Southern Cross Dental

Great care. Great practice.

ESSENTIAL INFORMATION

WELCOME TO SOUTHERN CROSS DENTAL

Delivering exceptional results consistently, while committing to providing the best value and high-quality products and services.

Established in 1983, Southern Cross Dental has grown to become one of the largest dental laboratories in Australia. Our long history of serving the Australian dental industry means we have the experience and insights to understand what dental professionals need to manage their practice today, and for the future. We are innovators in the industry, and are committed to providing reliable, quality products to keep your patients smiling. Our full-service dental laboratory is always on hand for technical advice, because we believe outstanding, one-on-one support should be provided to all of our customers – no matter how small or large their practice.

Our comprehensive range of reliable, high-quality products and services includes:

- Fixed and removable prosthodontics
- All-ceramic restorations
- Implant-retained restorations
- Occlusal appliances
- Anti-snoring devices
- Digital workflow
- Clear sequential aligner treatment

Our metal-based and all-ceramic products are fabricated using advanced techniques and, where applicable, state-of-the-art custom milling technology. For peace of mind, we manufacture our products under globally recognised quality management and material certifications.

We are leaders within the digital dental space – always looking ahead, and ready to take the next step into the digital era. Our laboratories are set up to receive and process scans seamlessly from all intraoral scanners in the market which produce digital impressions in STL open format.

Our commitment also extends to providing quality educational workshops and resources that improve your knowledge of the best and most innovative modern dental practices.

At Southern Cross Dental, we are leaders in the supply of high-quality products and services to Australian dental professionals. As partners, we can work together towards better patient care.

OUR PRODUCTS AND SERVICES

Predictable, consistent and value for money products and services.

Full range of products

- Fixed and removable prosthodontics, including metal-based and all-ceramic crowns and bridges (traditional and milled fabrication), chrome, acrylic and flexible dentures, and precision attachments.
- Fixed or removable implant-retained prosthesis including custom milled or branded abutment options.
- Removable orthodontic and occlusal appliances.
- Treatment of dental/oral dysfunction – TMJ disorders, sleep apnea, snoring.
- "Green dentistry" provider – Conservative approach to aesthetics, minimalist interventional dentistry, Clear Sequential Aligner Therapy.
- Full digital dentistry workflow that supports all major intraoral scanners available on the market.

Education

- We offer a range of other professional development courses in various disciplines of dentistry with lectures, seminars, hands-on workshops and video guides.

Support

- SCD's experienced team of clinicians and technicians review cases and can provide unique peer-to-peer advice for all stages of the planning, manufacturing, delivery, and fitting of our products.
- Our in-house contact centre is highly trained and well resourced, so we can get to your call quickly and resolve your needs promptly.
- Our comprehensive web based services include an online support facility where members of our technical team are on hand during business hours to provide feedback on your comments, and MySCD, your secure portal for tracking cases, managing your account and online ordering.

Quality Assurance

Patient-specific dental products are manufactured in our laboratories from an impression or a scan. All patient-specific products meet harmonised international standards and the Australian Therapeutic Goods Administration requirements. Note products are listed under Modern Dental Pacific Pty Ltd.

All SCD products are manufactured following globally recognised processes. All our laboratories now manufacture under a quality management system that is ISO 13485:2016 accredited.

Materials used are sourced from recognised global dental suppliers and our identification and traceability procedures ensure that every product we make is fully verifiable and case manufacturing information is easily traced.

Material Safety Data Sheets for all materials used can be viewed on the SCD website.

A written warranty is provided for all crown and bridge work and Removable appliances. Terms and Conditions apply.

We take great pride in our work and look after each job as if we were making it for our own use.

Our Digital Workflow

We can receive and process scans seamlessly from all major intraoral scanners as well as any systems producing digital impressions in STL open format.

We accept scans for all types of cases.

Offering superior workflow solutions with minimised chair time and greater accuracy, digital scanners guarantee increased patient satisfaction, ease of use and improved predictability of outcomes and turnaround times.

