

Sending a Physical Impression via 3M™ Oral Care Portal

Quick Start Guide

Steps to Complete a Case

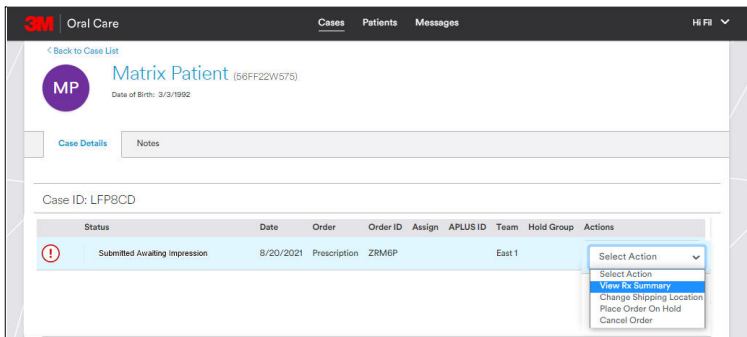
1. Access Oral Care portal at OralCare.3m.com and select New Order from the Cases page.
2. Select New Patient or Existing Patient and enter the patient information as required.
3. Select Products and Shipping Information.
4. Enter Dental Status.

Steps to Complete a Case (cont.)

- 5. Select the Physical Impression radio button under Intraoral Records and enter the impression date.



- 6. Finalize the records by adding photos (mandatory), complete the prescription, review the order and then select Submit.
- 7. After submitting, click on the patient's name in the Case List to open the case.
- 8. Choose View Rx Summary from the Actions dropdown menu.



Note: You must submit your prescription to allow 3M to process your case. 3M cannot process cases that are in Draft state.

- 9. At the bottom of the Prescription Summary is the barcode sheet that **MUST** be included in the shipment of the physical impressions to 3M. This will allow 3M to identify the impressions and tie them to the order in Oral Care portal. The barcode sheet serves as your lab slip.



Note: Please be sure your browser's pop up blocker is disabled when trying to view and print the barcode sheet.

Frequently Asked Questions

Q. Where do I send physical impressions? Are they returned?

A. Physical impressions are sent to 3M's laboratory in Albuquerque, NM. Once an matrix prescription has been placed in the Oral Care Portal, please print the prescription including the bar code sheet and place it in the box with the impressions and the bite registration. Place the box in the plastic bag and affix the prepaid mailing label to the bag making sure to tear off the tracking number at the bottom of the label in case you need to reference it later. Neither your physical impressions nor your trays will be returned to your office.

Q. What types of impression materials are recommended / accepted for impressions for 3M™ Filtek™ Matrix?

A. Filtek Matrix require high quality, full arch impressions. These are best achieved using a high-quality VPS material such as 3M™ Imprint™ 4 Penta™ Heavy VPS Impression Material with 3M™ Imprint™ 4 Light VPS Impression Material. The dual product procedure produces the high quality necessary for the matrix. Refer to the 3M™ Filtek™ Matrix Technique Guide for the complete impressioning technique. **Note:** The Technique Guide can be accessed on the Resource tab of the Help Center in Oral Care portal.

Q. Should a bite registration be submitted?

A. Yes, a high quality bite registration is helpful to 3M in creation of the precision digital setup.

Q. Are there impression materials that are not acceptable?

A. Alginate does not offer the precision and stability required.

Q. What happens if the impression is rejected?

A. If an impression is rejected, you will be notified by 3M via Oral Care portal. A new impression is required before 3M can move forward with treatment planning. 3M will provide feedback on the issues resulting in the rejection, and let you know which impressions need to be retaken.

Q. How do I receive shipping boxes for impressions?

A. Doctor can order pre-paid shipping boxes by contacting Clinician Support at 800-423-4588, Option 2, Option 2.

Q. What is included with the impression shipping boxes?

A. The kits include boxes, bags, and 2-day prepaid mailing labels for shipment of the impressions. Please make sure you have shipping supplies on hand before taking an impression. The lead time for shipping the boxes to you is 2-4 business days. 3M will automatically replenish your supplies, as cases are received in our lab. If you find that you are running low please call Clinician Support.

Q. Will the lead time for receiving my matrix increase if I use physical impressions rather than digital impressions?

A. Yes, it will increase by approximately 5 days.

Q. Can a doctor send more than one set of impressions for the same patient?

A. 3M cannot stitch two different impressions together. If a doctor sends more than one set of impressions, 3M will select the best set.

Q. Can stone models be submitted rather than an impression?

A. Yes. Please carefully wrap the stone models separately with bubble wrap to ensure safe arrival at our lab.

