Implant Center Protocol

The role of the implant center is to manage implant parts inventory for the UNC School of Dentistry.

Hours of Operation
Monday through Friday 8:00 AM – 5:00 PM

Contact
LaTamra Thompson, Implant Center Coordinator
Email: LaTamra_Thompson@unc.edu
Phone: (919) 445-0396 Fax: (919) 445-0395

Inventory
The Implant Center currently houses an assortment of implants, healing abutments, impression-taking components, prefabricated abutments, and drills for Astra EV, Astra TX, and Straumann implant systems. Additionally, surgical packs and ERA components are also stored in the implant center.

Ordering Process
When possible order forms must be submitted at least one week prior to procedure date.

- Provider name, provider number, patient name and patient chart number are required information.
- If you are providing assistance during a pre-doc case, you must include student-provider name, number and faculty signature.
- Failure to provide any of the above information will result in the order not being dispensed.
- Orders will be available for pick up the day before the procedure.
See Order form section below appendix FORMS:
- Astra Surgical Form
- Astra Restorative
- Straumann Surgical Form
- Straumann Restorative

**Special Parts Ordering Request**
Request for parts not stored at the Implant Center may be ordered through the Implant Center. When placing orders provide manufacturer, size, and description of what is needed. The center will assist in determining parts and vendors.

See attachment for Special Order form (non-standard vendors)

**Return Policy**
All unused /unopened parts need be returned to the implant center no later than one week after the procedure. Any parts not returned by the due date will become the property of the receiving department and charged accordingly.

*Return of packaging of used Items*
- All packaging including bags, boxes, and others for all opened parts (excluding surgical packs) must be dropped off in the used drop-off bin located in your clinic.
- The bins are to be brought to the Implant Center at the end of the week for tracking purposes and accurate utilization.

*Return of Items Not Used and Not Opened*
- Bring a copy of the order form and parts inside the ziplock bag provided during check-out.
- Parts for canceled or rescheduled procedures must be returned on the same day and a new order must be placed closer to the new procedure date.
Return of Items Not Used but Opened

- Parts opened but unused remain the responsibility of the receiving party and may not be returned to the Implant Center.

Inventory Tracking System

A*Star IM is a computer program utilized to track the inventory of the Implant Center. It is used to produce reports detailing tardy items, soon-to-expire items, and implanted items. Every item within the center is individually barcoded allowing for the identification and tracking of parts throughout the School of Dentistry.

A complete list of all products held in the Implant Center can be found on the links below:

Usage Reports

A monthly report is produced to show the usage by each individual department (DFP, Pre-doc, Grad., etc.) This report only indicates the items that are placed with patients and are now the responsibility of the purchasing department. The report is used to both determine usage statistics as well as track financials throughout the departments.

Tardy Items

Utilizing the A*Star IM computer program tardy reports are produced monthly. Any items kept for longer than one week after the procedure date are considered tardy. The Implant Center will email any provider with overdue items asking for their return or an explanation of the whereabouts of the items in question. If no response is heard within a week, a follow-up will be sent with a copy to the Materials Manager and the Program Director.

Failed Implants/Warranty
Failed implants may be returned to the manufacturer for an identical replacement implant. To request a replacement, provide the original sterilized implant and warranty form (provided by the Implant Center or found on the manufacturer’s website) to the Implant Center. The center will ship the implant and any required documentation to the manufacturer and contact the provider when the replacement arrives.

See attachments for warranty claim forms.

**Infection Control**

To help with infection control, keep all parts outside of the splatter zone of the operatory until they are needed for the procedure.

As responsible healthcare providers, we are constantly following-up on infection control guidelines to make sure we are providing a safe treatment to our patients.

After reviewing the manufacturers’ guidelines for cleaning and sterilization of *all implant parts*, both Astra and Straumann state that these items are to be considered single-use. Therefore, implant parts (from any manufacturer) should not be submitted for cleaning and re-sterilization. They are to be discarded after used. Previously used healing abutments, impression post, analog and others must not be used under any circumstances. The re-sterilization of these parts could have serious liability implications. In addition, all these parts come in a sterile package. Therefore, the item should be used immediately after opening. We ask that all providers follow these instructions when using any of these parts.