

Welcome...

As an Australian Dentist who has a focus on delivering quality ceramic crowns, veneers, bridges and implants to your patients, you already know what's important when it comes to your dental lab.

- You want personalised service- you don't treat your patients like a number, and don't want to be treated as a number yourself
- You want to know exactly who is doing the work for you, and get to know them: in this way a relationship of trust and effective communication will develop, and the quality of the work can only benefit from this.
- You want to know that the work will be delivered back to your practice in a timely manner, allowing you time to review it before taking it to your patient.
- You expect that the materials used will be of the highest quality, and that the work will be done in-house by a team that works well together. No outsourcing, thank you!
- You probably already agonise over details, and expect that your lab team have the same focus on detail and perfection
- You're not afraid to say what you want and to describe colour, characteristics and other toothy details at length, because you know that good communication of these details is critical to the success of aesthetic cases.

If this is you, then the stage is set for a match made in dental heaven!

Welcome to Lutz Dental Ceramics!



The Deakin Sports Therapy Centre, Unit 4, 2 King Street, Deakin ACT 2600

(02) 6282 9300

nik@lutzdentalceramics.com.au | <http://lutzdentalceramics.com.au>

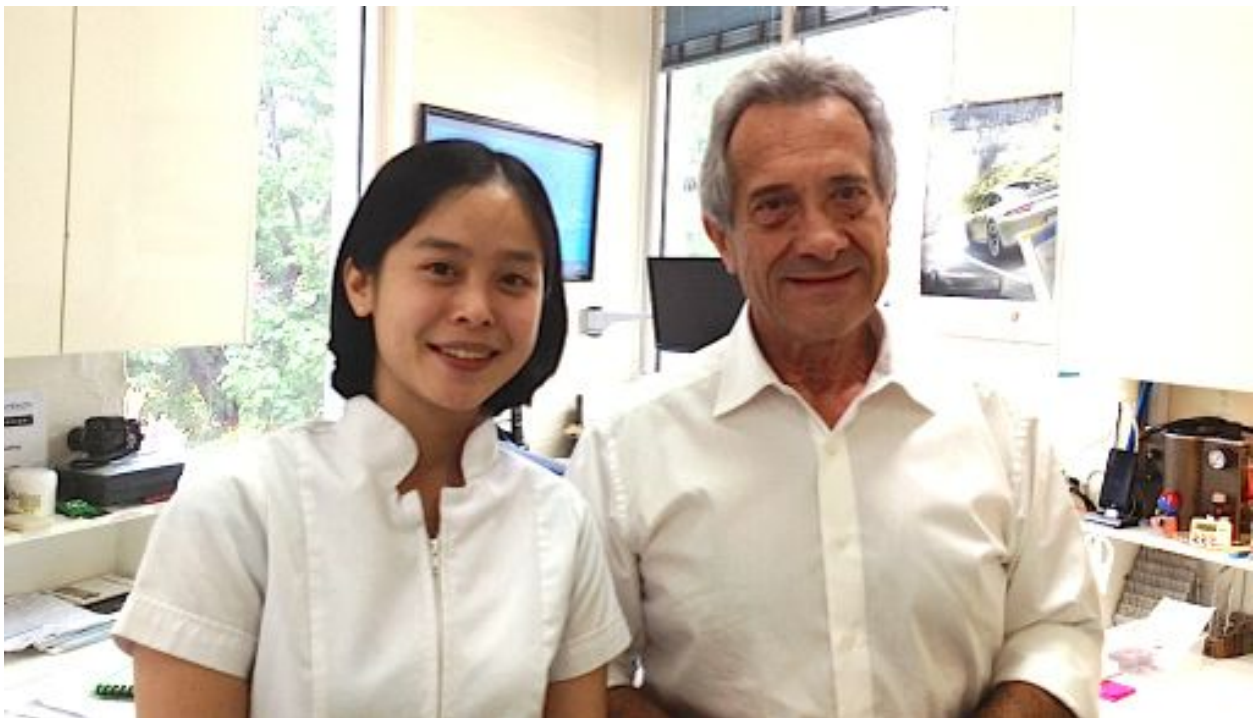
A Little About Us...

