

# Using glidewell.io™ as a “Secret Weapon”

with  
Dr. Lillian Wang



**Lillian Wang, DDS, practices at University City Family Dentistry in San Diego. As a former CEREC® user, we wanted to find out more about her experience transitioning to the single-visit workflow of the glidewell.io™ In-Office Solution.**

## **Tell us about your journey with Glidewell's fastmill.io™ In-Office Mill.**

I started my career at Pacific Dental Services, where we used a CEREC®. Later, when I switched to a new DSO, we traded in the CEREC for a fastmill.io™ In-Office Mill. I quickly realized how much I relied on it, and when I moved to Silver Creek Dental Partners—which has 15-17 practices—I made it a condition in my contract that having a fastmill.io in my office was non-negotiable. I can't work without it!

## **What makes the fastmill.io such an essential tool for you?**

Honestly, it's a game-changer. The support team is exceptional, and that's a huge factor in why I can't imagine working without it. The materials are incredibly simple and efficient, and the workflow is straightforward. The fact that I can provide patients with same-day crowns without unnecessary steps is amazing. Plus, I've seen patient referrals increase because they love the convenience of same-day service.

## **What differences have you noticed between using CEREC and glidewell.io?**

The biggest difference, without a doubt, is the customer support. That made the transition to a new system super easy. With CEREC, I worked in a practice with five doctors, and every time there was an issue, everything stopped. We had a hard time getting support on the phone, and when we did, it felt like we were stuck in a never-ending queue. It was frustrating to feel like my hands were tied.

With glidewell.io, the support is outstanding. Every time I call, I not only get assistance, but I also learn something new. For example, I'll call to review a margin, and I'll end up with additional tips. That constant support and education has given me more confidence as a dentist — and I'm a better dentist thanks to glidewell.io.

## **Can you talk about the materials used with the fastmill.io? How do they compare to what you were used to with CEREC?**

The shades match perfectly, and the workflows are easy to follow. There's no overwhelming number of options or unnecessary steps. Most of the time, I don't even need to polish the crowns that come out of the mill because they look so great already. That's been a huge benefit in terms of saving time and



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patient satisfaction. If I encounter a particularly challenging case, I always have the option to send it to the Glidewell lab. With CEREC, that wasn’t an option. It’s reassuring to have a mill paired with the support of a lab I trust and can rely on when necessary.

#### **How has the ability to offer same-day crowns impacted your practice?**

Patients are impressed by the convenience and the quality of the crowns, and that leads to more word-of-mouth recommendations. Being able to offer high-quality, efficient same-day services gave us more credibility, and over time, the team saw how it benefited the patients and the practice as a whole.

#### **Lastly, what advice would you give to other dentists who are considering making the switch to fastmill.io?**

I would say, go for it. The support and simplicity you get with glidewell.io is unmatched. Whether you’re new to same-day dentistry or transitioning from another system like CEREC, the learning curve is minimal. The benefits for both you and your patients are well worth it, and you’ll see the difference in how smoothly your practice runs. It’s truly been a “secret weapon” for me, and I wouldn’t want to practice without it. **END**