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

Interview with Michael D. Buck, DDS

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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.

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.

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. 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.

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.

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