

My DDS LAB

Go digital. Get better results.

Save time and money with our complimentary virtual Rx system, **MyDDSLAB.com**. Use it online or through our mobile app.

Use MyDDSLAB.com to...

- ✓ Submit your prescriptions online
- ✓ Manage and create shipping labels
- ✓ Track cases in the production cycle
- ✓ View account balance and pay invoices online
- ✓ Access and search your case history
- ✓ View and upload case photos

MyDDS LAB mobile app is designed to save you time.

- ✓ Instantly view color-coded status updates, so you know what stage of production your patient's case is in and when to contact the lab
- ✓ View and upload case photos



How can MyDDS LAB help my practice?

- Reduce Rx errors
- Minimize production delays
- More consistent patient scheduling

Unsure about going digital?

Adopting digital solutions is not an easy task. Our trained digital team is an extension of yours — and we are here to help. Let us know more about your practice goals.

heartland@ddslab.com
(877) 785-1008

Get started with MyDDS LAB

Visit go.ddslab.com/myddslab



Shipping Checklist

Before packing and shipping your case, use this checklist to make sure you've included everything we need to deliver your order on time.



- ✓ Note the patient's **first initial and last name on the impression or model.**



- ✓ Complete Rx forms online through **MyDDS LAB** and **include a printed copy with each case.** If you are unable to utilize **MyDDS LAB**, blank Rx forms can be downloaded through our website and printed for completion, or physical forms can be mailed to your office.



- ✓ Include **completed prescription forms with each case** (see packing guidelines for more information).



- ✓ Ensure that your **UPS placard is easily accessible** for your UPS driver to scan. If you do not have a pickup placard, please contact (877) 337-7800 or onboarding@ddslab.com.



- ✓ **Schedule on-demand pickups online, through your MyDDS LAB portal.** Daily or recurring weekday pickups can be scheduled with our Customer Care team at (877) 337-7800.

Remember!

Skipped steps, missing Rx info, mislabeled impressions or models can delay your case.

Questions?

Reach out to us at heartland@ddslab.com
(877) 785-1008

Want to save time and money? **Go digital.**

Curious about intraoral scanning? Our certified IOS trainers can help you make the most of this time-saving technology. DDS Lab trains on most scanners. Scan the QR code or contact us below to schedule time for your team.

onboarding@ddslab.com | (877) 337-7800



Packing Guidelines

Following these instructions ensures a safe, on-time delivery for your cases.



- ✓ Shipping in a recycled or reused box?
Remove ALL previous markings and stickers. This ensures your cases make it to the lab without exception or delay.



- ✓ **Disinfect case materials before sealing in bags.**



- ✓ **Wrap models individually with bubble wrap or padding.**
This protection prevents damage during shipment (extremely important for any wax-up).



- ✓ **Add additional wrap or padding** to fill empty space and prevent movement or damage during shipping.



- ✓ Place accompanying photos or slides **in a separate plastic bag with patient name** for protection.

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Questions?

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Planning to pack...

An articulator and face-bow?

Remove the models from articulator and wrap individually, or if models must remain on the articulator, please separate the articulator. Each piece should be wrapped individually and anchored in the box. The face-bow and other enclosures should be wrapped separately.

Loose crowns, bridges, implants parts and/or shade tabs?

Place small parts in a separate container or sealed plastic bag and staple to the Rx. Please be sure to include the patient's name on any additional sealed bags, stapled to Rx.

Any type of alginate?

Seal Rx form(s) in a separate plastic bag to avoid getting wet or destroyed. Staple the Rx bag to the appropriate case bag.

Multiple cases in one box?

Please bag each case separately. This helps to ensure that cases are not mixed up.

Scheduling Guidelines

For all cases, turnaround time is measured in business days (M-F). Measurements begin on the day the case is received at DDS Lab and end on the day the case is delivered to the customer. The times below include 2-day shipping from the lab to the customer.

Lab closure dates

The following lab closure dates may temporarily affect our average turnaround times. Holidays that occur on Saturdays are honored with Friday closures; those occurring on Sundays will result in Monday closures.

New Year's Day **Labor Day** **Christmas Day**
Memorial Day **Thanksgiving**
Independence Day **Day After Thanksgiving**



Get your printable scheduling guide at ddslab.com/scheduling

Model Free Digital

Zirconia Solid, Zirconia HT and Lithium Disilicate, up to 3 units, can be created through model free digital.

Average turnaround time 7 business days

Traditional Fixed, Removable & Orthodontic Case

Average turnaround time 10 business days

Complex Cases

2 or more materials in one case;
6 or more units in one case; combination cases between implants, removable, fixed or orthodontic products.

Average turnaround time 18 business days

Standard Implant Cases

Some implant systems may result in alternate return dates - please reach out to our team before scheduling: implants@ddslab.com

Average turnaround time 18 business days

Rush Options

Rush options may be available for some cases and will carry a premium rush fee. Rush return dates cannot be determined until the case is received in lab. Please contact your dedicated Customer Care team to inquire if a rush option is available for your case.

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REMEMBER

The average turnaround times above will only apply to fully completed prescriptions, if all packing and shipping guidelines are followed. Skipped steps, missing prescription info, mislabeled impressions or models can delay your case.

Questions?

Dedicated Support Line
(877) 785-1008

Heartland Customer Service
Email: heartland@ddslab.com

Technical support

Digital Restorations: Select # 2, then # 1 | Email: digitalTC@ddslab.com

Fixed Restorations: Select # 2, then # 2 | Email: fixed@ddslab.com

Removable Restorations: Select # 2, then # 3 | Email: removable@ddslab.com

Orthodontic Appliances: Select # 2, then # 4 | Email: orthodontics@ddslab.com

Implant Restorations: (866) 845-7329 | Email: implants@ddslab.com