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IN-OFFICE SOLUTION

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HIGHLIGHTING 5 YEARS OF SUCCESS WITH GLIDEWELL.IO



When we officially unveiled the glidewell.io™ In-Office Solution at our inaugural symposium in 2017, our goal was to provide clinicians with an affordable, intuitive digital ecosystem to integrate with their workflow and provide a higher-quality level of patient care. Now, five years later, I couldn't be happier with the results.

The success of glidewell.io is not only testament to our place as the world's leading dental lab, but also to the visionary spirit of the glidewell.io community. As digital technology reshapes the clinical landscape, you continue to embrace innovation, challenge convention, and inspire us to find new ways to improve traditional processes and techniques for your clinical success.

In this brochure, we highlight the stories and achievements of members from the glidewell.io community all over the country. I invite you to read their stories and see the positive impact that CAD/CAM dentistry has made not only to their practice, but to their patients and staff as well. If we are already a part of your digital dentistry journey, join me in celebrating the accomplishments of these doctors.

If you are just starting your path to a digital workflow, then I hope these stories give you

valuable insight into what you can expect when you go digital with the glidewell.io In-Office Solution. Throughout these pages, you will notice some similar experiences: easy integration, user-friendly technology, excellent on-site staff training, better patient comfort, and a great ROI. These are the features that demonstrate the value of glidewell.io, and as you will see, have many saying they wish that had discovered us sooner.

It never ceases to amaze me how much doctors can transform the lives of their patients. It makes me very proud to know that all the hard work that went into making glidewell.io a reality has been worthwhile. On behalf of everyone at Glidewell, we truly appreciate the opportunity to be a part of your restorative team. Thank you!

Sincerely,

Stephenie Goddard,
CEO, Glidewell

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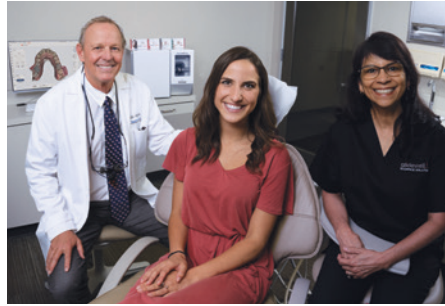
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A glidewell.io™ Practice Report

Dr. Jeffrey Sprout graduated from the University of Colorado School of Dental Medicine in 1997 and has been serving Evergreen, Colorado, and the surrounding mountain communities ever since. The Evergreen Dental Group was one of the first clinics to purchase the glidewell.io™ In-Office Solution. Their experience has been so positive that, within the past few months, they have purchased a second fastmill.io™ in-office milling unit and two more iTero Element® intraoral scanners to keep up with growing demand. *Chairside*® magazine recently sat down with Dr. Sprout to discuss what it was like learning to use the glidewell.io In-Office Solution, and how the system has become a major part of his practice.



Jeffrey J.
Sprout, DDS

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CHAIRSIDE MAGAZINE: What was the learning curve like for you and your staff when you first started using the glidewell.io In-Office Solution?

DR. JEFFREY SPROUT: We previously owned a different type of mill and scanner, which we used, although not to the level that we currently utilize the glidewell.io system. But since we'd used a milling system before, we were somewhat familiar with the process itself. The design software included with the glidewell.io system is much more intuitive than the other software we had worked with, which made it very easy to learn.

When we first got the glidewell.io system, we had one full day of training where experts from Glidewell Dental came out to our office and showed us everything. After that, my assistant Teri watched a few training videos on her own. Since then, it's been a matter of calling Glidewell and having them walk her through any questions she has had.



Adopting the glidewell.io™ In-Office Solution has allowed Dr. Jeffrey Sprout and his team to create, characterize, deliver and adjust in-office crowns and restorations for their patients within one visit, increasing patient satisfaction and ensuring predictable results.

FROM DENTAL ASSISTANT TO IN-OFFICE LAB TECHNICIAN

Teri Accashian has been a certified dental assistant for Dr. Sprout at the Evergreen Dental Group for the past 20 years. Since purchasing the glidewell.io In-Office Solution in early 2018, Evergreen's capacity and demand for in-office restorations has increased so rapidly that the practice decided to appoint Teri to full-time glidewell.io responsibilities. We asked her what it was like to go from dental assistant to lab technician at Evergreen in just a matter of months.

CHAIRSIDE MAGAZINE: Your job duties are now based on operating the glidewell.io In-Office Solution full-time. Can you tell us a bit about how that developed?

TERI ACCASHIAN: It happened quickly — probably within two months. At first, we were a little slow with reviewing the crown design proposals and making any necessary alterations, but once you do a certain number of single-appointment restorations, it gets easier and you just keep going. And the demand picks up from there. It's gotten to the point where I often have both of our mills running at once, plus a crown or two sitting on the counter waiting to be milled, and another one in design. It certainly isn't necessary to have someone working with the system full-time, but that was definitely what worked best for our team.

CM: Can you describe what the learning process was like for you with the glidewell.io In-Office Solution? How was it to go from new user to technician so quickly?



Teri Accashian's role at Evergreen Dental Group has evolved from dental assistant to lab technician in order to keep up with the surging patient demand for single-appointment crowns.

TA: When the system was first installed, we had about a day of training with the experts from Glidewell Dental, and that was very helpful. But the remote technical support after installation was the part that was really fantastic. You learn quickly because you're the one doing the tasks, but you're always able to connect to someone at Glidewell who will talk you through it. I spoke to Glidewell technical support about five times a day at first. Now I just call them up to say hi and tell them I'm doing well.

CM: Do you have any tips for new users about how to improve their knowledge of the technology, or how to get great results?

