



**STREEM RESNICK TETELMAN & YOUNG**  
*whole life dentistry*

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**1. HOW LONG HAVE YOU BEEN WORKING WITH IMAGE GALLERY?**

IT HAS BEEN APPROXIMATELY 2 YEARS SINCE I BEGAN WORKING WITH IMAGE GALLERY. PRIOR TO THIS TIME I WAS WORKING WITH A LAB IN CALIFORNIA.

**2. WHAT SERVICES DO YOU USE THE MOST? WHAT SERVICES WOULD YOU LIKE TO BE AVAILABLE?**

ACTUALLY I USE ALL THEIR SERVICES. THEY HAVE DONE DIAGNOSTIC WAX-UPS, FABRICATED PROVISIONALS, AND OF COURSE ALL THE VARIOUS TYPE OF CERAMIC RESTORATIONS. AS FAR AS WHAT ADDITIONAL SERVICES, AT THIS POINT I CAN'T THINK OF ANYTHING. A HIGH LEVEL CERAMICS LABORATORY SHOULD LIMIT THEMSELVES TO WHAT THEY DO BEST. BY EXPANDING INTO OTHER AREAS, SUCH A REMOVABLE, I FEEL THEY DILUTE THE QUALITY OF THEIR CERAMICS.

**3. WHAT KEEPS YOU WORKING WITH IMAGE GALLERY?**

CONSISTENCY. I KNOW THAT WHEN I GO TO SEAT A RESTORATION, THAT IT WAS DONE CORRECTLY. LITTLE ADJUSTMENT IS REQUIRED FOR THE CONTACTS, CONTOUR AND OCCLUSION. SHADES ARE USUALLY RIGHT ON, OF COURSE, WITH MORE DIFFICULT SHADE MATCHING, MULTIPLE ATTEMPTS MAY BE NECESSARY; HOWEVER, THEY ARE QUITE WILLING TO WORK WITH YOU UNTIL EVERYONE IS SATISFIED.

**4. HOW WOULD YOU DESCRIBE THE QUALITY OF THEIR CRAFTSMANSHIP?**

OCCASIONALLY, I HAVE WORKED WITH SOME OF THE MEGA COMMERCIAL LABORATORIES. THE TECHNICIANS ARE NOT AWARE OF THE PRESCRIBING DENTIST AND THEIR SOLE CONCERN IS TURNING OUT THE UNITS. I AM NOT NIAVE, I KNOW THAT PRODUCTION IS CRITICAL FOR A LABORATORY TO STAY IN BUSINESS, BUT IN LIGHT OF THIS, I FIND THEY TAKE EMMENSE PRIDE IN THE RESTORATION THEY ARE PROVIDING. ANOTHER PLUS IS THAT IF THEY ARE NOT HAPPY WITH AN IMPRESSION, PREPARATION, ETC. THEY DO NOT HESISTATE TO CONTACT ME AND ASK FOR A NEW IMPRESSION OR TO MAKE CHANGES IN THE PREPARATION. THEY DO NOT "MAKE IT WORK". I APPRECIATE THAT TYPE OF COMMITMENT.

**5. WHAT IS DIFFERENT ABOUT THEM COMPARED TO OTHER LABS YOU MAY HAVE WORKED WITH?**

I HAVE BEEN FORTUNATE THAT MY EXPERIENCES HAVE ALL BEEN WITH WHAT I WOULD REFER TO AS “HIGH QUALITY” LABORATORIES. HOWEVER, WHEN I FIRST WENT INTO PRACTICE, I WAS USING A LABORATORY THAT MY TWO PARTNERS WERE USING. I KNEW WHEN IT WAS TIME TO SEAT THE CROWN; THE OCCLUSION WOULD BE SO HIGH THAT WE NEEDED TO SPEND OVER AN HOUR WITH ADJUSTMENTS. BY THE TIME WE HAD FINISH, WE HAD WIPED OUT THE ENTIRE OCCLUSAL ANATOMY. I WANT A LAB THAT TAKES THE SAME PRIDE AS I DO WHEN I PREPARE THE TOOTH. A SUCCESSFUL RESTORATION WHETHER IT IS A SINGLE UNIT OR A MAJOR RECONSTRUCTION DEPENDS UPON THE SKILLS OF EACH AN EVER MEMBER OF THE TEAM. THE BEAUTY OF THE FINAL RESTORATION DEPENDS ON THE SKILLS OF THE CERAMIST.

