

# **DENTAL LABORATORY PROCEDURES**

## **COMPLETE DENTURES**

Second South and South-East Asia Edition

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**Volume One**  
**Second South and South-East Asia Edition**

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# Contents

**1 Effective Dentist–Technician Communication 1**  
Sanjna Nayar

**2 Preliminary Impressions Care and Pouring 10**  
Kenneth D. Rudd | Robert M. Morrow | Sanjna Nayar

**3 Impression Trays 22**  
Kenneth D. Rudd | Robert M. Morrow | Sanjna Nayar

**4 Final Impressions, Boxing and Pouring 39**  
Kenneth D. Rudd | Robert M. Morrow | Earl E. Feldmann | Sanjna Nayar | Suchita Tella Bhalerao

**5 Record Bases and Occlusion Rims 59**  
Kenneth D. Rudd | Robert M. Morrow | Sanjna Nayar | Suchita Tella Bhalerao

**6 Articulators and Mounting Casts 89**  
Kenneth D. Rudd | Robert M. Morrow | Sanjna Nayar

**7 Artificial Teeth 116**  
Kenneth D. Rudd | Robert M. Morrow | Clarence L. Koehne | William B. Akerly | S. Raghavendra Jayesh | Sanjna Nayar

**8 Arranging of Artificial Teeth 128**  
Richard A. Smith | A. Andersen Cavalcanti | Hugh E. Wolfe | Sanjna Nayar

**9 Waxing and Processing 158**  
Kenneth D. Rudd | Robert M. Morrow | Earl E. Feldmann | Ambrocio V. Espinoza | Charlotte A. Gorney | Sanjna Nayar | Ramyaa D

**10 Finishing, Polishing, Denture Markers and Denture Duplication 181**  
Kenneth D. Rudd | Robert M. Morrow | Ambrocio V. Espinoza | Jesse S. Leachman | Sanjna Nayar | V Vikram

**11 Characterisation of the Complete Dentures 204**  
Sanjna Nayar | U. Aruna

**12 Metal Bases 229**  
James S. Brudvik | Sanjna Nayar

**13 Relining and Rebasing 241**  
Kenneth D. Rudd | Robert M. Morrow | R. Neal Edwards | Ambrocio V. Espinoza | Suchita Tella Bhalerao | Sanjna Nayar

**14 Soft Liners 259**  
Michael J. Maginnis | Gerald T. Gaubert | Suchita Tella Bhalerao | Sanjna Nayar

**15 Repairs 272**  
Kenneth D. Rudd | Robert M. Morrow | Alexander R. Halperin | Sanjna Nayar | Suchita Tella Bhalerao

**16 Laboratory Procedures for Immediate Complete Dentures 295**  
Kenneth D. Rudd | Robert M. Morrow | U. Aruna | Sanjna Nayar

**17 Maxillofacial Prosthetics 336**  
Fredrick M. Matvias | Sanjna Nayar | S. Bhuminathan | Ramyaa D

**18 Sterilisation and Disinfection 365**  
Ramakrishna Shenoi | Sanjna Nayar | V Vikram

**Index 375**

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# Effective Dentist–Technician Communication

Sanjna Nayar

## CHAPTER OUTLINE

INTRODUCTION	Developing the relationship
PARADIGM OF DENTIST–TECHNICIAN COMMUNICATION	Agreements
BASIC COMMUNICATION PRINCIPLES	LEGAL AND ETHICAL OBLIGATIONS
MEDIUM OF COMMUNICATION	BETTER COMMUNICATION = BETTER TREATMENT PLANNING
BARRIERS IN COMMUNICATION	RECENT ADVANCES IN DENTAL COMMUNICATION
PARAMETERS IN COMMUNICATION	TOOTH SHADES SOFTWARE
Ethical parameters	WORK AUTHORISATION
Legal parameters	TERMINOLOGY
FEEDBACK	EVALUATION AND FEEDBACK FROM THE DENTIST
PLANNING THE COMMUNICATION	CONCLUSIONS
TECHNICIAN SOLICITING NEW ACCOUNTS	
DENTIST IN SEARCH OF A LABORATORY	
Selection of laboratory: considerations	

## INTRODUCTION

The dentist and the technician are the incontrovertible warp and weft of the web of professional service, essential for engendering successful restorations. The technician input is based on the ability to translate oral vision into three-dimensional reality. Rapid evolution of dental technology has enhanced the use of indirect restorations, whilst reducing chair-side time. Therefore, flawless interaction between the dentist and the technician is the essential bedrock of successful indirect restorations. In fact, it makes optimum sense to have combined learning of latest research to ensure perfect delivery of outcome.

