## Schulich Prosthodontic Cases Explained

## Table of Contents

A note on this document	3
Fixed Prosthodontics	3
Step 1/Appt 1	5
Step 2	5
Step 3	6
Step 4	6
Step 5/Appt 2	6
Step 6	6
Step 7	7
Step 8	9
Step 9	9
Step 10/Appt 3	9
Step 11/Appt 4	9
Implants	10
Step 1/Appt 1	10
Step 2	10
Step 3	11
Step 4	11
Step 5/Appt 2	11
Step 6	12
Step 7	14
Step 8	14
Step 9	14
Step 10/Appt 3	14
Complete Dentures	18
Step 1/Appt 1	18
Step 2	18
Step 3	18
Step 4/Appt 2	18
Step 5	18

	Step 6	18
	Step 7/Appt 3	19
	Step 8	19
	Step 9/Appt 4	19
	Step 10	19
	Step 11/Appt 5	19
	Step 12	20
	Step 13	21
	Step 14/Appt 6	21
	Step 15/Appt 7	21
	Step 16/Appt 8	21
	Step 17/Appt 9	21
	Step 18/Appt 10+	21
C	ast Removable Partial Dentures	22
	Step 1/ Appt 1	22
	Step 2	22
	Step 3	22
	Step 4	22
	Step 5/Appt 2	22
	Step 6	23
	Step 7	24
	Step 8	24
	Step 9/Appt 3	24
	Step 10	24
	Step 11/Appt 4	24
	Step 12	25
	Step 13/Appt 5	25
	Step 14	25
	Step 15/Appt 6	25
	Step 16/Appt 7	25
	Step 17/Appt 8+	25
Tr	ransitional RPDs	26
	Next appt	26

G.S., last updated Mar 19, 2021	Prosth Cases Explained		
Case Authorization Process	28		
Additional Case Room Info	20		

#### A note on this document

I set out to make a single document that detailed the administrative aspects of all prosth procedures done at this school in easy to understand terms. This has been a project on the backburner since August. Now that I actually have prosth cases coming in, I felt the need to finally get it finished. On that note, I hope you find this helpful and easy to follow. I've broken down each prosth tx into steps, and the steps that involve bringing a pt into the clinic are denoted with "Appt." As always, if you have any questions, please send them my way.

Cheers,

Greg

#### For all prosth cases:

Complete prosth authorization form + perio assessment for prosth tx form (if no surgery needed, have prosth instructor sign it; if sx needed, have perio instructor sign it). \*This form must be completed for all prosth tx on natural teeth and if doing cast RPD.

Throughout all steps below, update Work-Up fixed/removable tab in SALUD with each step (and have it signed by covering instructor). – all steps signed by instructor during case room authorization time in the Case Room.

#### **Fixed Prosthodontics**

Prosthodontic Cases done at this school:

# PROSTHODONTIC CASES

- SINGLE UNIT CROWNS ON NATURAL TEETH/IMPLANTS
- SHORT SPAN FPD ON NATURAL TEETH/IMPLANTS (3-4 UNITS)
- VENEERS
- ONLAYS (Operative Dentistry)
- COMPLETE DENTURES/LOWER IMPLANT RETAINED OVERDENTURES
- REMOVABLE PARTIAL DENTURES
  - CAST
  - TRANSITIONAL
- REPAIRS/RELINES
- MOUTHGUARDS

Things that need to be done before beginning tx:

## TREATMENT PLANNING

- Tx Plan signed at OD or Prostho consultation appointment
- Consent for Tx signed
- Perio assessment for Prosthodontic Tx completed
  - No surgical procedures needed = signed by Pros. Instructor
  - Surgical procedures needed = Perio consult and Perio Instructor approves procedure
- All radiographs (PA, BW and PAN) interpreted
- Diagnostic models, two sets Use PVS alginate substitute (Imprint®) for Dx impressions (multiple pours)
  - Archives unmounted case room obtain authorization (Case room Heather Cook)
  - Actual tx plan mounted not to be modified obtain authorization Case room
  - Duplicate arch(es) to be treated and mount models = working models obtain authorization Case room

#### Step 1/Appt 1

At DPR or prosth consult/first prosth appt:

- complete perio assessment for prosth tx form (if no surgery needed, have prosth instructor sign it; if sx needed, have perio instructor sign it). \*This form must be completed for all prosth tx on natural teeth and if doing cast RPD. See below image for details.
- Complete prosth approval form in SALUD and have it signed by instructor (complete one column per tooth involved with prosth tx recommended by Ibarra).
- Obtain all necessary radiographs (typically PAs + BWs, but pan may be necessary).
- Have pt sign consent for prosth tx form in SALUD.
- Take impressions using Imprint (\*\*Imprint used for ALL fixed cases and cast RPDs); get imprint & pentamix mixer from assistant at dispensary (1 tag). Use stock trays and adhesive.
- Take facebow and CR records.

