

# PATIENT SCHEDULING GUIDE

## FIXED PROSTHETICS

### Standard Turnaround Times

<u>Product</u>	<u>In-Lab Working Times</u>
Porcelain Fused to Metal	6 days
Full Cast	3 days
IPS Empress & Empress2	8 days
Procera	8 days
Laminate Veneers	6 days
Temporaries	4 days
Diagnostic Wax-Ups	4 days
Other Services	please call

### Important Reminders

- All times are stated in working days. Please do NOT count weekends or holidays.
- In-Lab Working Times do NOT include the days of pick-up or delivery. Please take this into account when scheduling.
- On cases of 6 or more units, please add 2 days to the Standard Turnaround Times.
- 99% of the time, rush cases are not a problem and can be handled with no additional charge. However, at some times of the year and with certain products, it is not possible to shorten Standard Times. Please try to work with us.
- If there is ever a question regarding turnaround times, please call. We are here to help.
- If a specific date is not written on the Rx, Harmony will process the case in accordance with Standard Working Times.

## REMOVABLE PROSTHETICS

### Standard Turnaround Times

<u>Product</u>	<u>In-Lab Working Times</u>
Bite Blocks & Custom Trays	2 days
Set-Up (for Try-In)	3 days
Process & Finish	3 days
Repairs & Relines	please call
Cast Partial Frameworks	7 days
Metal-Free Partials (complete)	5 days
Nightguards & Splints	3 days
Bleaching Trays	2 days
Other Services	please call

### Important Reminders

- All times are stated in working days. Please do NOT count weekends or holidays.
- In-Lab Working Times do NOT include the days of pick-up or delivery. Please take this into account when scheduling.
- Calls requesting SAME-DAY SERVICE on repairs & relines must be received by 9:30 am for case pick-up by 10:00 am in order for the case to be returned before 4:00 pm. Whenever possible, please try to schedule patients to get their denture or partial denture back after 4:00 pm.
- OVERNIGHT SERVICE on repairs & relines is gaining in popularity. These cases also need to be pre-planned via a phone call to Harmony.
- If a specific date is not written on the Rx, Harmony will process the case in accordance with Standard Working Times.

## PICK-UP & DELIVERY CUSTOMERS

# Examples of Real-Life Scheduling Situations

## FIXED PROSTHETICS

### EXAMPLE #1:

Scheduling the seating appointment for a patient receiving a **PORCELAIN FUSED TO METAL** restoration during a "normal" week.

	Sun	Mon	Tue	Wed	Thu	Fri	Sat
Week 1			Prep Appointment Case Pick up	In-Lab Working Day #1	In-Lab Working Day #2	In-Lab Working Day #3	
Week 2		In-Lab Working Day #4	In-Lab Working Day #5	In-Lab Working Day #6	Case Delivered by Harmony	SAFE TO RE-APPOINT THE PATIENT →	

### EXAMPLE #3:

Scheduling the seating appointment for a patient receiving a **PORCELAIN FUSED TO METAL** restoration. Occurs over a holiday.

	Sun	Mon	Tue	Wed	Thu	Fri	Sat
Week 1				Prep Appointment Case Pick up	In-Lab Working Day #1	In-Lab Working Day #2	
Week 2		In-Lab Working Day #3	In-Lab Working Day #4	In-Lab Working Day #5	HOLIDAY	HOLIDAY	
Week 3		In-Lab Working Day #6	Case Delivered by Harmony	SAFE TO RE-APPOINT THE PATIENT →			

### EXAMPLE #2:

Scheduling the seating appointment for a patient receiving a **PROCERA** crown during a "normal" work week.

	Sun	Mon	Tue	Wed	Thu	Fri	Sat
Week 1				Prep Appointment Case Pick up	In-Lab Working Day #1	In-Lab Working Day #2	
Week 2		In-Lab Working Day #3	In-Lab Working Day #4	In-Lab Working Day #5	In-Lab Working Day #6	In-Lab Working Day #7	
Week 3		In-Lab Working Day #8	Case Delivered by Harmony	SAFE TO RE-APPOINT THE PATIENT →			

### Situations Where It Is Best To Call First

- To get a confirmed return date for rush cases (any case where time available is less than the Standard Time). Rush requests are much easier to handle if you call first.
- Porcelain adjustments and other remakes where an expedited turnaround is usually necessary.
- Implant and combination cases where parts may need to be ordered and where coordination between technicians is common.
- When Other Services (not shown) are being requested.