HOW TO USE OUR SERVICES

Courier service

Satchels can be ordered from our website free of charge to ensure you package the case correctly. Each booking for a pick-up is invoiced at time of booking.

Our online booking service allows you to arrange pick-ups quickly and at your convenience. Simply go to scdlab.com/book-a-courier-pickup-form or MySCD to book a pick-up.

Alongside our courier service with our partnered provider, you're welcome to send cases using a courier of your choice.

Turnaround time calculator

Use the turnaround time calculator on our website to estimate when products will be ready for despatch from our lab and to help you put together a more efficient and smoother treatment plan. **Visit scdlab.com/service/delivery-and-turnaround-time**

Order forms

Online ordering is available via MySCD and is encouraged as it offers a faster and more accurate mode of providing information about your case.

Order forms can be downloaded from our website at scdlab.com or via MySCD.

Please include as much detail as possible about each case in the prescription section.

Please ensure that your account number is clearly listed.

ALWAYS include the shade, tooth number and type of restoration you require.

For ceramic veneers or all-ceramic restorations PLEASE ADVISE THE ABUTMENT SHADE.

Your contact details are important, please include on your order form.

Terms of payment

Statements will be sent to you on a monthly basis or can be viewed on your MySCD account.

Accounts are to be paid within 30 days of statement issue.

Payment can be made by credit card, direct debit or can be paid online. Note a surcharge applies to Amex cards.

Special protocol cases

If you wish to have a particular special case "supervised" by the clinical support team please contact SCD immediately when you send your case with your account number and the order number.

Finishing dates

Work will be completed within the following in-lab days:

PRODUCTS	In-Lab days (from date of receipt) Non-Digital	Digital
CROWN & BRIDGE (Less than 6 units)	9 days	7 days
CROWN & BRIDGE (More than or equal to 6+ units)	11 days	9 days
POST, CORE AND CROWN	9 days	7 days
IMPLANT PRODUCTS	11 days	9 days
ACRYLIC AND CHROME DENTURES	9 days	7 days
ANTI-SNORING DEVICES	9 days	7 days
ORTHODONTICS	9 days	7 days
PENN STENT	11 days	9 days

Our **Quest** range has a turnaround time from 5 working days (depending on product) and 3 working days for **Quick Quest**. Please check our price list for details.

A notification will be given regarding date of dispatch (unless you opt out).

Where possible allow 2 full weeks from impression appointment to cementation or insertion appointment.

Extra time may be needed if implant componentry has to be specifically ordered.

IMPORTANT INFORMATION

Digital impression guidelines

Remove all sharp cuspal areas and line angles. Ensure scan bodies for implants are well-secured to fixture head.

Use dual-cord retraction techniques to displace soft tissue. Scan sufficient detail in opposing arch. Check interocclusal relationships are accurate - bite deflection is common. Clear, well-defined marginal definition is essential.

Special aesthetic requirements

Please inform us about any special aesthetic requirements or individual characterisation for each case - neck staining, opacities or translucencies, crack lines, hypocalcifications, fluorosis, occlusal and fissure stains can be customised.

Please ensure the use of Vita classic and Vita 3D master shade guides as the labs preferred option.

Bite registration

To minimise chairside time at the insertion appointment, please provide us with silicone bite registrations for all cases including 'Triple tray' impression techniques or multiple crowns in one impression.

Intraoral photography

Please enclose images of specific aesthetic requirements (such as crown shapes, diastemas, composite mock-ups). Images of wax-ups for more complex cases can be emailed to you before case completion so you can specify your individual requirements.

Please ensure that the shade tab is clearly visible when taking images for colour verification. When prepping for all ceramics, a stump shade is necessary.

Crown & bridge embrasure design

Restorations are designed to promote optimal periodontal health. Unless otherwise specified, bridges are designed with embrasures with access for interproximal brushes.

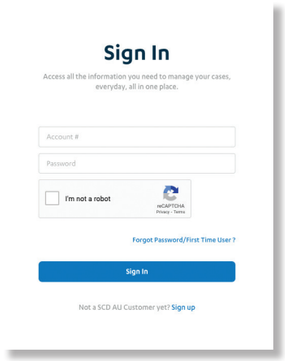
Most importantly, please complete boxes regarding occlusal contact, pontic design and proximal contact in your order form.