# PERIODONTAL ASSESSMENT FOR PROSTHODONTIC TREATMENT

- To be filled out in pros. or General Practice cubicle.
- St. fills out form, PA's and BW's required
- Pt. Present during authorization appointment
- Pros/General Practice instructor assesses and verifies findings:
  - No surgical procedures needed
    - Pros/GP Instructor provided approval
  - Surgical procedures needed
    - Pros/GP Instructor requests Periodontal consult
    - Periodontics Instructor assess case
      - Approves Sx procedure
      - Rejects Sx procedure: modify Tx plan

#### Step 2

Pour up the following casts in type 3 microstone:

- Upper and lower for Archives (unmounted), Submit to case room for authorization.
- Upper and lower mounted (<u>dx</u> models) **not to be modified** Submit to case room for authorization.
- Duplicate arch(es) to be treated and mount these. These are <u>working</u> models. Submit to case room for authorization.

#### Step 3

When models are approved, perform tooth/teeth prep on working model, then submit to case room for authorization.

#### Step 4

\*If making a <u>bridge</u>, take an alginate impression of the authorized prepared working model and make a duplicate model. This will help when doing intraoral preps. If not doing a bridge, no duplicate of prepped working model is needed\*

Make diagnostic wax-up of proposed resto(s), submit to case room.

**Note**: If your prosthetic tx requires a custom incisal guide table, this needs to be approved from case room.

#### Step 5/Appt 2

Once diagnostic wax-up authorized, proceed with intraoral tooth prep and definitive impression. Switch charting in SALUD from Planned to IPR at end of this appt. **At end of this appt, make sure pt pays lab fee.** 

#### Step 6

Pour up master cast (using jade stone) from definitive impression. Submit the following to the case room for pindexing (see images below):

- Master and solid casts properly labeled (i.e., A and B, or Master and Solid)
- Definitive impression
- Work authorization form (see below)
- If rejected, you will be notified and will find a note on the back of the submitted form.



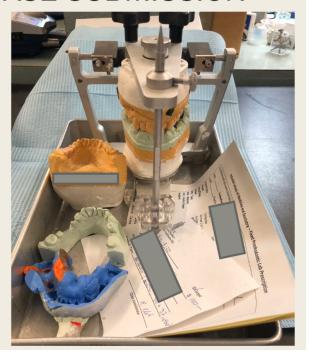


Step 7

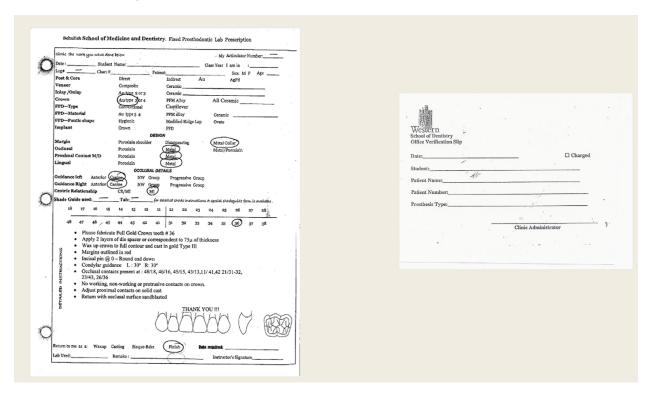
You'll be notified once case is back from pindexing. Pick it up from case room (Heather). Submit case, which includes mounted master cast on articulator and opposing arch model that is already mounted. See below for what to include for case fabrication (final submission):

## TX PHASE - FIXED - CASE SUBMISSION

- Case mounted on articulator
- Solid cast & definitive impression
- Dx Wax-up models
- Fixed Prosthodontics Lab. Prescription form
- Work up Fixed Form previously approved
- Case Progression tab fill out in Salud
- Office Verification Slip (0.V.S.) signed from Front Desk staff
  - During Definitive Impression appointment patient must pay lab fee



Examples of fixed prosth lab Rx (we have an example of this from second year prosth class) and OVS (office verification slip):



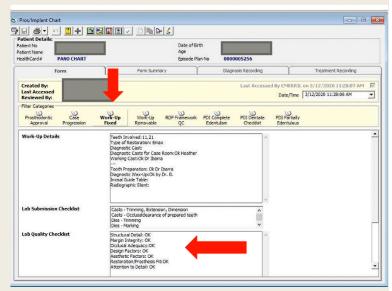
In approx. 10 working days, will get the case back from the lab. If accepted by lab, proceed to next step of treatment. If rejected, you'll receive a voicemail from Heather stating why it was rejected. Fix the issue and resubmit. Be sure to write in Case Progression tab in SALUD that it is the second submission and get it approved by instructor before resubmitting to lab (via case room).