## REMOVABLE PROSTHETICS

### EXAMPLE #1:

Scheduling the appointment for try-in of the **BITE RIMS** after taking initial impressions of the patient. Occurs during a "normal" week.

	Sun	Mon	Tue	Wed	Thu	Fri	Sat
Week 1					Impression Appointment Case Pick up	In-Lab Working Day #1	
Week 2		In-Lab Working Day #2	Case Delivered by Harmony	SAFE TO RE-APPOINT THE PATIENT →			

### EXAMPLE #3:

Scheduling a patient for try-in of their cast metal framework after completing the impression appointment. Occurs over a holiday.

	Sun	Mon	Tue	Wed	Thu	Fri	Sat
Week 1				Impression Appointment Case Pick up	In-Lab Working Day #1	In-Lab Working Day #2	
Week 2		In-Lab Working Day #3	In-Lab Working Day #4	In-Lab Working Day #5	HOLIDAY	HOLIDAY	
Week 3		In-Lab Working Day #6	In-Lab Working Day #7	Case Delivered by Harmony	SAFE TO RE-APPOINT THE PATIENT →		

### EXAMPLE #2:

Scheduling a patient for a complete denture (start to finish), including: bite rims, try-in of the set-up and the final seating appointment. Assumes a 'normal' work week and 'next day' appointments throughout.

	Sun	Mon	Tue	Wed	Thu	Fri	Sat
Week 1		Impression Appointment Case Pick up	In-Lab Working Day #1	In-Lab Working Day #2	Bite Rims Delivered by Harmony	Bite Rim Appointment Case Pick up	
Week 2		In-Lab Working Day #1	In-Lab Working Day #2	In-Lab Working Day #3	Wax Try-In Delivered by Harmony	Wax Try-In Appointment Case Pick up	
Week 3		In-Lab Working Day #1	In-Lab Working Day #2	In-Lab Working Day #3	Final Case Delivered by Harmony	Final Seating Appointment	

### Situations Where It Is Best To Call First

- To get a confirmed return date for rush cases (any case where time available is less than the Standard Time). Rush requests are much easier to handle if you call first.
- Same-day and overnight repairs & relines to ensure our planned time to return the case is consistent with the patient appointment.
- Implant overdenture and combination cases where parts may need to be ordered and where coordination between technicians is common.
- When Other Services (not shown) are being requested.

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Procera	8 days
Laminate Veneers	6 days
Temporaries	4 days
Diagnostic Wax-Ups	4 days
Other Services	please call

### Important Reminders

- All times are stated in working days. Please do NOT count weekends or holidays.
- In-Lab Working Times do NOT include the days required for shipping each way. Please keep this in mind.
- On cases of 6 or more units, please add 2 days to the Standard Turnaround Time.
- Unless otherwise requested by you, Harmony will utilize the most cost-effective method (UPS or Airborne, generally) to get each case back to you in no more than 2 days. It is best to build 2 days (each way) into your scheduling system, though some cases may take only 1 day for shipping.
- If a specific date is not written on the Rx, Harmony will process the case in accordance with Standard Working Times.
- If you have any questions regarding turnaround times, please call. We are here to help.

## REMOVABLE PROSTHETICS

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Nightguards & Splints	3 days
Bleaching Trays	2 days
Other Services	please call

### Important Reminders

- All times are stated in working days. Please do NOT count weekends or holidays.
- In-Lab Working Times do NOT include the days required for shipping each way. Please keep this in mind.
- Unless otherwise requested by you, Harmony will utilize the most cost-effective method (UPS or Airborne, generally) to get each case back to you in no more than 2 days. It is best to build 2 days (each way) into your scheduling system, though some cases may take only 1 day for shipping.
- All repairs & relines arriving at Harmony before NOON will be processed and returned the same day via regular shipping methods (unless otherwise requested).
- If a specific date is not written on the Rx, Harmony will process the case in accordance with Standard Working Times.
- If you have any questions regarding turnaround times, please call. We are here to help.

US MAIL / UPS / AIRBORNE

# Examples of Real-Life Scheduling Situations

## FIXED PROSTHETICS

### EXAMPLE #1:

Scheduling the seating appointment for a patient receiving a **PORCELAIN FUSED TO METAL** restoration during a "normal" week.