**6. HAS ANYTHING SURPRISED YOU ABOUT WORKING WITH IMAGE GALLERY?**

THE BIGGEST SURPRISE IS THE TIMELY FASHION IN WHICH THE RESTORATION IS COMPLETED AND RETURNED.

**7. WOULD YOU RECOMMEND IMAGE GALLERY TO OTHERS?**

I HAVE. MY RESIDENTS IN THE AEGD PROGRAM AT CASE, NOW USE IMAGE GALLERY FOR ALL CASES THAT I AM MONITORING. HOWEVER, IT IS LIKE GIVING THE NAME OF A GOOD BABY SITTER TO YOUR FRIEND. SHE MAY GET SO BUSY THAT SHE NO LONGER HAS TIME FOR YOU. BUT SERIOUSLY, I AM HAPPY TO REFER OTHER PRACTITIONERS TO IMAGE GALLERY. IN MY LECTURES FOR ZIMMER DENTAL, I ALWAYS SHOW A PICTURE OF THE LABORATORY TEAM SO THEY GET CREDIT FOR THEIR SKILLS.

**8. HAVE YOU FOUND THEIR END PRODUCT TO BE DURABLE?**

I HAVE HAD NO PROBLEMS IN THAT REGARD. ANY PROBLEMS THAT I HAVE HAD WITH BREAKAGE OR FAILING ARE NORMALLY ATTRIBUTABLE TO SOMETHING IN EITHER THE PREPARATION OR TREATMENT PLANNING, NOT ON THE QUALITY OF THE RESTORATION

**9. WHAT FEEDBACK HAVE YOUR PATIENTS HAD ABOUT THEIR RESTORATIONS FROM IMAGE GALLERY?**

THEY ARE HAPPY WITH THE FIT, SHADING AND THE FACT THAT REMAKES ARE VERY LIMITED. ONE PATIENT TRAVELED TO COLUMBUS SO LONNIE COULD TAKE THE SHADE. SHE WAS QUITE PLEASED WITH HER EXPERIENCE. THE FACT THAT THE LAB LOOKS MORE LIKE AN ART GALLERY THAN A DENTAL LAB (HAVING GROWN UP IN A DENTAL LAB, I CAN ATTEST TO THE NORMAL MESS) AND THE CARE AND CLEANLINESS OF THE ENTIRE PREMISES.

**10. DO YOU FEEL CONFIDENT ABOUT BRINGING IMAGE GALLERY RESTORATIONS TO YOUR PATIENTS?**

ABSOLUTELY, OTHERWISE WE WOULD HAVE LONG PARTED COMPANY. THE RESTORATIONS THAT I PLACE ARE A REFLECTION ON ME AND MY STAFF. NEEDLESS TO SAY, PATIENTS HAVE VERY LITTLE INSIGHT ON WHETHER THE RESTORATION EXCEEDS EXPECTATIONS, BUT I WANT ANY FUTURE DENTIST VIEWING THE RESTORATION, TO BE IMPRESSED WITH THE CARE, AND SKILL THAT WENT INTO RESTORING THE TOOTH.

The relationship between the dental office and dental lab is critical to the success of any practice. As with anything in life, there are levels of quality in every profession. To work with laboratory technicians who take as much pride in their product as i do, is a blessing. It makes my life a lot easier. Al too often you hear dentists say “the lab screwed up”, perhaps so, or possibly the laboratory had little to work with and did not want to antagonize a client. The people at image gallery want to work with offices that reflect their commitment to quality. You know this the first time you walk into the lab. It is a real pleasure to work with Lonni and her entire team.

JAY C. RESNICK DDS FAGD

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