#### Step 9

When you get the case back from the lab/case room, perform the Lab quality checklist (part of the Work-Up Fixed tab in SALUD) on your mounted master model. See image below. If there's an issue, specify what the issue is on the checklist and have your instructor sign off, then resubmit to case room and it will get fixed. In another 10 working days, you'll get it back from the lab/case room. Do another quality check. If all is good, have checklist signed off by instructor, then proceed with next step of tx.

# TREATMENT PHASE – FIXED Pre-Cementation Check List

- Case room will notify student when case is back from lab
- Student to complete Lab. Quality Checklist at case room
- Submit case back for Instructor's Authorization
  - Instructor's name besides the OK
  - If not authorized, feedback on the form
- Not to be authorized during clinic session



#### Step 10/Appt 3

Deliver crown to pt. Have instructor sign off on Case Progression tab in SALUD stating that prosthesis was delivered to pt. Also need to update tx from IPR to Complete in SALUD charting. Pt will pay remaining balance at end of this appt.

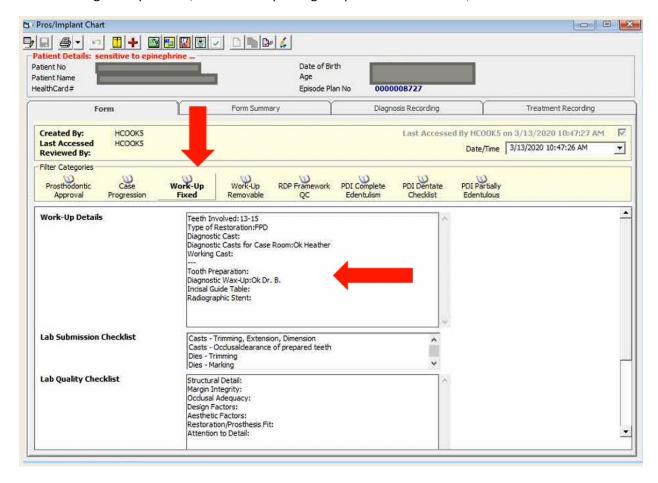
#### Step 11/Appt 4

48 f/u w pt. Check everything (e.g., margin, esthetics, occlusion, prox contacts, comments pt has about the prosthesis). Again, have instructor sign off on this in Case Progression tab. You will receive credit after this appt has been completed.

Complete prosth consult + complete perio assessment for prosth tx form (if no surgery needed, have prosth instructor sign it; if sx needed, have perio instructor sign it). \*This form must be completed for all prosth tx on natural teeth and if doing cast RPD.

#### **Implants**

\*Note: During all steps below, need to be updating the prosth case on Salud, below.



#### Step 1/Appt 1

Dx models obtained during DPR or prosth consult, as well as facebow, bite registration, etc.

Use PVS Imprint for any fixed prosth (including implant-supported restos)

#### Step 2

Need 4 models from arch(es) being tx, 2 models from opposing arch (e.g., implant 46 – need impressions of max and mand, then pour up max impression twice (for 2 models) and mand four times (for 4 models).

Take 1 set upper and lower unmounted and submit to case room for archives.

Take second set (upper and lower) and mount them. These will be the **dx models** for tx planning purposes. When mounted, submit to case room for approval.

#### Step 3

Once previous submissions approved, Take third (of four) model of tx arch and mount this. This becomes the **working cast**. Do dx wax up and submit articulator (w wax up) to case room.

#### Step 4

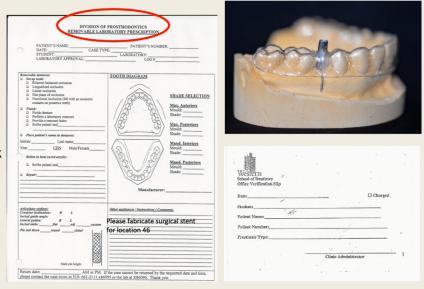
Once approved, Duplicate dx wax up model (soak model in water, then take alginate impression of it). Take copy of wax up model and use it to fabricate **radiographic stent**, along with the fourth unmounted tx arch model. (\*Refer to 5322 for manufacture of rad stent). Submit rad stent with fourth unmounted tx arch model to case room for approval.

