat &amp; Seat)</td>
<td>10</td>
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<tr>
<td>Interim Complete</td>
<td>6</td>
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<tr>
<td>Interim Partial</td>
<td>8</td>
</tr>
<tr>
<td>Add tooth</td>
<td>6</td>
</tr>
<tr>
<td><strong>Crown</strong></td>
<td></td>
</tr>
<tr>
<td>Metal = Gold</td>
<td>13</td>
</tr>
<tr>
<td>PFM = Porcelain Fused to Metal</td>
<td>13</td>
</tr>
<tr>
<td>Porcelain = all ceramic</td>
<td></td>
</tr>
<tr>
<td>EMAX/zirconia/Procera/Lava</td>
<td>13</td>
</tr>
<tr>
<td><strong>Bridges</strong></td>
<td></td>
</tr>
<tr>
<td>Fixed bridge (framework try-in)</td>
<td>10</td>
</tr>
<tr>
<td>Add porcelain to framework</td>
<td>8</td>
</tr>
<tr>
<td>Model work only</td>
<td>6</td>
</tr>
<tr>
<td><strong>Implant</strong></td>
<td></td>
</tr>
<tr>
<td>Crown (PFM - Gold)</td>
<td>18</td>
</tr>
<tr>
<td>Crown (All ceramic/ Porcelain)</td>
<td>24</td>
</tr>
<tr>
<td>Abutments (standard - custom) - only</td>
<td>13</td>
</tr>
<tr>
<td><strong>Digital</strong></td>
<td></td>
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<tr>
<td>Crown - Metal</td>
<td>6</td>
</tr>
<tr>
<td>Crown - PFM</td>
<td>8</td>
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**Removable Identification**
All removable prosthesis will be identified by the lab with the patient’s first initial and last name and the date it was made. This instruction needs to be written on the script for every removable prosthesis. The lab also has a standing order to do this on every removable prosthetic case.

Case Deliveries/Pick-ups

During the CVL hours of operation, the window will be open for service to the student/provider for lab case requests. When cases are delivered to the CVL, they are placed in the Vendor Lab Corner. The delivered cases will be verified, matched with internal databases and the invoice recorded into the DTS. Once the process has been completed, the DTS will send an automatic email to the student/provider that the case is ready for pickup. The patient case will be stored on the front shelves for student/provider to pick-up. Cases returned by the professional vendor lab incomplete will be processed into the DTS as received cases. The student/provider will use their student number to request cases. (If picking up for someone other than themselves, please let the staff know). The student/provider number is required to view cases ready for pickup. If case(s) are available, it will be retrieved, recorded into DTS, and given to the student/provider along with the pink script copy (the yellow copy and any email correspondence will be maintained at the CVL for record keeping). The yellow lab script will be initialed and dated by the CVL staff member recording the pickup.

Prosthetic Teeth

The CVL will order and maintain a supply of Blueline prosthetic teeth needed for patient cases. A Mould Book and Shade Guide will be available for Student/Provider to borrow. These items will assist the student/provider with choosing a shade and mould of teeth. The CVL will maintain the student/provider number until the return and verification of completion is received. Any missing items from the guide and/or book will be charged as a replacement by the student/provider by completing a tooth order card.

a. The Prosthetic Tooth Order card MUST be completed with the following information:
   1. Patient name and chart number
   2. Student/Provider name and number
   3. Current Date
   4. Mould and Shade for Anterior and/or Posterior teeth
   5. Instructor’s/Provider Signature and number

b. CVL staff will collect the tooth cards, retrieve the requested teeth, verify, initial and date the tooth card, and maintain the card for billing purposes.
c. The tooth card will be used to process monthly invoices the appropriate departments for all completed tooth order requests.

d. Once teeth are issued to the student/provider they **cannot be returned** to the CVL.

**Vendor Lab Invoicing**

After the vendor lab invoices have been entered into the DTS, they will be sorted (numerically) and entered into the “Outside Lab Orders” excel report (which tracks the available financial amount awarded to the professional vendor lab for the fiscal year). Once the invoices have been recorded into the excel report, they are scanned and saved in their respective folders on the share drive. (Invoice scans are recorded as the date scanned). Once all scans have been completed they are given to accounting for Connect Carolina processing.

** Ivoclar invoices are processed directly into Connect Carolina. **