Abutment details

If ordering an all-ceramic crown or veneer, please advise the abutment shade of the prepared tooth as this can markedly affect the aesthetic appearance of the restoration.

MYSCD

MySCD is our secure online portal which is available to all Southern Cross Dental customers. It is your gateway to managing your account easily and conveniently.



With MySCD you can:

- Order online
- Submit and manage clear aligner cases
- Send us digital images and files
- Track your case
- Print personalised lab sheets
- View patient guarantees
- Search and view all of your submitted orders
- View and print all your statements and invoices
- Pay online
- Book a pick-up
- Access promotions

01

Order History

Search & view all of your lab orders submitted to SCD.

02

Online Order

Create & manage your lab orders online. Print the completed order sheet. Submit with your materials.

03

My Account

View & print all of your statements & invoices. Make payment to your account online.

04

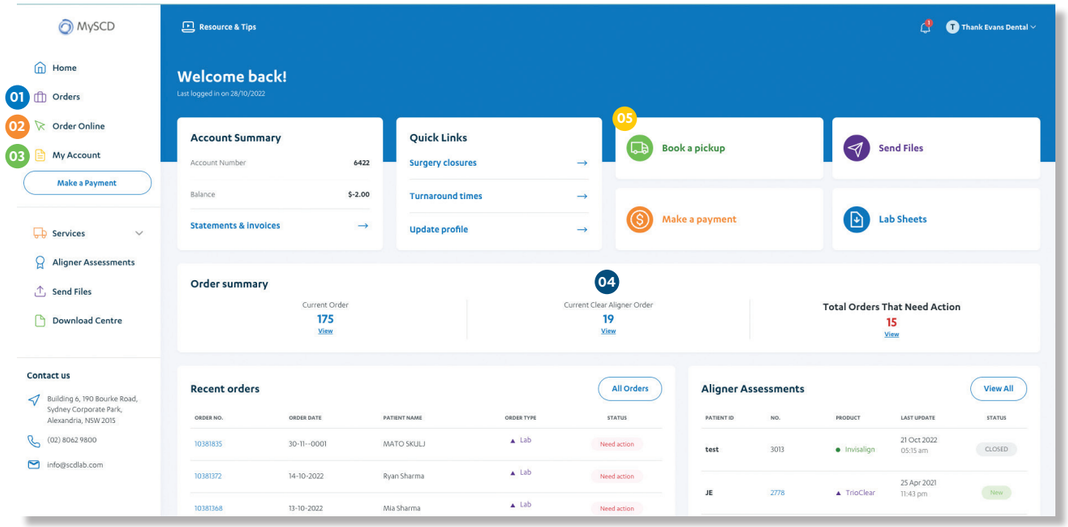
Clear Aligners

Manage all of your Clear Aligner cases.

05

Popular Portal Services

Convenient links to popular portal services for quick access, located on the dashboard.



If you have trouble logging into your MySCD account, please contact us via **(02) 8062 9800** or **customersolutions@scdlab.com**

ENHANCING LABORATORY OUTCOMES

Ten ways to help you get the best from SCD

01
Soft tissues & visible margins

- The patient's gingival condition should be excellent. Consider using 0.12% chlorohexidine gluconate 2 weeks preop, 2 weeks during the provisionalisation and 2 weeks postop.
- Ensure clearly visible finishing lines for fabrication of successful long-term restorations.
- The most common finishing lines for crown and bridge are:
  - Flat shoulder (popular for PFM)
  - Shoulder with bevel (popular for PFM)
  - Chamfer
- All-ceramic crowns require deep chamfers to avoid sharp internal line angles associated with shoulders, which can induce stresses and lead to fracture.
- Knife-edge finishing lines are completely contraindicated for ceramic restorations, as they result in extremely weak restoration margins.
- Whichever finishing line is chosen, appropriate burs and proper finishing is essential to ensure the smoothest transition between tooth and restoration.
- Smooth margins must be clearly recorded in the impression so the location and nature of the finishing lines can be easily detected.
- At or below the gingival margins can be difficult to record. Double retraction cord technique should be used in most cases.