#### Step 5/Appt 2

Once approved, Bring pt in to have pan taken w rad stent placed IO.

- If covering prosth instructor satisfied w position of radiographic marker (i.e., cylinder) on pan, pt dismissed.
- If covering instructor not satisfied, during appt need to relocate the cylinder and take a new rad (either another pan or PA if instructor is okay with that).
- Once instructor satisfied, pt dismissed and they need to pay lab fee for surgical stent at end
  of this appt (change tx status on SALUD charting from planned to IPR at this stage, so pt can
  pay).
- Student submits rad stent to lab for surgical stent fabrication.
  - For this case submission, need to include rad stent seated on fourth unmounted dx model, laboratory Rx, office verification slip (OVS), below.

- Submit case for Surgical Stent fabrication
  - Radiographic stent seated on fourth unmounted Dx model
  - Laboratory RX
  - O.V.S.
    - Signed by front desk staff
    - Patient pays lab fee for surgical stent at the end of radiographic stent appointment



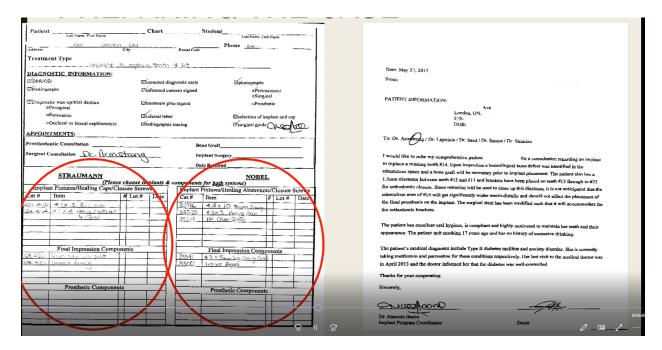
Using pan w rad stent, make tracing on acetate of all teeth and main anatomic landmarks. Trace the proposed implant (selected according to BL ridge thickness, MD available space, type of tooth to be preplaced, length based on amount of available bone and distance from anatomical structures). **Make one acetate tracing for Straumann and one acetate tracing for Nobel Biocare.** (\*Refer to 5322 for how to do this), *important info below.* \*Need to write up referral letter to OMFS at this time.

- Catalogs for implant selection are located in the binder room
- Acetate templates for tracings with Heather in case room (tag).
- Fill out Implant data sheet with implant(s) selection from tracings. Use catalogs to correlate information.
- Prepare Referral Letter to Oral Surgeon

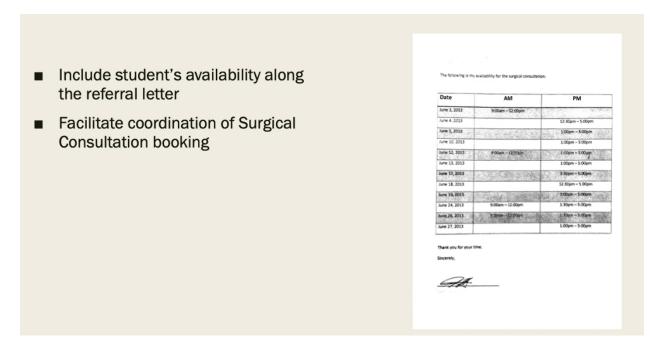




Implant data sheet must also be filled out (left, complete for both Straumann and Nobel Biocare; OMFS referral on right):



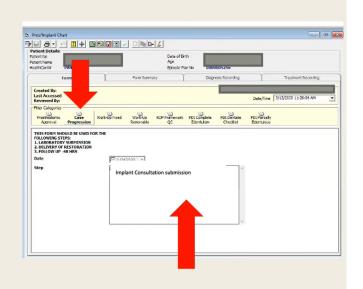
Also need to include student's availability bc student must attend OMFS consultation (below).



For final case submission (make sure list below is all checked off):

# CASE SUBMISSION - IMPLANT CASE

- Dx mounted models and Dx wax-up model(s)
- Verify in SALUD
  - Tx Plan signed
  - Consent for Tx signed
- Referral Letter signed by student
- Implant Data Sheet completed
- Panoramic radiograph (copy/print)
- Tracings (X2: one for Straumann implant and one for NobelBiocare)
- Surgical Stent
- Fixed Prosthodontics progression form filled out in SALUD



#### Step 7

In a week or two after submission (and provided everything submitted was approved), student will be notified when consultation will take place. At consultation, date for sx is selected as well as costs of everything will be discussed (including if need for bone graft, sinus lift, etc.).