TA: It helps to get feedback on the restorations you produce. In the beginning, I would run downstairs to the clinic so that I could personally see the crowns I'd milled being seated, and observe what I could have done better. I also had the assistants and doctors write down their feedback whenever they seated one of our same-appointment restorations. I would read those notes and learn what I could do better. Then I got past that point, and now my crowns require minimal adjustments by the doctors and assistants. They just go right in.

CM: Have you enjoyed learning how to use the glidewell.io system and the transition of your job role?

TA: Oh my gosh, I was in on it. I was ready to do this years ago. I've been a certified dental assistant for about 37 years, and it was great, but now I have the best job here. It's weird for me, when people ask me what I do, and I get to answer, "I'm a lab tech."

CM: How has your experience been working with Glidewell customer support for the glidewell.io system?

JS: The training from Glidewell Dental has been amazing. If Teri has any issues at all, she'll call them and they'll log in to the system to see what she's seeing. If they can help her complete the task herself, they will, and if not, we simply send it over to Glidewell Laboratories for them to complete instead. The experience is seamless.

CM: It sounds like you've made great progress with the system in a short amount of time.

JS: Absolutely. We started using the glidewell.io In-Office Solution in March. In that brief amount of time, we've come this far.

When we first started, we didn't necessarily deliver the crown on the same day. We would scan the patient and then design and mill the crown over a period of days. After just a couple of weeks, though, we said, "Hey, we can start doing these on the same day." And now we do 80 to 90 percent of the milling during a single visit.

At this point, Teri can usually design a crown in five or 10 minutes, so it's about an hour turnaround per unit. As long as we, the doctors, create a good scan for Teri in the first place, life is good. This morning I believe she milled 13 crowns. We probably do 250 units a month. You can see why we needed more than one mill to keep up.

CM: What would you say are the main ways that the glidewell.io system has benefited your patients?

JS: The same-appointment turnaround has been amazing. In this Amazon age where everybody gets stuff shipped to their house in two days or less, that's been a huge benefit for the patient.



Dr. Sprout and Teri Accashian of the Evergreen Dental Group, shown here in the dedicated lab space that houses their glidewell.io™ In-Office Solution, which they adopted in March 2018. After three months, the practice was milling approximately 250 same-visit crowns per month.

Doing things on the same day has also eliminated the issues that come with using temporaries. Temporaries can come off; the patient doesn't like them, they can't chew with them, or they're not very esthetic. But we can prescribe and deliver a final crown in one visit. And that's huge because there's nothing more frustrating for the patient than having to come back.

CM: What about within your office and among your staff? What would you say have been the biggest benefits or changes for your business after adopting the glidewell.io system?

JS: The main thing has been achieving

consistency in time and product. We know that the crown is going to fit, and it's going to fit the first time. That kind of predictability has been huge for us. Also, the fact that we aren't limited to a particular material has been amazing. We really take advantage of being able to mill full-contour BruxZir® Solid Zirconia crowns in the office.

We've also loved the fact that if the shade is not perfect, or if it needs more characterization, we can send it right back upstairs so Teri can do custom staining on it, fire it, and it looks great. It's been nice to do those kinds of adjustments in the office and not have to send it out somewhere and wait another five days.

CM: Do you have any final words of advice for dentists who may be considering the glidewell.io In-Office Solution but are unsure about pulling the trigger?

JS: I think the most unexpected thing, honestly, has been how much our patients appreciate it. When you compare what we can offer versus other offices that don't use the glidewell.io system, it makes those other offices look like the Flintstones. "What do you mean, I have to go two weeks with a temporary? Dr. Sprout can do it all in one day and it's perfect." So that's been huge for both our patients and us.

CM: Dr. Sprout, thank you so much for your time and speaking with us today. We wish you the best of luck and are gratified to hear how successful the glidewell.io system has been for your clinic.

JS: It's been my pleasure. **CM**



Full Support Every Step of the Way: A glidewell.io™ Practice Report



Interview with T. Scott Barton, DDS

by Justin Chi, DDS

chairside@glidewelldental.com

Business decisions made by clinicians are driven by two important goals: profitability and positive impact on the lives of their patients. As technology evolves, many clinicians are discovering that investing in a chairside milling system is a decision that can accomplish both of these goals. The potential to help a wider group of patients in a new, more efficient way, coupled with the prospect of an investment return, is driving a growing number of clinicians to start searching for the right in-office system.



Dr. Scott Barton and the team at Whispering Oaks Family Dental in San Antonio recently adopted the glidewell.io™ In-Office Solution and now offer same-visit restorations to their patients.

There are multiple reasons why clinicians in search of single-visit dentistry systems are increasingly turning to the glidewell.io™ In-Office Solution. Affordability compared to other chairside systems on the market is one major reason. Ease of use, a short learning curve, and the ability to mill fully sintered BruxZir® zirconia in the office are others. But perhaps the most often-cited benefit when users are asked why they chose the glidewell.io In-Office Solution involves not only the system itself, but also the full library of support and service that stands behind it.

Clinicians who use the glidewell.io system to create same-visit crowns for their patients are given full access to the dental CAD capabilities of Glidewell Laboratories, developed

through millions of digitally fabricated restorations. Customer support, design services, one-click lab submissions, and educational materials are all available via the glidewell.io interface. This makes the experience of submitting cases better suited to fabrication at Glidewell, or receiving one-on-one live assistance, a seamless one.

These advantages, along with the system's compatibility with his existing intraoral scanner, were the deciding factors in Dr. Scott Barton's choice to purchase an in-office milling system for his practice. Dr. Justin Chi recently sat down with Dr. Barton to discuss his experiences implementing and using the glidewell.io In-Office Solution, as well as how the system compares to similar technology he has used in the past.

DR. JUSTIN CHI: Can you tell our readers a little bit about yourself and your practice?