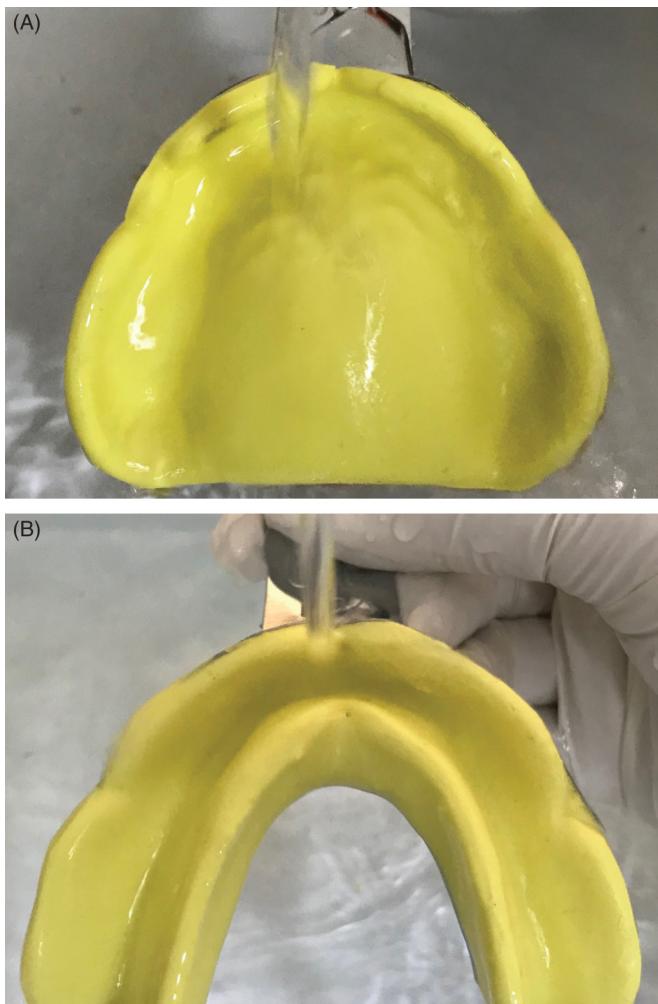
The dentist's ability is based on clinical reflection of biological factors, pathological concern and knowledge of mechanics. Verbal and non-verbal communication is the indispensable element of such human interaction. Such communication needs to be the harbinger of appropriate, accurate and opportune information transfer, for successful prosthodontic treatment. Conversely, lack of effective communication can lead to defective products (prosthetic appliance/dentures) and botched treatment.

Communication (from Latin 'communicate', meaning 'to share') is the activity of exchange of information between two or more participants in order to convey or receive the intended meanings through a shared system. Effective communication is a critical interpersonal skill all dentists should

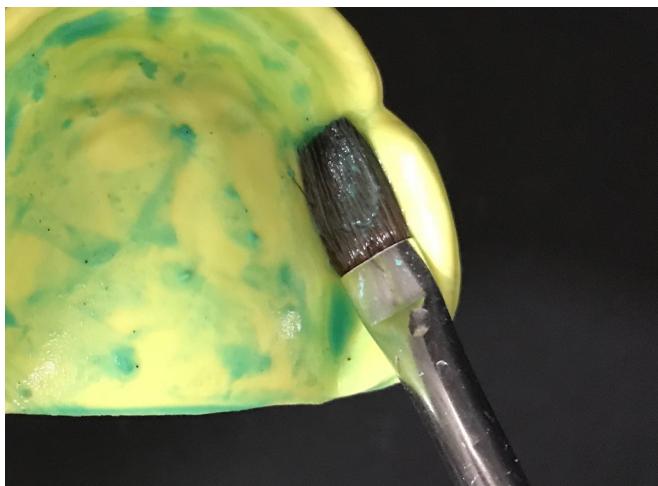
master. He/she must be understood clearly by colleagues, associates as well as par dental personnel. The laboratory technician is an important stakeholder in indirect prosthetic restorations. Effective communication between the dentist and technician is vital to preclude stress in the laboratory work. Apart from managing patient expectations, the consensual desired outcomes need to be lucidly conveyed to the laboratory, for ensuring an appropriate appreciation of both the endeavour and the anticipated results.