	Sun	Mon	Tue	Wed	Thu	Fri	Sat
Week 1				Prep Appointment Case Sent	Shipping Day	Case Arrives at Harmony	
Week 2		In-Lab Working Day #1	In-Lab Working Day #2	In-Lab Working Day #3	In-Lab Working Day #4	In-Lab Working Day #5	
Week 3		In-Lab Work Day #6 Case Sent	Shipping Day	Case Arrives at Practice	SAFE TO RE-APPOINT THE PATIENT →		

### EXAMPLE #3:

Scheduling the seating appointment for a patient receiving a **PORCELAIN FUSED TO METAL** restoration. Occurs over a holiday.

	Sun	Mon	Tue	Wed	Thu	Fri	Sat
Week 1		Prep Appointment Case Sent	Shipping Day	Case Arrives at Harmony	In-Lab Working Day #1	In-Lab Working Day #2	
Week 2		In-Lab Working Day #3	In-Lab Working Day #4	In-Lab Working Day #5	HOLIDAY	HOLIDAY	
Week 3		In-Lab Work Day #6 Case Sent	Shipping Day	Case Arrives at Practice	SAFE TO RE-APPOINT THE PATIENT →		

### EXAMPLE #2:

Scheduling the seating appointment for a patient receiving a **PROCERA** crown during a "normal" work week.

	Sun	Mon	Tue	Wed	Thu	Fri	Sat
Week 1		Prep Appointment Case Sent	Shipping Day	Case Arrives at Harmony	In-Lab Working Day #1	In-Lab Working Day #2	
Week 2		In-Lab Working Day #3	In-Lab Working Day #4	In-Lab Working Day #5	In-Lab Working Day #6	In-Lab Working Day #7	
Week 3		In-Lab Work Day #8 Case Sent	Shipping Day	Case Arrives at Practice	SAFE TO RE-APPOINT THE PATIENT →		

## Situations Where It Is Best To Call First

- To get a confirmed return date for rush cases (any case where time available is less than the Standard Time). Rush requests are much easier to handle if you call first.
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### EXAMPLE #1:

Scheduling the appointment for try-in of the **BITE RIMS** after taking initial impressions of the patient. Occurs during a "normal" week.

	Sun	Mon	Tue	Wed	Thu	Fri	Sat
Week 1		Impression Appointment Case Sent	Shipping Day	Case Arrives at Harmony	In-Lab Working Day #1	In-Lab Work Day #2 Case Sent	
Week 2		Shipping Day	Case Arrives at Practice	SAFE TO RE-APPOINT THE PATIENT →			

### EXAMPLE #3:

Scheduling a patient for try-in of their cast metal framework after completing the impression appointment. Occurs over a holiday.

	Sun	Mon	Tue	Wed	Thu	Fri	Sat
Week 1		Impression Appointment Case Sent	Shipping Day	Case Arrives at Harmony	In-Lab Working Day #1	In-Lab Working Day #2	
Week 2		In-Lab Working Day #3	In-Lab Working Day #4	In-Lab Working Day #5	In-Lab Working Day #6	HOLIDAY	
Week 3		In-Lab Work Day #7 Case Sent	Shipping Day	Case Arrives at Practice	SAFE TO RE-APPOINT THE PATIENT →		

### EXAMPLE #2:

Scheduling a patient for a complete denture (from start to finish), including: bite rims, try-in of the wax set-up and the final seating appointment. Assumes a "normal" work week and that the patient could always be appointed the next day after the case arrives.

	Sun	Mon	Tue	Wed	Thu	Fri	Sat
Week 1		Impression Appointment Case Sent	Shipping Day	Case Arrives at Harmony	In-Lab Working Day #1	In-Lab Work Day #2 Case Sent	
Week 2		Shipping Day	Case Arrives at Practice	Bite Rim Appointment Case Sent	Shipping Day	Case Arrives at Harmony	
Week 3		In-Lab Working Day #1	In-Lab Working Day #2	In-Lab Work Day #3 Case Sent	Shipping Day	Case Arrives at Practice	

	Sun	Mon	Tue	Wed	Thu	Fri	Sat
Week 4		Wax Try-In Appointment Case Sent	Shipping Day	Case Arrives at Harmony	In-Lab Working Day #1	In-Lab Working Day #2	
Week 5		In-Lab Work Day #3 Case Sent	Shipping Day	Case Arrives at Practice	Final Seating Appointment		