DR. SCOTT BARTON: Certainly. I'm a practicing dentist at Whispering Oaks Family Dental in San Antonio. It's hard to believe, but next year will be my 30th year in dentistry. I still love what I do.

JC: And your practice recently adopted the glidewell.io In-Office Solution.

SB: That's correct. We've had the iTero Element® Intraoral Scanner for some time. So once I had information that Glidewell had a mill that has compatibility with the iTero, I said, "Sign me up."

JC: What has been your experience with CAD/CAM dentistry? When did you first get into it, and how has it changed the way you practice?

SB: I'd heard about CAD/CAM and the CEREC® in-office system when it first came out. It was expensive at the time, and the feedback that I saw tended to be a little negative when the technology was first emerging, with issues like crown breakage, seating problems and restorations coming off. So I didn't pay much attention to it during those early days.

Later, after I sold some of my practices, I took a position with an office that had CEREC technology. After seeing firsthand how advanced in-office milling technology had become, I learned that it was doing great things. Choosing to purchase the glidewell.io system for Whispering Oaks was the next step for me, and it was a no-brainer: iTero, Glidewell mill, perfect pairing, great benefits, in my office — done.

JC: That's great. So starting out with CEREC, as you did, compared to the months you've now had with the glidewell.io system — can you tell us a bit about the differences

between the two that you've experienced so far?

SB: Getting used to things in terms of the software differences has been pretty smooth. Once you get the flow of the technology, the glidewell.io system, in my opinion, is much easier to use than CEREC. CEREC is great — I'm not going to knock that system at all. It's great technology. But the iTero paired with fastdesign.io™ Software and the fastmill.io™ is, in my opinion, a step up for what I do.

JC: That's great to hear.

SB: The Glidewell service, their support, is the biggest difference for me. Any time I call for help with the glidewell.io system — whether I've got a question on crown design or mill operation — I make one phone call and they're all over it. They're helping me out tremendously.

JC: With advanced technologies, it's important to have that support, and Glidewell Dental definitely takes that seriously.

SB: CEREC didn't have a lab for me to contact like Glidewell does. It would have been a challenge to find some-

CEREC didn't have a lab for me to contact like Glidewell does. It would have been a challenge to find someone with the time and ability to help and somehow remote into my system ... Whereas with the glidewell.io system, it's part of what you're paying to have. And it's wonderful.

one with the time and ability to help and somehow remote into my system. It would have been an exception to the general workflow with CEREC, whereas with the glidewell.io system, it's part of what you're paying to have. And it's wonderful.

Not that I need the help very often. The learning curve is very simple.

The software's intuitive, so even for somebody just getting into it, you can do single crowns on day one, and be comfortable and confident with it. From there, you quickly develop your own process and follow your own learning curve. You get to the level you want at whatever pace works best for you. It's in your hands.

JC: What materials do you find yourself using the most as you've worked more in-depth with the glidewell.io In-Office Solution?

SB: I'm using BruxZir NOW milling blocks for the posterior, and I'm also using Obsidian® blocks (Glidewell Direct; Irvine, Calif.), which are a lithium silicate glass ceramic that's similar to IPS e.max® (Ivoclar Vivadent; Amherst, N.Y.).

JC: I'm assuming, because you couldn't use BruxZir zirconia with the CEREC system, that you've also undergone something of a transition in terms of selecting materials.

SB: Yes. In terms of CEREC, their product was IPS e.max. They couldn't mill a BruxZir crown, which was a drawback. I know a lot of dentists

YOU'RE IN CONTROL. GLIDEWELL DENTAL IS HERE TO HELP.

The Power of Glidewell at Your Fingertips:

Implementation and Onboarding Support

- Onsite installation of the system and hands-on, in-person team training

Ongoing Dedicated Phone Support

- Information on system use, products and material handling
- Real-time remote design assistance from technicians
- Direct maintenance and service support (available over phone or onsite)

Lab Submission and Case Completion

- Cases can be submitted to Glidewell Laboratories at any stage of the process for completion of design or milling

Continuing Education for Users

- Hands-on training courses at Glidewell Dental or regional locations
- Monthly WebEx sessions led by Dr. Justin Chi on best practices and advanced techniques



The staff at Whispering Oaks Family Dental has developed a streamlined workflow to provide single-visit restorations to their patients using the glidewell.io system. While the doctor continues to work with patients in the chair, the staff keeps the glidewell.io technology moving so that restorations are continuously being created in a timely manner.

who say: “I’m only going to do BruxZir restorations. If I can’t do BruxZir restorations I’m not going to bother with chairside milling.” Well, that’s not an excuse anymore because the glidewell.io system can do it, and I’ve milled some beautiful BruxZir crowns with the glidewell.io system.

JC: What are the biggest changes you’ve noticed in terms of your practice since incorporating this technology? You mentioned good responses from your patients. How has that influenced your process on a day-to-day basis?

SB: Well, it’s fun. You can train your staff to use the glidewell.io system, so that you as the doctor, once you get that crown prep, can walk out and go see another patient. The team can do the scan, get it set up in the fastdesign.io Software, and call me

when it’s time to check the margins and go through the actual design process. So I do that, and then we let the mill, technology and software do the bulk of the rest of the work.

And of course, the whole time the patients are sitting there with their own technology — their iPhone, or the television in our waiting room — and just relaxing. And they’re happy because they’re going to get their crown placed with comfort that day. So they love it. A lot of my patients have already had crowns. They’ve been through that process with impression material in their mouth. Maybe it didn’t feel or taste good, or it was gagging them. They’ve also gotten temporaries that came off once or twice, or weren’t smooth or comfortable. There’s a whole list of different problems with the traditional crown procedure, and those things aren’t issues anymore

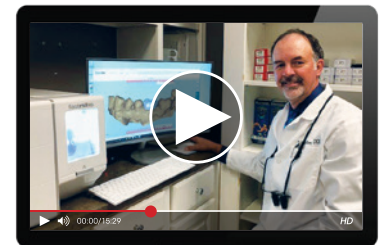
with the glidewell.io system in place. And the patients know it’ll all happen in one visit, usually within about 90 minutes. Certainly in under two hours.