#### Step 8

Pt meets with OMFS for surgery. You must attend the surgery (\*not in covid times, however).

#### Step 9

OMFS will see pt for a couple f/u's (first one usually 1 wk post-sx). Usually OMFS will bring pt back in 2-3 months to see how healing is. When OMFS deems pt is ready for restoration of implant, they will send student a hard-copy letter and a rad to confirm implant stable in bone (i.e., osseointegrated). Scan this letter into Salud and give letter and rad to case room. \*Cannot proceed with definitive impression appt until we have this letter and rad from OMFS.

#### Step 10/Appt 3

Bring pt in to take definitive impression.

The rest of the info here pertaining to implants is an overview of the steps. Specifics weren't provided in the orientation videos. Assume that the steps for restoring the implant (e.g., with a crown) are similar to the fixed prosth section of this document.

Once we have moved onto the prosthodontic phase of implant tx (beginning with definitive impression), student must log into implant calendar at case room, *below*.

# PROSTHETIC PHASE OF IMPLANT TREATMENT

- Every time you will be seeing an implant case in main clinic, you must
  - Log into Implant calendar at case room
    - Your name
    - Pt. name
    - Step of Tx
    - Indicate if
      - (N) Nobel Biocare
      - (S) Straumann





When prosthetic parts are required (e.g., screwdrivers to remove healing abutments, etc):

- When prosthetic parts are required
  - Fill an Implant Parts Charge Slip
  - Obtain signature from Instructor
  - Pick-up needed parts from staff member at case submission room prior to the appointment.
  - Parts are student's responsibility

Date: Student:		mplant Parts Charge Slip	_
Patient:	Signature:	Patient#:	
STRAUN		NOBELBIOCARE	
Product No.	Lot No	Description	#
022.2502	610902	Locator Abut 2mn	1
P81.820	stock	make processing	3
		3	-
			-
			-

When delivering prosthesis (day of tx):

- When treating patient, obtain the appropriate implant kit from case room.
  - An implant tools & Kit slip with signature and tags are required
  - Students who have log into calendar will receive priority to obtain implant kit.
  - If working on an overdenture case, the locator screwdriver and locator core tool are NOT included on the kit!!! - Request them separately



Additional forms location (FYI):

# ADDITIONAL FORMS REQUIRED



Once tx is finished:

#### Once Tx is finished

- Return all parts from impression copings back to dispensary
  - Bagged individually
  - Labeled with correspondent size & cat. #
- Return any un-used components to case room
- For OV cases, return to patient's implant chart (case room) non used – additional- locator's female components to be used in the future.

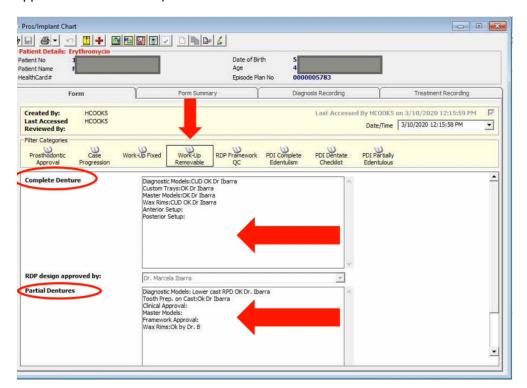
#### **Complete Dentures**

#### Step 1/Appt 1

Obtain Dx models (either during DPR or in prosth cubicle): use PVS imprint for cast RPDs, alginate for transitional RPDs + CDs.

Unmounted working models – 2 sets. One for archives and one for dx/working.

Need to get following steps approved by prosth instructor (red arrows below; example is of a case for an upper CD and lower RPD):



#### Step 2

submit 2 sets of unmounted models (1 for archives, 1 for dx/working) to case room, get approved.

#### Step 3

Using working models, fabricate custom trays. Submit to case room for approval.

#### Step 4/Appt 2

Ensure fit of custom trays, do boarder molding, take definitive impressions with custom trays.

#### Step 5

Create master models from definitive impressions, submit to case room for approval.

#### Step 6

From master models, create bases and wax (occlusal) rims, submit to case room for approval.

#### Step 7/Appt 3

Using wax rims, take CR record, facebow record, select teeth (\*pt must pay lab fee for dentures at end of this appt).