## PARADIGM OF DENTIST–TECHNICIAN COMMUNICATION

The quality of dental care is maximised when dentist and technicians are communicating well. This communication may take place in person, in writing, over voice or technically through digital models. A survey of fixed prosthodontic laboratories conducted by Aquilino et al. identified consistent complaints from dental technicians of inadequacies in the quality of clinical products they received, as well as insufficient information on the work authorisation form (Farah et al., 1991). In 1994, a programme was developed to improve the quality of laboratory submissions and the returned product, facilitating laboratory communication (Maxson and Nimmo, 1997). Goodacre et al. offered specific recommendations for dental educators to address the ramifications and responsibilities of future dental practitioners



**Fig. 2.4** Preliminary impression washed thoroughly in running tap water. (A) Maxillary impression and (B) mandibular impression



**Fig. 2.5** Wet the impression and scrub in the model plaster gently with a soft camel's hair brush

camel's hair brush (Fig. 2.5). Flush the impression with water to make certain that no model plaster remains on the impression (Fig. 2.6).

3. Remove excess moisture from the impression with a gentle stream of air (Fig. 2.7). Do not use a strong blast



**Fig. 2.6** Flush the impression with water to make certain that no model plaster remains on the impression



**Fig. 2.7** Carefully remove excess moisture from impression with gentle stream of air

of air because it can dislodge the impression material from the tray. Once loosened from the tray, it cannot be repositioned accurately. The surface of the alginate impression should not be absolutely dry; it should glisten or shine. However, no droplets or liquid film should be discernible. To prevent dehydration of the impression, mix the model plaster immediately. Usually, it is best to avoid creating tongue space with wax since it is difficult to make wax stick to the alginate, and the procedure requires more time.

4. With a sharp instrument (BP blade) trim excess alginate that extends beyond the back of the tray (Fig. 2.8A–B) and then immerse the impression in 2% gluteraldehyde solution for not more than 10min (Fig. 2.9). The impression is safely secured to the tray holder or two pieces of wood 1 × 2 inches (2.5 × 5 cm) have been fastened together with spacer between them and attached to case pan to support impression tray (Figs 2.10 and 2.11). This step prevents any alginate from touching the laboratory bench when the impression rests on it. If excess material comes in contact with the bench top, distortion of the impression could result. If presence of excess material is vital to the impression making trimming impossible, support the impression by the tray handle.



Fig. 21.43 Occlusion checked on the articulator



Fig. 21.44 Finished appliance—occlusal surface



Fig. 21.45 Finished appliance—tissue surface

**Table 21.1 Troubleshooting Chart for Custom Mouth-Guard Construction**

Problem	Probable Cause	Solution
[2,0] Mouth guard too thin to afford protection	Mouth-guard material too hot when adapted	Check the recommended heating time
	Cast too thick, resulting in over-thinning of material (tent effect)	Trim cast so base is approximately 5-mm thick in palate or properly cover the cast with pellets
	Cast not trimmed properly	Trim away deep vestibular extensions, which may cause bridging during adaptation
[1,0] Mouth-guard material did not adapt initially to cast	Hole not placed in palate of cast	Place a hole with a No. 8 bur in the palate to vent air and ensure adaptation in this area
	Material not hot enough for adaptation	Check the recommended heating time

# Index

## A

- Acrylic resin trays, 47–50
- Adams clasp, 169
- Alginate, 1
- Alginate irreversible hydrocolloid impressions, 2–4
- Alloy, 185
- All-plastic partial dentures with and without clasps, 280, 281
- Ancrofix attachment, 341, 342
- Anneal, 159
- Anterior repositioning appliance, 413
- Aqueous impression materials, 1
- Artificial teeth
  - selecting, 193
  - and arranging teeth, 194, 204
  - anterior teeth, 194
  - posterior teeth, 195–201
- Attachments, 333, 335
  - auxiliary attachment, 336
  - bar attachment, 336
  - classification of, 299
  - ideal requirements of, 299
  - provide basic principles, 299
  - Rothermann rigid attachment, 338
  - stud attachment, 336
- Auto-polymerising repair resins, 257
- Auto-polymerising resin record bases, 57
  - finger-adapted dough method, 66
  - sprinkle-on method, 57
  - sprinkle-on method with framework, 63
  - wax-confined dough method, 70