JC: Before we wrap this up, do you have any tips for practitioners considering this technology?

SB: As dentists, we love technology, and we like to build things with our hands. When you implement the glidewell.io system, you’re still doing that — you’re just doing it on another level. Plus, it’s making you a better and more efficient dentist. That doesn’t even touch upon the cost savings. I’ve cut my lab bill in half. And that’s not counting all the other costs that aren’t related to the lab, like the actual cost of your time with patients in the chair. The improvements in all of those areas are great.

JC: Thanks for joining us. I appreciate your time and this great information. We’re glad to hear the glidewell.io system is helping your practice offer patients single-appointment dentistry.

SB: I’m a fan. And my team loves it because it makes their lives easier as well. We still do bridges and other things, of course. But the single-unit restorations are the bread and butter, and this system is a winner for those. **CM**



WATCH THE VIDEO

View the full-length interview between Dr. Chi and Dr. Barton at chairsidemagazine.com

A glidewell.io™ Practice Report



Impressing Even the Most Tech-Savvy of Doctors

Interview with Thomas J. Rolfes, DDS

chairside@glidewelldental.com

Dr. Thomas Rolfes of Smiles40C in Costa Mesa, California, is among those doctors who embrace all the latest developments in dental technology. In fact, Dr. Rolfes and his team have a reputation in their community for being the first to implement a variety of new technologies to enhance clinical outcomes and patient comfort. That's why we were eager to sit down with Dr. Rolfes and hear his thoughts about the glidewell.io™ In-Office Solution, a single-visit dentistry system designed for plug-and-play operation that's accessible to all dental practitioners, regardless of their digital know-how.

CHAIRSIDE® MAGAZINE: Dr. Rolfes, please tell us a bit about your education and background in dentistry.

DR. THOMAS ROLFES: It's been a pretty linear progression for me. I graduated from dental school in 1984, and my first position post-graduation was actually right here at Smiles4OC. Years ago, when this practice first opened, my mother was the first hygienist they ever hired. So it felt natural for me to join the team. In those days, we had just one senior doctor, who retired in 1986. At that point, I took over the practice.

CM: So you've been here at Smiles4OC for your whole dental

career. I'm sure you've seen the practice evolve quite a bit over time.

TR: Yes, we've grown exponentially since the year I took over. We've added a few specialists to the staff, and we've also grown from one doctor to four. About two years ago my son Tim joined the staff as our most recent doctor, so that's been exciting and a lot of fun.

CM: What types of procedures does your practice typically handle? Any particular areas of focus?

TR: We do pretty much everything. Our specialists, who rotate through on a regular schedule, include a maxillofacial surgeon and a periodontist. I

have an anesthesia license along with my dental license, so I do a lot of IV sedation, which means we take on quite a few major cases that tend to require that. We also place and restore a lot of dental implants. We just do a lot of dentistry. In fact, we're the team dentist for the Los Angeles Chargers, which is super fun and keeps us very busy, too, of course.

CM: That sounds like an interesting gig! What services does a team dentist handle? Do you fabricate the players' mouthguards and things like that?

TR: We do handle their preventive devices, absolutely. We're an official part of the team's medical staff, so



The fourth doctor to join the growing staff of Smiles4OC was Dr. Timothy Rolfes, the son of Dr. Thomas Rolfes. Here, Timothy (left) is shown with a happy patient (center) and a member of the Smiles4OC team (right).

we're on-site during their games, ready to help. We also treat the players and a number of people from the organization off the field, providing their regular dental care. The Chargers definitely appreciate the fact that we have the doctors, staff and proper equipment to handle all of their dental needs successfully.

CM: Speaking of equipment, I understand that the Smiles4OC team is known for being first out of the gate when it comes to trying out and implementing new technology as it comes to market.

TR: Yes, that's true. We've always embraced technology and been pretty cutting-edge. Right now, for example, we have numerous lasers we use, including several BIOLASE Waterlase® units (BIOLASE Technology; Irvine, Calif.), plus some diode lasers we use in our hygiene program, and a few other types. If it's good technology, we are very interested in it.

CM: I'm going to guess, then, that learning and implementing the glidewell.io In-Office Solution wasn't too much of a stretch for you or the staff.

TR: That's definitely true. I was on the design team for an intraoral scanner seven or eight years ago. The technology in those days wasn't that great, so the scanner I worked with then was nowhere near as good as the iTero Element®, especially when the iTero is paired with the glidewell.io workflow.

CM: Considering that context, we'd love to hear your thoughts about glidewell.io.

TR: Let me put it to you this way — 10 years ago, I didn't do a ton of business with Glidewell. I had used the same lab for years, and I didn't have any



Dr. Thomas Rolfes, shown here in his practice with the fastmill.io™, is well-known for keeping his practice on the cutting edge when it comes to the latest in dental technology.

reason to switch. Once in a while I'd need something I could source only from Glidewell, but otherwise, we barely crossed paths. However, I'm crisscrossing routes with Glidewell quite a lot these days. And it's all due to glidewell.io, particularly the digital workflow the system creates. It's completely flexible and incredibly easy to implement. The process that it creates in the practice is absolutely fabulous. Honestly, the workflow of glidewell.io has changed the way we practice dentistry completely. If we decide not to use the fastmill.io

In-Office Mill for cases that are larger or that require more complex esthetic work, then we just send the scans to the Glidewell digital team through the software interface, and they fabricate excellent restorations for us in the lab.