02
Adequate preparation

- Know preparation recommendation for all materials.
- There is a balance between under preparation and adequate tooth reduction.
- Ensure adequate space is provided occlusally, axially and labially - a functional, strong and aesthetic restoration especially a PFM requires at least 1.5mm finish line depth labially to accommodate the metal coping and overlying ceramic.
- Aesthetic compromises or overcontouring occur with insufficient room for materials resulting in an unfavourable emergence profile and a bulky-looking tooth.

03
Accurate occlusal records

- When 'teeth together' centric occlusal records are required they are usually made using some form of polymeric impression material-predominantly polyvinylsiloxanes. We recommend bite records over the prepared abutments only so that there is no ambiguity with the articulation process.

04
Don't send alginate impressions

- Please pour up all models from Alginate impressions prior to sending an order.
- Ensure any models sent to SCD are well wrapped/ protected to minimise breakages.
- If using alginates often, consider investing in a vibrating platform when feeding the mix into the impression and a vacuum machine to evacuate air from the mix and reduce the risk of air porosities in the plaster cast.

05
Know your dental materials

- Understand the indications and contraindications, strengths and limitations of materials.
- Master the clinical procedures for each material. It is unwise to plan a pressed ceramic crown for a lower molar if occlusal forces will cause it to fracture in use.
- The clinician is ultimately responsible for material selection, albeit after discussion with the patient and SCD.

06
Spend time on your temporaries

- Allow plenty of chairside time to make well-fitting temporaries to minimise periodontal inflammation and ensure enough time for fabrication of the final restoration.
- Temporary restorations are often done quickly which puts pressure on every other aspect of the restorative process.
- As patient's may be slow to seek corrective action, fractured/ lost temporaries can cause drifting and overeruption.

07
Give the lab enough time

- Durable, well-made temporary restorations remove the pressure to cement the final restoration as quickly as possible.
- Rushing work often leads to conflict, mistakes and unsatisfactory results.
- Allow sufficient time for complex implant cases.

08
Send the lab digital preoperative & preparation photographs

- Send digital clinical photographs, especially for critical shading and characterisation (eg. when trying to mimic subtle white mottling on adjacent teeth).
- Photographs of the prepared tooth (together with a shade tab) are useful when attempting to mask discolouration. The degree of the discolouration and what porcelain shade and material would best hide it can be assessed.
- The more information the technician has at their disposal, the more likely the ideal result will be achieved.
- Prescriptions should be thorough and clear. 'PFM A3' just isn't enough – there are so many variables, for example:
  - Full porcelain shoulder
  - Embrasure design
  - Occlusion and contact point types
  - Specific shading requirements/characterisation

09
Use quality impression materials

- Use materials with excellent tear resistance, suitable viscosities and shelf lives in order to produce optimal outcomes.

10
Be contactable

- Please advise us of the most suitable channels for communication – phone/email.
- Please try to be available when one of our team contacts you, especially when it's about a case currently in production. If you are not available immediately, please ensure you contact us at your earliest convenience.

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Great care. Great practice.

Partnering with us

Our vision at Southern Cross Dental is to help you manage your practice for the long-term. That's why we aim to provide you with the best advice, support and options to help you find what's right for your needs. We've made working with us as simple as possible so that you can spend your time on what matters most – your patients' care.

Our services.

- Complimentary return freight and handling on all cases.
- "MySCD" - our secure online patient account management portal.
- Digital workflow solutions.
- Support and advice from our experienced clinical and technical team.
- Education, accreditation and courses.

Our quality guarantee.

Our products are manufactured under global accreditation standards.

Products are fully verifiable due to extensive cataloguing and batch numbering.

Get more expert advice.

Call our experienced team of clinicians and technicians for advice on how to incorporate these products into your practice.

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Southern Cross Dental, your full-service laboratory and partner in clinical excellence.