## B

- Baer attachment, 341
- Ball clasp, 168
- Bar attachments, 352, 370
  - anterior–posterior distance rule, 373
  - distance between implants, 370
  - fundamentals of, 370
  - guidelines for denture base extension, 374
  - sagittal relationship of the bar to alveolar ridge, 372
  - bar to the hinge axis, 373
  - vertical relationship of bar to alveolar ridge, 371
- Basic cast tilts, 108
- Beading and boxing corrected cast impression with wax, 27–31
- Beading corrected cast impression with wax and two-stage pour, 32–36
- Block-out, 124, 135
  - arbitrary block-out, 127
  - machinists drawing for excellent block-out tool, 125
  - shaped block-out or ledging, 126
  - types of, 124–126
- Boxing corrected cast impression with plaster + pumice mix and wax, 23–27
- Brazing (soldering) techniques, 247, 248
- Burnout, 180, 183

## C

- CAD/CAM technology, 118
- Cast tilting, 106
- Cast, requisites for, 1
- Casting, 177, 181–183
  - cleaning, 182, 183
  - pickling, 182
- Ceka resilient, 344
  - direct casting procedure (ceramax 1), 344
  - direct processing phase of resilient ceka, 345
  - rigid ceka, 346
- indirect processing phase of the resilient ceka, 345
- re-basing ceka overdentures, 346
- riveting the ceka spring pin, 346
- soldering procedure, 344
- Circumferential clasp arms, 163
- Clasp, 159
  - act as a 'bottle opener', 299
  - attachment, 170
  - basic parts of, 299
  - contouring, 162
  - laser welding, 266, 271, 272
  - repair, 251
- C.M. rider, 356
- Cobalt-chromium alloys, 161
- Cobalt-chromium casting, 185
- Coping, 333
- Coping impression, 333
- Correcting processing errors, 209, 214–217
- Cu-Sil dentures, 291
- Cusp plane angle, 193
- Custom acrylic resin tray, 51
- Custom impression trays, requirements for, 44
- Custom mouth-guard construction, troubleshooting chart for, 440
- Custom trays, 45–47

## D

- Dalla bona attachment, 341
- Deflasking, 209, 213, 214
- Denture base fractures, 258
  - complex fractures, 259, 260
  - simple fractures, 258, 259
  - involving teeth, 259
- Design, 90
- Design transfer, 120–124, 135, 146–148
- Designed diagnostic casts, 120
- Diagnostic cast (study, preoperative cast), 56
- Diagnostic casts, preparation of, 405, 408
- Diagnostic temporomandibular joint (TMJ) and/or bruxism appliances, 411
- N,N-Di-methyl-*p*-toluidine, 57
- Dolder bar joint, 352, 353
- Dual path of insertion design, requirements of, 276–280
- Dual path of insertion for removable dentures, 275, 276
- Dual path of insertion removable partial dentures, 275
- Duplicate master casts, 215
- Duplicating flask, 137

- Duplication, 124, 136, 143
  - preparing casts for, 124
- DUROL hardening liquid, 144

## E

- Elastomeric impressions, 17
- Electronic surveying, 118
- Electropolishing framework, 190
- Embrasure, 159
- Extracoronal attachment, technical procedure for, 298, 322
  - acrylic inserts, 326
  - care of the refractory cast, 323
  - designing of the framework, 324, 325
  - fabrication of the wax pattern, 322
  - fitting the framework and recording the jaw relation, 326
- investing, burn out and casting, 322, 323
- investing, burn out and casting of framework, 324, 325
- rechecking the path of the insertion, 322
- replacement teeth, 326
- surveying, block out and construction of refractory cast, 322–324

## F

- Fabrication of interceptive orthodontic appliances, 396
- accurate diagnosis, 397
- acrylic repair and modifications, 404–406
- anterior and posterior bite plate, 402, 403
- appliance construction, 398
- habit-breaking appliance, 403
- Hawley appliance, 400, 401
- prescription, 397
- transpalatal appliance, 398, 399
- working cast, 397, 398
- Finishing, 210, 218–220
- Finishing framework, 185–191
- Fixed removable partial dentures (Andrews bridge), 292
- Flame, 172, 173
- Flasking, 203, 205–208, 212
- Flaskless method for processing denture bases, 216, 220–225
- Flexible dentures, 292
- Flexite MP, 296
- Flexite plus, 296
- Flexite thermoplastic fluoropolymer (teflon), 296
- Fractured and missing teeth, 260, 261
- Frictional attachment, 298

## G

- Gerber attachment, 341, 343
- Gold alloy, 159

## H

- Hader bar, 355
  - metal base procedure, 355
  - metal rider replacement, 355
  - re-basing procedure, 355