CM: Coming from a doctor who knows technology so well, your approval is a huge compliment for glidewell.io.

TR: The system is great. It's wonderful to know that when we've got a single-unit case on our hands, we can



The flexible digital workflow of the glidewell.io In-Office Solution has allowed Dr. Rolfes and his team to provide the ultimate in convenient treatment to their patients.

mill the restoration in-office in one appointment. We can even mill it with BruxZir® NOW milling blocks if we want to. Or, if the restoration requires it at any point in the process, we can just click and send the case along to Glidewell.

As I said, we use the laboratory at Glidewell constantly these days. At this point I wouldn't go back to my previous lab anyway, even if their prices were lower than Glidewell's — which they're not. Crowns that are produced through glidewell.io are faster and cheaper — but more importantly, they're better. Whichever workflow

we use, the resulting restorations fit and look great.

CM: In terms of the workflow within the office, does your staff get involved with designing or milling?

TR: Absolutely — our team members pretty much handle the whole thing at this point. The doctor working on the case will often go into fastdesign.io™ and mark the margins just to make sure that we've placed them exactly where we want them. But then we just turn the case over to the staff, who can always reach out to the Glidewell support team for help with

a design if they need it. The individuals on that support team, by the way, are easy to access and have provided a lot of assistance to our whole team. A member of our staff just makes a quick phone call, and the Glidewell tech can jump right into our system. The tech can adjust a couple of things in our design if they need to, and then we can load up a block and start milling just a few minutes later.

CM: What would you say have been the biggest, most influential benefits to your patients since you adopted glidewell.io?

TR: All of the benefits really stem from that one huge selling point: convenience. Let's say, for example, that a patient needs a lower molar replaced. We mill almost all of our lower molar restorations in-office these days, and patients are very grateful that we can provide these restorations in the same appointment. That's largely because the anesthesia required to work on those lower molars is difficult and uncomfortable. So the patients love it when we only have to administer

anesthesia to them once! They walk out with a finished product, they don't have to worry about breaking or losing a provisional, and they don't have to come back in a week or two and get more injections in the same spot where their mouth is probably still sore. We bypass all of that. It's wonderful for everyone involved.

CM: Are any patients ever tentative about the fact that your practice

offers same-visit services? Is there any preconception among the patients that a lab-made crown might be better than one made in your clinic?

TR: Never. And I can see how someone might think the patients could have that kind of reaction. But honestly, our practice has a pretty sterling reputation in the community for having great technology and using it to deliver great care. So our patients



The whole team at Smiles4OC is trained in how to use the glidewell.io system to simplify and expedite the treatment process. If staff members have questions, they can instantly connect to Glidewell for one-on-one assistance.



Smiles4OC is known in its community for being the first to try out new dental technology. The doctors and staff alike are proud of their ambitious reputation and love learning how to use the latest tools to improve patient care.

are very trusting, which is fantastic. Their thought process is usually such that, if we're using something new to treat them, it's probably because that new thing is really good technology. I've had people ask about the differences between in-office crowns and the traditional lab ones. But they're always very excited about doing it the new way instead.

CM: Are there any particular factors that you and your team look for when you're considering bringing a type of new technology on board?

TR: Definitely. First of all, I'll say that we're very thankful that our practice is large enough to allow for the experimentation. We can afford to try out the new tech and procedures

that interest us. We've also gotten really good at implementing new techniques into our day, which helps us avoid spending time going through a long learning curve before we can put the tools to use. We also do a lot of research on what we're buying, of course, before we decide.

Just in general, though, we try to make good decisions about what we purchase, and we base those decisions on whether the investment will help us get the best results possible for our patients. If it's going to result in faster or less expensive treatment, or just provide better results in any kind of way, we're interested. That's what gets us thinking about whether something is a good investment.

CM: That sounds like excellent and

reasonable criteria for steering your way through as the industry continues to change so quickly.

TR: Absolutely. And once we reach the point of interest, we run the numbers on long-term affordability and usefulness. In terms of those criteria, glidewell.io has been more than affordable — it's cut our costs and increased our profit because we're treating patients so quickly. It's also been incredibly useful — the digital workflow it creates has been a game changer for our practice. Our glidewell.io system paid for itself in less than a year. And that's the type of investment we're happy to make.

CM: Dr. Rolfes, thank you so much for sharing your insights.

TR: It's been my pleasure. **CM**

Fulfilling the Promise of **Single-Visit Dentistry** with the **glidewell.io**TM **In-Office Solution**

The promise of single-visit dentistry, much like the paperless office, has been much talked about yet infrequently realized. Cost, support and perhaps, most importantly, concerns about how to implement chairside technologies and workflows have hampered adoption. Too often it was left to those with the time and inclination to master complex design software and unforgiving workflows.



At the 2019 Glidewell Symposium in Orlando, Florida, Dr. Cary LaCouture (seventh from right) and his team visited with President and CEO Jim Glidewell, CDT, (far left) and Glidewell clinician Dr. Justin Chi (far right). Dr. LaCouture and his team also took part in hands-on fastdesign.io™ training when they attended the symposium.



Glidewell provided Dr. LaCouture's team with advanced training in the use of the glidewell.io™ In-Office Solution. Now, the team members utilize a dedicated lab area to design and mill their single-visit restorations.

But as we move toward a post-COVID-19 world, single-visit dentistry is no longer just for the “other” practice. Because the advantages to be had over traditional laboratory processes are going to be more important than ever for your patients.

Cary LaCouture, DDS, founder of Burning Tree Family Dentistry (Franktown, Colorado) and Creekside Dental (Parker, Colorado), first explored single-visit dentistry over 15 years ago. More recently, he incorporated the glidewell.io In-Office Solution into his practice.