TX PHASE REMOVABLE – CD'S Tooth Set up					
Tooth Set up	Schulich School of Medicine and Dentistry <u>Denture Tooth Selection Slip</u>				
<ul> <li>Selection of prosthetic teeth</li> <li>Vita Classic shade guide</li> <li>Select tooth mould</li> <li>Obtain signature from instructor on denture tooth selection slip (case room service window)</li> <li>Obtain signature from front desk</li> </ul>	Date:  Student:  Patient:  Front Desk				
staff  Patient has to pay the lab fee during the wax rims appointment  Collect teeth from Dental Stores	Maxillary Anteriors – Please include mould & shade in the patient's chart  MOULD SHADE MATERIAL MANFG.  Mandibular Anteriors – Please include mould & shade in the patient's chart  MOULD SHADE MATERIAL MANFG.				
<ul><li>May be on stock</li><li>May need to wait for order</li></ul>	Posteriors IX8 or 1X16 MOULD SHADE MATERIAL MANFG.				

#### Step 8

set up anterior teeth, submit to case room for approval.

#### Step 9/Appt 4

Try anterior teeth set up in mouth

#### Step 10

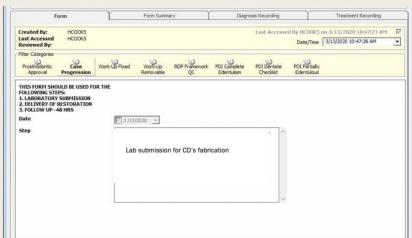
set up posterior teeth, submit to case room for approval.

#### Step 11/Appt 5

Try in posterior teeth (and anterior teeth) in mouth. When pt satisfied, submit to case room for approval (see info below).

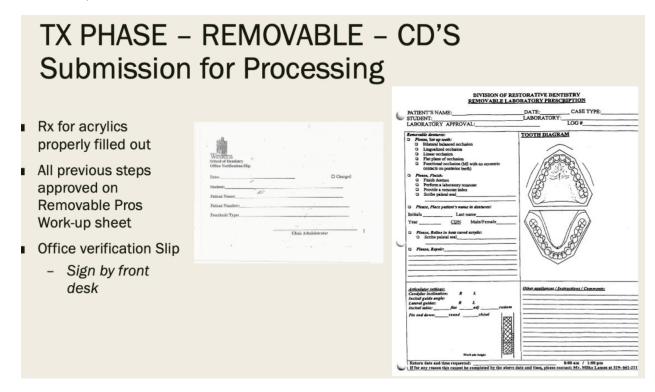
# TREATMENT PHASE – REMOVABLE- CD'S Laboratory Submission

- Once Posterior tooth set up completed and authorized on Work Up Removable tab.
- Submit case back for final processing
  - Master Models mounted
  - Entry for submission completed on case progression



#### Step 12

Submit case for final processing (see above). Need to include filled out office verification slip and removable prosth lab Rx (see below).



<sup>\*\*</sup>If there is a problem with your submission, you will receive a voicemail on your student phone account detailing the issue. It will also be found written on your <u>case progression tab</u> in SALUD.

Make any modifications and resubmit (if needed). Typically it takes 1 week to receive dentures from lab.

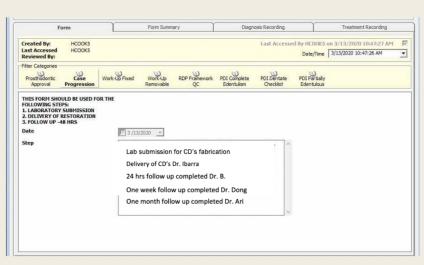
#### Step 14/Appt 6

Deliver dentures to pt.

At the delivery appt and for all f/u's, entries must be made and signed off by instructor in Case Progression tab (below). Also after delivery, must change status in Charting from IPR to Complete, pt will pay remaining balance at end of delivery appt.

# TREATMENT PHASE – REMOVABLE – CD's Delivery and Post Deliveries Protocols

- Entry on case progression for each visit
- At the end of Delivery appointment update Tx status to complete on Charting tab
- Covering instructor will authorize at the end of the session



#### Step 15/Appt 7

Mandatory 24hr f/u

#### Step 16/Appt 8

Mandatory 1 wk f/u

#### Step 17/Appt 9

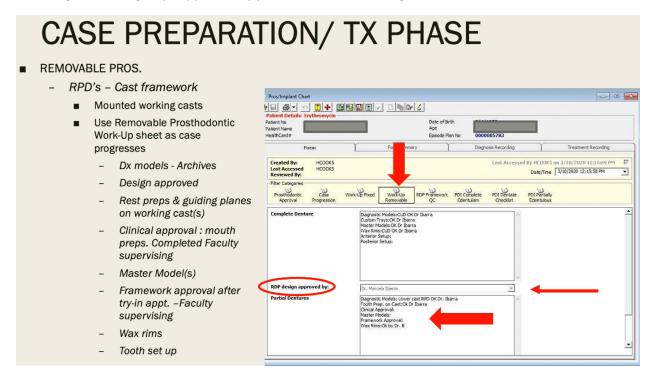
Mandatory 1 month f/u. After this appt, you will receive your prosth credit.

