

Laboratory Work Authorization
Northern Virginia Dental Lab Policies & Procedures

When will I know the total cost?

At Northern Virginia Dental Lab, we feel it is important for you and your patient to know the cost of the final restoration as soon as possible. As such, we Invoice all cases *in full at the beginning* of the lab process. This billing process ensures that there is no confusion about the cost of the final restoration. Therefore, in cases where multiple steps are needed you will receive a bill for the total cost with the first step of the case. Additional charges will be billed if product changes occur in the requested final restoration, if additional materials or implant parts are supplied by the lab, or if an in-office consultation is done with you and your patient. In these situations, the additional cost will be billed during the step of the process in which the change occurred. We will be happy to supply you with a written estimate for a restoration prior to beginning any lab work. Please note that these estimates are to be viewed as a *guide* and are not the final cost of the case. The final cost will depend upon the work requested and completed for the case.

How long will it be in lab?

The times listed on the work authorization form are the *Minimum* time needed **in lab**. These times do not include the pick-up or delivery days. Rush cases are available. A *Rush Charge* will be applied for all rush cases. Please call for all rush cases prior to sending for a confirmation. Please allow for the following days of travel time; **in addition**, to the times listed by each restoration. Below are the combined number of days needed for travel time.

- *Local driver pick-up & delivery (approx 50 miles): 2 days *All in state deliveries via USPS Mail: 2 business days
- *Northern Maryland via UPS: 2 days *Southern Virginia via UPS: 2 days *All other states via UPS Ground: 5-7 business days

Implant Parts

Implant restorations with Northern Virginia Dental Lab (NVDL) can be simple. With your approval we can order the implant parts needed to complete your patient's implant. In most cases, this simply requires you to submit a letter of authorization, via fax, on your office letterhead to the implant company. This letter must state that you are authorizing our lab to order parts on your behalf. Allowing us to have the parts drop shipped to us and the bill sent to your office directly from the company. The fax must be received prior to the order being placed. NVDL can also supply implant parts needed for your case. If parts are supplied by the lab, the cost incurred, including shipping and handling, will be included on your case invoice.

Articulation

Northern Virginia Dental Lab will add an Articulation charge when performed by the lab technicians. We have Denar, Hanau, Panadent, Stratos and hinge articulators for use with your case. If you have a preference for a specific articulator type to be used please do not hesitate to ask. When a case is articulated by you, we will happily use your articulation and articulator. Great care will be taken of any equipment you send to our lab and it will be returned to you clean and in the same condition in which it was received.

Credit Policy

To maintain excellent service, we pledge to meet specified delivery dates within our working schedule. Our long-time clients tell us that the provisions of our credit policy, created in light of our own obligation to meet our operating costs, while maintaining our high standards, are fair and equitable. We ask you to be aware of the following credit provisions:

- *All new accounts must place a credit card on file for all charges due to the lab & will be COD until a satisfactory payment history is established.
- *Once established your card will be billed automatically on the first of the month for prior month's cases.
- *For 30 Day credit accounts, your payment must be received in our office prior to the 25th in order to be applied to the current balance. We accept all major credit cards. *Any balance remaining beyond the 25th will be assessed a non-refundable 2% service fee per month on the balance due.
- *Should there be any unpaid balance after 60 days, the account will automatically be placed on COD status. Case cost plus a minimum of \$100, per case, is due upon delivery. After 90 days, the account will be placed for collection with our collection agency and all legal and collection fees will be added to the amount due.

Laboratory Work Authorization



Northern Virginia Dental Lab Inc.

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 Fax: (703) 492-7360
 www.NVDL.com email: office@NVDL.com

PRACTICE NAME:

Ph: Fax:

Today's Date: _____ **Deliver by 5pm on*:** _____

Please note: If no date is listed for delivery, the **standard time will be applied to this case.*

Patient Name:

() Male () Female Age: _____

SHADE:

Enclosed with case:

- U & L Impressions Bite
- U & L Models Photos
- X-Rays Implant Parts

Lab Use Only:

- Wet Imp.
- Metal Tray

{ } Please call to discuss

Note: All times listed are Minimum In Lab & Do Not include pick-up or Delivery time.

REMOVABLE FRAMEWORK *In lab time: 10 Days*

- Acetal Frame (Tooth Colored) DuraFlex (Valplast, Nylon)
- VisiClear Frame Cast Metal Frame

OTHER REMOVABLE *In lab time: 4 Days*

- Bite Block Bleaching Tray Custom Tray
- Implant-Surgical Stent Repair (**Please call 1st for time est.**)

CROWNS & BRIDGE *In lab time: 7 Days*

- Full Zirconia (Bruxier) Layered Zirconia E-Max
- Por. Fused Gold (PFM) Por. Fused Titanium (PFT)
- Full Titanium Full Cast Gold Acetal Temp Acrylic Temp

ABUTMENTS *In lab time: 7 Days*

- Screw Retained Abutment Titanium Abutment
- Zirconia Implant Abutment (Tooth Colored) Encode Abutment

FULL DENTURES *In lab time: 4 Days PER STEP*

- Full Denture Set-Up Full Denture Finish
- Partial Tooth Set-Up Partial Denture Finish Digital Denture

NIGHT GUARD MATERIALS *In lab time: 5 Days*

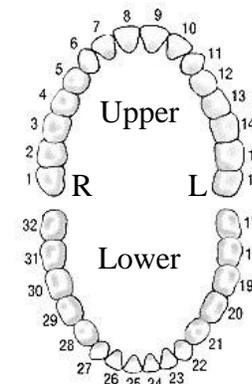
- Acetal Comfort Guard (Hard with soft liner) Hard Acrylic
- Soft Guard Sports Guard VisiClear
- Heat-Softening Guard (Hard gets soft with heat)

ORTHODONTICS *In lab time: 7-10 Days*

- EMA Sleep Appliance EMA Digital (more durable option)
- Silencer Sleep Appliance Hawley Retainer Space Maintainer

PLEASE SPECIFY MATERIAL FOR FINAL PARTIAL WHEN SENDING CASE FOR TRY-IN

INSTRUCTIONS:



DOCTOR SIGNATURE

LICENSE NUMBER

Person signing this work form accepts sole responsibility for payment, agrees to pay all legal & collection cost in the event of lawsuit. All accounts are due within 30 days of statement date. Any account not paid within the stated terms will be subject to COD account status and a 2% NON-REFUNDABLE late charge.

White Copy: LAB Yellow Copy: DOCTOR