“Our team has come to deeply appreciate the fastmill.io™ in so many ways,” he said. “Recently, we were open for emergency dental procedures only, and were able to perform a number

of restorative treatments at the initial appointment. Doing so saves us the time and expense of multiple operatory setups, of course. And patients really appreciate the convenience.”

He added, “Looking ahead, it’s safe to assume those cost and convenience factors will only become more critical. Because an incredibly high number of patients will have faced employment disruptions that will inhibit them from taking multiple days off from work. Fewer visits also mean a reduced risk of exposure for everyone involved.”

Dr. LaCouture’s decision to give single-visit dentistry a second try was influenced by three primary considerations.

First, the highly intelligent fastdesign.io Software demystified the restoration design process and made it accessible to both him and his team. Second, his developing relationship with the team at Glidewell gave him confidence that they would readily support him throughout the implementation process. Last — and by no means least — was the unique ability of the fastmill.io to produce fully sintered BruxZir® Zirconia restorations.

“BruxZir NOW is a real game changer,” Dr. LaCouture said. “I’m now able to mill premium zirconia restorations in-office, with no oven time or glazing required. Because BruxZir NOW is pre-sintered, an entire, time-intensive step in the CAD/CAM workflow is eliminated. We did our research, and no other chairside system can equal that.”

And with the release of BruxZir Esthetic NOW Milling Blocks, chairside zirconia restorations are not just for the posterior anymore.

“BruxZir Esthetic NOW offers the same combination of strength and beauty we would receive from the lab,” Dr. LaCouture said. “So we’re able to confidently provide single-visit zirconia restorations in the smile zone, too.”

Since bringing the glidewell.io In-Office Solution to both Burning Tree Family Dentistry and Creekside Dental in 2018, Dr. LaCouture and his team have milled almost 2,000 BruxZir NOW crowns.

He believes empowering and trusting your team is fundamental to the successful adoption of single-visit dentistry. “You don’t want a system that requires hours and hours of training or specialized skill to use. The glidewell.io system is intuitive enough for my whole staff to work with, and the support is there whenever needed. Like any other aspect of the practice, it’s my team working in unison that makes single-visit dentistry a reality.”

“BruxZir NOW is a real game changer. I’m now able to mill premium zirconia restorations in-office, with no oven time or glazing required. Because BruxZir NOW is pre-sintered, an entire, time-intensive step in the CAD/CAM workflow is eliminated.”

In their use of the glidewell.io In-Office Solution, Dr. LaCouture’s team has quickly become proficient at each step of the process, from the scan and design phases, to the milling of restorations. This allows him to focus on the prep and seating of cases, which makes for a more efficient practice — while also providing team members room for professional growth.

“As a dental restorative team, we’ve embraced a same-appointment workflow,” he said. “I don’t know that anything has galvanized our team more, as together we strive to deliver a smooth process for each patient. It’s fun!”

Dr. LaCouture’s team has visited Glidewell for advanced training, which is offered to all new customers approximately three months after their system is installed and they’ve completed their in-office training. Additionally, the team traveled together to Orlando, Florida, for the 2019 Glidewell Symposium, which included hands-on fastdesign.io training.

And how do patients respond to the new digital processes in the practice?

“Patients are so appreciative of the technology serving them,” Dr. LaCouture said. “Each patient typically receives a brief tour of our single-visit ‘fastmill’ process, and they love it!”

In the words of Brian Whitlock, a recent patient at Burning Tree Family Dentistry: “Awesome team and surprising talent in Franktown! I don’t normally write reviews, but Jenn, Liz, Lauren and Dr. LaCouture were fantastic, took me in without an appointment and got me out the same afternoon with a custom-made crown! Highly recommended.”

Looking beyond the practice, the extended team includes all of Glidewell’s support personnel — installation, training, technical support



Dr. LaCouture’s staff members are committed to the success of their practices and take an active part in the process of fabricating chairside restorations.

and lab operations, to name just a few. According to Dr. LaCouture, “It’s all about the relationship with and support of the team at the lab, which is fully committed to the practice’s success.”

Designed and manufactured in the USA using the expertise of Glidewell’s extensive R&D and engineering resources, glidewell.io brings the capabilities of the lab to the practice while also providing a seamless link for more complex and time-consuming cases. And as a manufacturer-direct solution, the cost of the glidewell.io In-Office Solution is over \$70,000 less than the traditional market leader, and over \$20,000 less than other industry options.

In Dr. LaCouture’s estimation, “Initial expense is no longer a significant barrier to entry. With attractive financing options and immediate lab savings on every case, Glidewell offers a flexible CAD/CAM solution that can pay for itself quickly and well into the digital future — which appears to be a lot closer than it once did.” **CM**

My First 60 Days: A glidewell.io™ Practice Report

Interview with Michael D. Buck, DDS

chairside@glidewelldental.com

When a practice decides to invest in the glidewell.io™ In-Office Solution, the process of delivering same-visit crowns starts immediately. A team of skilled Glidewell technicians arrives on-site and spends the day with the doctors and team, setting up the system and providing thorough training. Typically, new glidewell.io users produce an average of 25 in-office crowns within their first 60 days of ownership.

And then there's Dr. Michael Buck of Creston, Iowa, who took things to a whole new level. Dr. Buck and his team at Buck Family Dentistry recently broke the curve among new users with an impressive count of 56 same-visit restorations successfully designed, milled and delivered within two months of their glidewell.io purchase. With that information in mind, we knew it was time to sit down with Dr. Buck and learn more about exactly how those record-setting first 60 days unfolded.

Dr. Buck and his team at Buck Family Dentistry recently broke the curve among new users with an impressive count of 56 same-visit restorations successfully designed, milled and delivered within two months of their glidewell.io purchase.