Lutz Dental Ceramics is a small independent dental laboratory, specialising in crafting high-quality dental ceramics. We are located in the nation's capital, but support the endeavours of discerning dentists from all around Australia. Distance is no barrier to working with us, since deliveries are possible overnight in most parts of Australia.

Founder and owner, Nik Lutz, is a highly qualified and experienced dental technician. With the support of his teammate Elly, Nik produces outstanding dental ceramics, with a focus on meeting or exceeding the expectations of both dentist and patient.

The small size of the lab allows for the highest level of quality control. All of our work is done on site: we never outsource to overseas laboratories! We use the finest ceramics available, and craft every case by hand. We communicate closely with our dentist-clients as this is the essential ingredient for producing quality work.

Quality, service and attention to detail is important to you and your patients: it's important to us too.



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Working Together

If you're reading this during normal business hours, please pick up the phone right now to say hello and introduce yourself! Nik and Elly will be pleased to meet you, and will gladly answer your questions about our labs or your case.

If you're ever in Canberra, set aside some time to drop in and say hello!

We're easy to find- we're on the same street as the Royal Australian Mint. Parking is plentiful.



Nik's Philosophy: The Three Cs of Working Together

Communication

Communication

Communication

There is no such thing as too much detail and too much information (well, at least not about your cases). We welcome your written and emailed notes, your images and your calls. If you want to brainstorm something with Nik, plan a complex case, find out whether there's a better way of taking a record, then let's have a chat!



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Colour Consultations

Since we're working with ceramics with a focus on aesthetics, a colour consultation is an important part of the prescription that you send to us. Many dentists take shades and notice characteristics and record these without hesitation, but others find that they prefer their ceramist to 'look over their shoulder' with a fresh set of eyes.

There are two options available:

Colour Consultation At Lutz Dental Ceramics

If your patient is local to Canberra or is planning a visit (or willing to visit the Nation's Capital primarily for the purpose of having a colour consultation) they are welcome to make an appointment to visit our rooms, where Nik will review the shade and characteristics of their teeth and discuss the patients expectations for the final outcome. Patients find Nik to be very personable and helpful, and this face-to-face meeting gives Nik great insight into their cosmetic dental requirements.

Remote Colour Consultation

Not every patient will be able to get to Canberra to have a colour consultation with Nik in person, and you'll be pleased to know that this is no barrier to a successful outcome.

A Remote Colour Consultation simply requires that you have a camera that can provide high resolution images- the camera in a smartphone (such as an iPhone) or tablet (iPad) is perfect. You'll simply determine the colour of the teeth and will take some images with the appropriate shade tab/s held next to them. Take some close ups to ensure that details of the enamel's characterisations are clearly visible. Then simply email high resolution images direct to Nik.

While it's unlikely that the colour of the image will be true, Nik will be able to determine the correct shade of the teeth by comparing their colour to the tabs you've held against them: the high resolution images will give him a detailed look at the enamel so that he can reproduce it in porcelain.

You'll be amazed at how effective this technique is. We love it because most dentists will have access to an iPhone or similar quality camera, so it doesn't require a huge investment into a specialised digital camera.



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Lab Forms

We have lab forms available for download on our website, and will send you hard copies whenever you need them. If there's not enough room, feel free to attach additional information to the forms!

Nik prefers copious notes to single lines of prescription, and he will welcome your call if you wish to discuss the case in person.

Sending Cases To Us

We will provide you with plenty of satchels and containers for packing, but if you ever run out, please call!

Please always ensure the cases you send have been thoroughly decontaminated, and that they are protected during travel using bubble wrap and/or sturdy plastic containers.

If you have used a haemostatic agent during the impression phase, please let us know whether you have neutralised the agent or not: this is important because the haemostatic agent can prevent dental stone from setting properly and will therefore negatively influence the accuracy of the margins.

Turnaround Times

In general we require 10 working days to have the work completed and returned to you for review.

If there are any unusual time constraints, please give us a call so that we can work with you to take care of your patient.

Questions? Just Call...

We're just a call away! Let us know what we can do to help you deliver quality cosmetic dentistry to your patients.



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