

How technical communication advances Dr – Lab collaboration



Digital Excellence Series: www.itero.com/des

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Digital Excellence Series. Top tips from our event speakers to help your Dr – Lab communications.

Ashley Byrne

Byrnes Dental Lab, UK



1. If you want to work as a team, treat each other as a team. Make the effort to establish a personal connection as a foundation for positive business communications.
2. Meet your lab team - say hello and ask for a tour, you will be remembered positively.
3. Once you have a relationship, build it. Positive and constructive feedback is key on both sides.
4. Messaging apps can provide a fast and easy alternate communication option to a regular phone call.
5. Voice notes are fast and easy to create and share.
6. Phrase messages in simple to answer questions - 'yes or no', 'option 1, 2 or 3' – help people to give you clear answers you can work with.
7. Be nice. Humans make mistakes and however frustrating, your lab will want to fix issues quickly. A no blame culture supports a healthy working relationship.

Dr. Ingo Baresel

Germany



1. Use the scanner as a communication tool, learn the programming options.
2. Make screenshots with the scanner and send them to the lab.
3. The iTerro scanner can even be used as a camera.
4. Use Teamviewer with exocad or the scanner to discuss scanning results regarding clearness of margin lines. (Insertion direction, enough space).
5. Use the send and return function with exocad while patient still is on the chair. It will improve the quality of your work significantly!
6. Working and communicating digitally makes me a better dentist – and it will help you too.



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