CHAIRSIDE® MAGAZINE: Dr. Buck, please tell us a bit about yourself and your background, as well as the background of Buck Family Dentistry.

DR. MICHAEL BUCK: I grew up right here in Creston, Iowa, where my father is also a dentist and has had a practice for many years. I went to the University of Iowa for my undergraduate degree and dental school. In 2013 I purchased a practice back here in Creston, and one year later my father and I combined our practices to open Buck Family Dentistry. We've been practicing together here in Creston ever since, providing general dentistry to patients of all ages.



Dr. Michael Buck (right) and his father, Dr. Dave Buck (left), own and operate Buck Family Dentistry in Creston, Iowa. The doctors and staff at the practice have adapted quickly and successfully to the glidewell.io In-Office Solution, producing nearly twice as many crowns as average in their first two months with the system.

CM: Where do your patients tend to come from? I know Creston is a fairly small town.

MB: Creston itself is probably around 8,000 people, but we keep very busy because we serve the surrounding communities as well. I would say we draw patients from as far as 30 miles away.

CM: What led you to the decision to invest in glidewell.io?

MB: I'd been a customer of Glidewell since 2013, and they have always given me great service. The services they provided were always extremely high-quality. Then, sometime late last year, I received correspondence from the glidewell.io team introducing the system, and I was interested. At one point Dr. Justin Chi at Glidewell used glidewell.io to create a crown for one of my patients and sent it to me. Seeing the great results for myself, along with the positive relationship I already had with the lab, convinced me that I was ready to go.

CM: Had your patients been requesting same-visit crowns?

MB: I've always paid attention to



Dr. Buck's decision to add glidewell.io and same-visit crowns to the services offered by Buck Family Dentistry was driven by his awareness of how quickly digital dentistry is growing, and by his end goal of providing the best in care to patients in the most convenient way possible.

what's newest in digital dentistry, and I've known for a while that it's just getting better and better. Very soon, if not already, patients will be seeking out same-visit restorations and expecting it from their doctors. So honestly, I made the investment as a benefit to our patients more than anything. We always want to be capable of giving them the best quality care in a way that works best for them.

CM: That's becoming a fairly common reason why doctors are looking to glidewell.io: They're real-

izing that digital technology is here to stay, and patients will soon be expecting same-visit crowns.

MB: Exactly. You get that feeling of, "I'd better keep up or I might be left behind."

CM: Let's discuss those first 60 days you had with glidewell.io officially installed in your practice. I know the implementation team was there on-site on the first day to perform the installation and train your team. How did that day go for all of you?



Dr. Buck was familiar with the process of digital scanning and the use of the iTero Element® intraoral scanner, but the rest of the technology behind glidewell.io was new to him and his staff. This didn't dim his enthusiasm for the capabilities of the technology and the possibilities it opened up for patient treatment.

MB: I thought it was very streamlined, efficient and hugely beneficial for us. The in-person support and training, and the help from the implementation team in general, was fantastic. They were very good. Most of it was entirely new to the staff, but I'd been on the glidewell.io website beforehand watching all of Dr. Chi's videos on how he uses the system, so I felt well prepared myself. But the Glidewell team did such a great job while they were here that the team was really surprised and happy with how user-friendly glidewell.io ended up being for them.

CM: Did you have previous experience with digital technology, like an intraoral scanner?

MB: Yes, we did have an iTero Element scanner for about a year before we bought glidewell.io. So all of us were used to scanning patients and creating digital impressions. But none

of us had ever worked with in-office designing or milling.

CM: When the setup and training were over and the implementation team left, did you all feel ready to go it alone?

MB: You know, I think there are always butterflies or anxiety with something this new, and there's always that moment when you have the first patient in the chair and you're thinking: "Is this going to work? Will we be able to do this?" But I felt pretty confident we knew what we needed to know. I was definitely confident in the technology and its capabilities, and everyone else latched onto my confidence quickly.

CM: No unexpected mishaps or anything, then?

MB: Not yet! Honestly, we haven't had to call in for support other than one or two bumps we had that were just user

errors. At one point, for example, I put the wrong milling block in the mill. The bur didn't like that, so it threw an error message at me. But that was the only unexpected moment we've had, and that was solved with one quick phone call to the glidewell.io support team.

CM: It sounds like you were off and running pretty quickly toward that "56 in 60 days" achievement.

MB: I was definitely onboard immediately, and so was my father, Dr. Dave Buck. The main thing was that I really wanted to get the most out of the technology, so right off the bat I was ready to get going. And the end result of the enthusiasm and the great training was that all of us ended up jumping in with both feet. We were successfully doing onlays and crowns right away.

CM: You mentioned that you were already using digital scanning in the practice, but that the rest of this technology was a whole new addition to your workflow. Tell us a little about how this addition changed the shape of the workday for you and the team.

MB: The question on everyone's minds was how same-visit dentistry would actually work for us in real life, and what that would look like. Everyone, from the front desk to the assistants, had some anxieties about how our workday would change, but we adapted really well as soon as we saw how simple the process itself was going to be.

CM: Did anything surprise you during those first 60 days by being easier, or more challenging, than you'd expected?

MB: I was very pleasantly surprised at how easy the design process with the fastdesign.io™ Software actually is. You just mark your margins and then

click to generate the design proposal. The designs that come back from the software are very precise and don't need much, if any, adjustment, other than a couple of times when maybe we decide to tweak the contacts. But that whole process takes just a couple of minutes, and then it's a just a matter of pushing one more button to review and send the design to the mill. It's all very straightforward and fast.

CM: Straightforward and fast is definitely the ideal goal.