#### Step 18/Appt 10+

F/u as many as needed

#### **Cast Removable Partial Dentures**

Need to get following steps approved by prosth instructors throughout tx:



#### Step 1/ Appt 1

Impressions (cast – pentamix; transitional – alginate). Submit to case room for approval 1) mounted working casts, 2) mounted dx models, 3) unmounted casts for archives.

#### Step 2

Survey working models (mounted), make RPD design on the working models.

#### Step 3

Bring working models (w designs on them) to case room and survery w instructor (e.g. Ibarra/Dr B). Discuss proposed design. If instructor agrees, the design gets approved (in SALUD; thinner red arrow in above image).

#### Step 4

Once design approved, practice creating the rest preps/guide planes/etc on the working models. Submit to case room for approval.

#### Step 5/Appt 2

Bring prepared working models to appt and create rest preps/guide planes on pt's teeth. In same appt, obtain definitive impressions using **two step alginate**. Immediately after definitive impressions are approved by covering instructor, pour up in **jade stone** (ideally in under 12 min from being taken). Make sure instructor signs off on clinic approval in SALUD (removable work up tab). Ensure **pt pays lab fee at end of this appt**.

Submission for framework fabrication (submit all things below).

# TX PHASE – REMOVABLE – CAST RPD's Submission for Framework fabrication

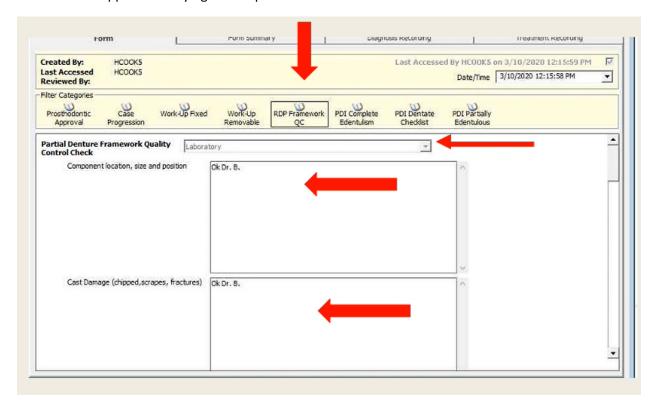
- Master Model
  - Poured in type 5 stone Jade Stone
  - Properly trimmed
  - Tripoded and horizontal shoe extensions drew on model
  - Unmounted if Kennedy class I or II
  - Mounted if Kennedy class III or IV
- Opposing model Microstone
- Working Model with proposed design
- Case progression tab (SALUD) ready for authorization
- Removable Prosthodontics Framework Lab. Prescription form
- Office Verification Slip (OVS) Sign by front desk

# TX PHASE - REMOVABLE - CASE SUBMISSION FOR CAST RPD's | Control |

Framework wax up will be returned from lab in 1 week. Will receive a call from the case room. Student needs to come to case room and check the wax up (ensure it is exactly as you've requested). Get instructor approval of wax up as well. Modify wax up if needed. If wax up approved, complete the casting approval form (given to you with the wax up) and give to case room. Once case room authorizes, it's sent back to lab for casting. Metal framework will be given to you in 1 week (will get voicemail saying it's ready for pickup).

#### Step 8

Check framework fit on master cast. Fill out RPD framework QC tab on SALUD (below) for *laboratory*. Instructor will approve for trying case in patient's mouth.



#### Step 9/Appt 3

Try framework intraorally. If fit is good, proceed with tx. If not good, re-impress and send again (submit to case room) for remake. Fill out RPD framework QC for *clinical*. Also have instructor sign off on "Framework approval" section under work-up removable tab in SALUD.

#### Step 10

Fabricate wax rims (\*\*may be possible to have these already made and bring them to appt 3 – then can combine appt 3 and appt 4 into a single appt, provided that the metal framework is a good fit intraorally).

#### Step 11/Appt 4

Once framework fit is good intraorally and ok'd by instructor, use wax rims and take CR record, facebow record, select teeth (same as for CDs, see above section on CDs).

