

## IMPLANT DIRECT'S TEAM COMMUNICATION "THANK-YOU" LETTERS

Team Communication letters provide the patient's name, type of implant used, links to technical information and instructions on ordering additional prosthetic components.

There are two types of Team Communication letters. One provides the information needed by the referring dentist to utilize the free prosthetic components provided with Implant Direct's implants and the second provides the same information plus informs the referring dentist that a Team Charge Account ("TCA") has been created for him/her on Implant Direct's Shopping Cart that allows the referring dentist to order an alternate abutment, if the straight abutment created by shortening the fixture-mount, is not suitable for the case. The surgical specialist will receive an email confirmation of the product ordered by the referring dentist, and will be asked to approve the order and shipping charges before the product is shipped to the referring dentist and charged against the Surgical Specialist's credit card.

If the Surgical Specialist intends on creating a "TCA" he/she must complete the form on the Team Approach page, as shown to the right. If

the Surgical Specialist has chosen to use one of

Implant Direct's 1-piece implants for a particular case, it will not be necessary to send the letter with the Charge Account information, as the laboratory will be ordering prosthetic components needed to complete the case unless the Surgical Specialist wants to also pay for analogs and copings.

**Implant Direct™**  
simply smarter.

### Create Charge Account for Referring Dentist

**Surgeon's Information:**  
 Your customer Number :   
 E-mail Address :

**Referring Doctor Information**  
 First Name :   
 Last Name :   
 E-mail Address : Current   
 E-mail Address : New for Account   
 Password :   
 Phone Number :   
 Street Address :   
 City :   
 State :   
 Zip Code :

Letters to Restorative Dentists Regarding Case Completion from: Click on link and choose Save Target as...

### Thank-you Letters to Restorative Dentists with Patient and Technical Information (right-click to Save)

<a href="#">ScrewPlant</a>	<a href="#">ScrewPlus</a>	<a href="#">RePlus</a>	<a href="#">ReActive</a>	<a href="#">RePlant</a>	<a href="#">ScrewDirect</a>	<a href="#">ScrewIndirect</a>
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**ScrewPlant Fixture-Mount Restorative Procedures**

[Hi Res](#)   [Low Res](#)

[▶ Download Video](#)



[Thank You Referral Letter](#)



[Thank You Referral Letter  
Bill to OS/Perio](#)

## **INSTRUCTIONS FOR USE OF TEAM COMMUNICATION LETTERS**

Prerequisites to Personalize the Form "Thank-you" Letters: Microsoft Word 2000 or better

### **1. Download "Thank-you" Form Letter**

Select the Form Letter you wish to download based on the implant you used and whether you have opened an account on Implant Direct's shopping cart for your referring dentist with his/her shipping address and your billing address. Right-click on the Letter and complete the "Save-To" information box to saving the document to your desk-top or a specific folder on your local system.

### **2. Customize "Thank-you" Form Letter for Office and Surgical Specialist**

Each Team Communication letter has a default header and footer to permit insertion of your own letterhead graphics. Follow the procedure below to edit or delete the headers

1. Open the document in Microsoft Word.
2. To edit or remove the default text, select from the menu View > Header and Footer
3. The Header and Footer toolbar will appear and both the header and footer areas of the document will become editable.
4. Enter your updated text or delete the current text in the Header as required.
5. If you choose to insert an image (practice logo as an example), select Insert -> Picture -> From File from the menu. Navigate to the location of your image and select OK.
6. Resize and position the image (left, right, centered) as required.
7. Once completed, click the Switch To Footer button on the Header and Footer toolbar. Repeat steps 5 and 6 for the footer to update or remove the default text.
8. Close the Header and Footer toolbar.
9. Click on the dark gray "Surgeon Name" field at the bottom of the letter to add your name.
10. Save the customized Form Letter using different surgeon's names in group practice.

### **3. Modify and Send Team Communication Letter to Referring Dentist**

If you chose not to establish a Charge Account for the referring dentist, complete the dark gray text fields providing the referring dentist's name and patient's name. The letter selected will be specific for the implant type the surgical specialist used on the patient so the form letter contains all the necessary information related to that implant, and free prosthetic components that will be sent to the referring dentist in the original implant vial, including a link to the prosthetic video and to the shopping cart page with alternate abutments for the implant, or related prosthetic components in the case of the one-piece ScrewDirect and ScrewIndirect implants.

If you established a Charge Account for the referring dentist, to allow him/her to order an alternate alternate to the straight abutment created by shortening the fixture-mount/transfer, you will first need to have filled out the account form provided on the Team Approach page (see above). You will then modify the dark gray text field in the letter to provide the referring dentist with the newly created account name (first.last@implantdirect.biz) and password ("implant-team" is default but you can customize it to be "your last name"-team).

### **4. You are then ready to send the letter:**

1. Make sure your email application is open and you are connected to the Internet
2. To edit a field, click on any dark gray area and type the correct text.
3. Create a folder to save letters, either by the referring dentists or patient's name.
4. Attach the letter to an email to the referring dentist or paste it into the body of the email.
5. Click Send and your referring dentist will receive an email copy of the letter with active links to online resources from Implant Direct.

BEFORE	AFTER
<p>Wednesday, July 09, 2008</p> <p>Dear Insert Restorative Doctor Name :</p> <p>Thank you again for referring Insert Patient Name or Identifier for dental implants. The surgery has been completed successfully and He/She has been advised to return to your office for the restorative procedures.</p>	<p>Wednesday, July 09, 2008</p> <p>Dear Dr John Doe:</p> <p>Thank you again for referring Jane Doe for dental implants. The surgery has been completed successfully and she has been advised to return to your office for the restorative procedures.</p>

### Troubleshooting and Technical Questions/Answers

**Q: I am unable to send the email --- the contents look scrambled**

A: Your email application may not be capable of sending or receiving HTML embedded emails. Check with your local IT support resource to verify you have an updated email application and that your system security settings are not set to block sending emails from applications or using HTML enhanced emails.

**Q: I am able to send without issue, but my restorative doctor cannot read the contents or contents are scrambled or contents are blocked**

A: This is usually caused by a recipient whose email application cannot render HTML properly or their system security settings prohibit receipt of HTML enhanced emails. They should consult their local IT resource to adjust their settings accordingly.

**Q: I prefer to send these documents as attachments rather than embedded emails**

A: This is fine. In Section Three, step 4 above select File-> Send To -> Mail Recipient (As Attachment). Your recipient will receive the document as an attached Word file. Obviously, they will require Microsoft Word to open the document and take advantage of the attached links to Implant Direct LLC web resources.

**Q: I would prefer to print and mail the document rather than email**

A: This is fine, but your recipient will lose the capability to click on direct links to our web resources. We highly advise using email to take full advantage of the value these letters have to offer.

**Q: Do you provide technical support?**

A: We cannot provide computer or application support due to the wide number of possible combinations of hardware and software. Your first best resource would be to turn to your local IT specialist. If you are having specific issues with one or all of our letters, you can email us at techsupport@implantdirect.com. Please detail your problem as best as possible. We will return your email at first opportunity.

**Q: My document is hopelessly scrambled/damaged/inadvertently changed**

A: You can always download a new copy by visiting our July 2008 letter and saving the letter to your local system (See Section One)