



Intraoral Scanning Protocol & Guidelines

General Instructions

Lab Registration

Before sending your first scan, **register** your scanner with Helm Dental Laboratory. Registration details by scanner brand are below. After this one-time registration, Helm should be in your list of labs on that scanner.

Complete Prescription Information

- Use the scanner menu to complete a digital prescription form. Select the restoration materials, tooth number, implant brand, etc.
- Use the "Notes" section for any information not included in menu such as implant brand / diameter, scan body used, abutment material, etc. Any additional instructions you want to provide can be entered here.

Scan Case

Accurate intraoral scans are critical to the workflow.

- Include a bite scan, separate upper scan, and separate lower scan on all cases.
- Include two to three adjacent teeth, contra lateral teeth for anterior cases, complete scan body for implant cases, etc.
- Check scan for data holes, noise, image layering or evidence of movement immediately after scanning, & re-scan if distortions are noted.
- Check scan before sending to make sure you have captured all of the information needed for your specific case.

Upload

- Send files per instructions from your scanner brand. **OR**
- Send .STL files, RX form & any other documents (pictures, etc.) through "Upload" link on our website. Instructions for this process are on page 3. You must send an **RX form** for cases uploaded through our website.

Lab Registration Process



- Use the "add connections" link to send a registration request to SaraHelm@HelmDentalLaboratory.com.
- Send files through 3Shape Communicate. Select Helm as your lab.



- Use the "add connections" link to send a registration request to HelmLab@Verizon.net.

Call to speak with our technical support team. (972) 442-9772 for case issues.
If you are having issues with your scanner, please contact your scanner tech support.

- No registration needed.
- Upload .STL files through the through Helm Dental Laboratory website "**Upload**" link.



- Use "**add preferred lab**" link to search for "Helm Dental Laboratory" or by Company ID (4086). If either option is unavailable, please call iTero directly to add Helm Dental Laboratory as a preferred lab.
- Follow the steps provided by iTero to submit your files.
- Note: When the doctor scans any restorative case, the file first goes to the iTero team for evaluation. If the scans needs to be re-taken, iTero will contact the doctor. Once the scans are approved, the files will be sent to the lab within 24 hours.

Medit Link

- Login to your Medit Link account and use the "**search partners**" link to find Helm Dental Laboratory by name or email address: **SaraHelm@HelmDentalLaboratory.com**. Click "Request Partnership" button & Helm will then be available on your "My Partner List".
- Follow the steps provided by Medit to submit your files.

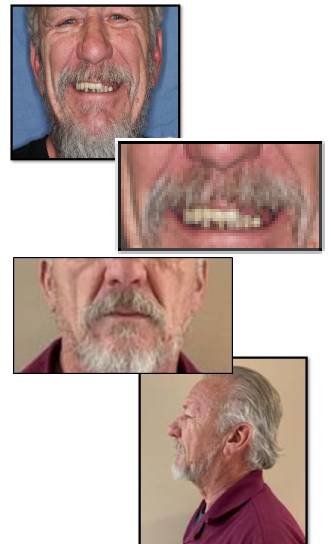


- Use the "**add favorite lab**" link to add Helm Dental Laboratory to your favorites. If a zip code is requested, use **75098**.
- Send files through the **Sirona Connect portal**. Choose Helm Dental Laboratory from the drop down menu.

Photo Protocol

These five pictures greatly help provide the most esthetic results possible. Photos can be sent through our website "**Upload**" link (preferred) (see page 3) or emailed to info@helmdentallaboratory.com.

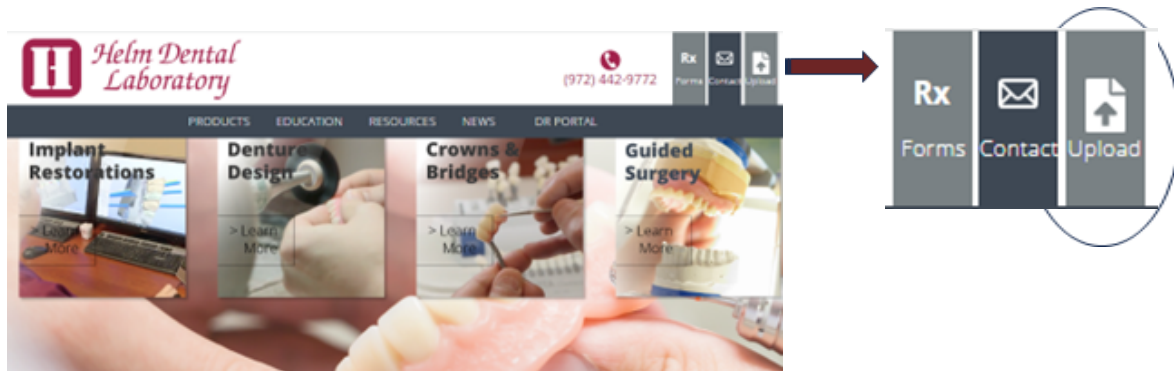
- **Full Face:** Capture from the top of the patient's head to just below the chin. This should be taken with the patient standing, facing directly in front of your camera. Have the patient smile and keep eyes open.
- **Full Smile, Close-Up:** Capture from just below the nose to below the lower lip. This photo should be taken by having the patient relax their lips and then laugh to get a full smile.
- **Relaxed Lip, Close-Up:** Capture close-up from just below the nose to below the lower lip. This photo should be taken in the relaxed lip position. You can have the patient say the letter "M" to get this position.
- **Retracted Lips:** Capture close-up from just below the nose to below the lower lip. This photo should include posteriors & as much gingiva as possible. Also make sure this shows the correct position of the midline. *(not shown)*.
- **Side Profile:** Capture from the side profile. This photo should show lip support with lips relaxed.



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Uploading Files & Photos Through Our Website

- Go to our website located at <https://www.HelmDentalLaboratory.com>.
- On the home page, click the button labeled "Upload" in the upper right hand corner.



- Click "Browse your device" & locate folder or files to upload.
- When you have multiple files for a patient, zip all files into a compressed folder before uploading.
- Scan files must be .STL format. Pictures can be .png or .jpg files.
- Include a completed copy of the RX form for your case.

File Upload

Upload files for intraoral scans, guided solutions, or other treatment files below:

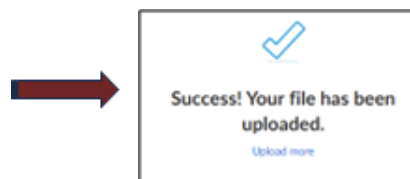


- Drag & drop folder or files to the designated box.
- Enter doctor's name, patient name & brief treatment plan info in the "Description" box.
- Enter your email address as indicated.

Upload files for intraoral scans, guided solutions, or other treatment files below:



- Click "Upload" button and your files are on the way to us.



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