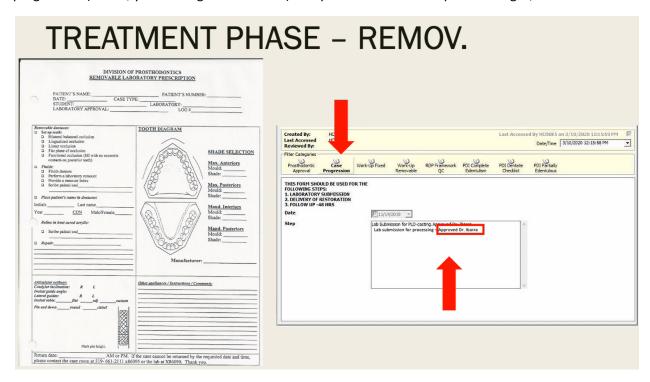
Set up teeth and try in on mounted cast. Submit to case room (?).

#### Step 13/Appt 5

Try in with pt. Get approved by instructor.

#### Step 14

Submit case for final processing. Include Removable denture Rx, mounted models with RPD, and have case progression tab on SALUD ready for authorization (See below). When submitted, the case room instructor will tell you it's either accepted or rejected. If rejected, a note will be written in the case progression (below; you'll also get a voicemail) and you will make the required changes, then resubmit.



#### Step 15/Appt 6

Case comes back 1 week after submission (and acceptance). Bring pt in and deliver RPD. Fill out case progression tab in SALUD. Change status in charting from IPR to Complete.

#### Step 16/Appt 7

Mandatory 1 week f/u. Will receive credit after this is done.

#### Step 17/Appt 8+

f/u as many as needed.

#### **Transitional RPDs**

Same steps/appts as Cast RPDs, except no metal framework to try in here.

When ready to submit for acrylic processing (i.e., manufacturing final product), you need to include:

# TX PHASE – REMOVABLE TRANSITIONAL RPD Submission for Acrylic Processing

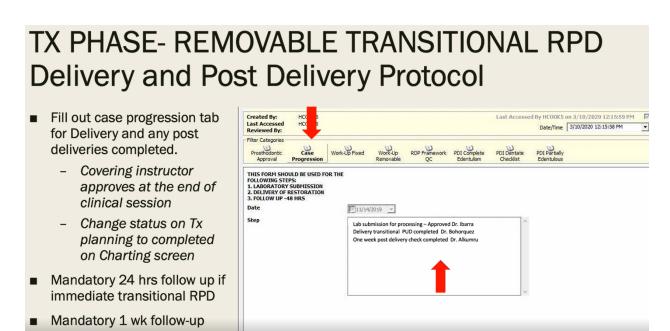
- Master Model (s)
  - Poured in type 3 stone Microstone® with proposed design drawn
  - Properly trimmed
  - Mounted and surveyed for abutment teeth
  - Teeth set up and try in for Kennedy Class I, II or IV
- Teeth for any immediate transitional case.
- Removable Prosthodontic Work-Up form updated with all previous steps approved
- Prescription form properly filled out
- 0.V.S.

OVS = office verification slip

#### Next appt

After receiving transitional RPD, disinfect and deliver it to pt. Follow protocol below:

<sup>\*\*</sup>Note for Kennedy class 3 or immediate transitional RPD, don't need to have teeth set up. Just include the teeth with the submission.



You receive credit after the mandatory 1 week f/u is completed.

After that as many as needed

#### **Case Authorization Process**

## CASE AUTHORIZATION PROCESS

- Takes place in the Oral Radiology Seminar room
- Book appointment daily on daily schedule posted on entrance to case room
  - 10:00 AM for morning shift group
  - 1:00 PM for afternoon shift group
- Schedule : Monday Friday
  - 1:00 -1:30 PM for morning shift group
  - 1:30-2:00 PM for afternoon shift group
- Bring the case ready for authorization
- DO NOT DISTURB INSTRUCTORS DURING CLINIC SESSIONS

Bring only 1 case per appt. They take around 6-7 students per half hour appt.

## PROSTHODONTIC CASES

## **Case Room Submissions**

- Any material submitted to case room <u>MUST</u> comply with <u>IPAC</u> protocols
  - If case looks suspicious it will not be accepted and you will be asked to disinfect the entire case including your submission tray.
- Follow posted schedule for case room hours as it is not be the same as clinic hours. Avoid disappointments and frustrations
- Use all the available information posted on the outside walls of the service window. Most likely the answer you are looking for is there.
- Submitted cases will be checked on a daily basis
  - If case is rejected, you will be notified by voicemail. Feedback will be found in SALUD case progression tab
  - For pindexing rejections, feedback is provided on the pindexing form

### Additional Case Room Info