MB: Absolutely. One bit of information that stuck with me, which I heard both in Dr. Chi's videos on the website and from the implementation team, was that if you are spending more than five minutes making tweaks to that auto-generated proposal, then you're probably making it too complicated. I've used that as my guide for the designing process, and it's absolutely true.

CM: Dr. Buck, considering your success in adopting and adapting to glidewell.io, what advice would you offer to doctors who are considering the system, but are concerned about the timeframe for training or the workflow changes required for implementation?

MB: I would encourage them and let them know that, yes, integrating the system into your practice does have a learning curve. Most new things do. However, once you get going, you realize pretty quickly that the curve isn't as steep as you'd thought. I'd highly encourage anyone considering purchasing glidewell.io to do so.

CM: Thank you so much for your time, and congratulations on your achievements with glidewell.io.

MB: We consider glidewell.io to be a huge success in our office. Thank you so much. **CM**



Despite initial anxieties about the learning curve, the team at Buck Family Dentistry quickly became proficient users of glidewell.io. Between the on-site training provided by Glidewell and the enthusiasm of Dr. Michael Buck (right), they found themselves setting a record for crown production in the first two months of use.



The assistants at Buck Family Dentistry have quickly become adept with glidewell.io and are continuously working to maximize the efficiency of their workflow.



The process of designing crowns with fastdesign.io was pleasantly simple and streamlined for Dr. Buck. He stands by something he learned from the Glidewell team during the training process: If he finds himself spending more than five minutes adjusting an automated design proposal, he's overthinking it.

ADDITIONAL GLIDEWELL.IO USER SPOTLIGHT ARTICLES

Over the years, many glidewell.io users have shared their digital dentistry journey and experiences with third-party publications. We put together some of our favorite interviews and articles below to give you a better perspective of what it means to be part of the glidewell.io community.



“In-Office Milling Benefits Practices and Patients”

ft. Drs. Andy and Natalie Droel, *Inside Dentistry*, July 2022

<https://www.aegisdentalnetwork.com/adn/id/2022/07/in-office-milling-benefits-practices-and-patients>

“Efficient Technology Maximizes Patient Comfort”

ft. Dr. Kristin Dunn, *Inside Dentistry*, July 2019

<https://www.aegisdentalnetwork.com/id/2019/07/efficient-technology-maximizes-patient-comfort>



“Closer Look: Offering Better Crowns in a Single Visit”

ft. Dr. Joshua Prentice, *Dental Products Report*, Feb. 2022

<https://www.dentalproductsreport.com/view/closer-look-offering-better-crowns-in-a-single-visit>

“How This Dentist Changed His Digital Workflow During COVID-19”

ft. Dr. Bill Kotonias, *DrBicuspid.com*, Dec. 2020

<https://www.drbuspid.com/index.aspx?sec=sup&sub=cad&pag=dis&ItemID=327730>



“Why Investing in Technology During a Pandemic was the Right Move for This Dentist”

ft. Dr. Johnasina Cummings, *DrBicuspid.com*, Oct. 2020

<https://www.drbuspid.com/index.aspx?sec=sup&sub=cad&pag=dis&ItemID=327381>

“How an Open CAD/CAM System and the Digital Workflow Benefits This California Dentist”

ft. Dr. Chris Petrush, *DrBicuspid.com*, Aug. 2020

<https://www.drbuspid.com/index.aspx?sec=sup&sub=cad&pag=dis&ItemID=327032>



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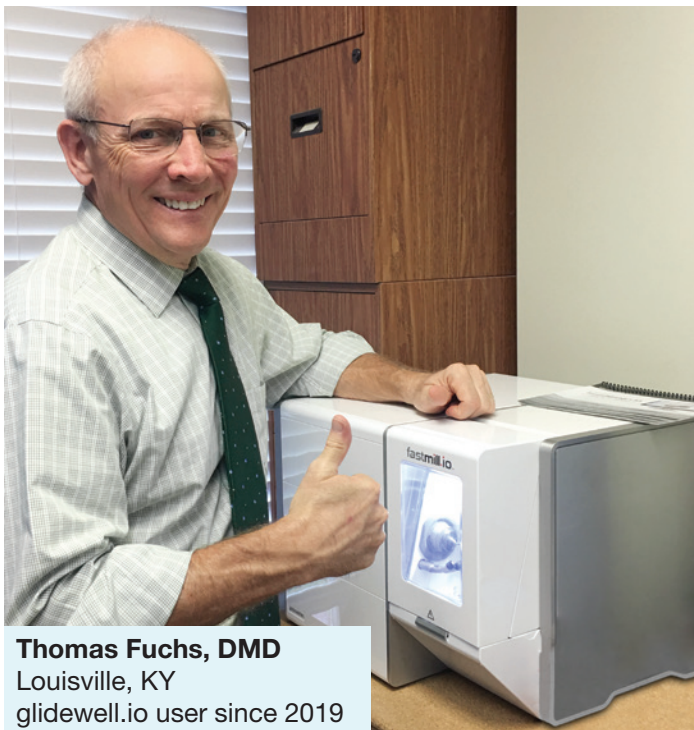
– **Dr. Eric Seidel** | Gettysburg, PA
Dr. Seidel has been a glidewell.io user since 2018.



Lovedeep Randhawa, DMD
Surrey, British Columbia
glidewell.io user since 2019



Nilesh Amin, DDS
Vaudreuil-Dorion, Québec
glidewell.io user since 2019



Thomas Fuchs, DMD
Louisville, KY
glidewell.io user since 2019



*"The **glidewell.io™ In-Office Solution** is a perfect way to mill in-office restorations. **It's simple to use, and Glidewell's training and support made adopting the new technology stress-free.**"*

– **Susan McMahon, DMD** | Pittsburgh, PA
Dr. McMahon has been a glidewell.io user since 2018.

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