

**reveal**<sup>®</sup>  
CLEAR ALIGNERS

 **HENRY SCHEIN**<sup>®</sup>  
DENTAL WAREHOUSE

**Rely** on Us<sup>™</sup>



**How To Guide**  
**Request a Refinement, Revision**  
**or Replacement Aligners**

TOLLFREE 0800 111 796

[www.henryschein.co.za](http://www.henryschein.co.za)

[reveal@henryschein.co.za](mailto:reveal@henryschein.co.za)

**Step 1** In most cases, fit issues can be addressed without requiring refinements. Please review the following to determine if a refinement is needed.

- a. Recommend to your patient to bite Chewies™ tray seaters each day, until the aligner is seated properly, and the discomfort has disappeared
- b. Before moving to the next tray, ensure that the current one has expressed the prescribed movement. This may involve extending the wear time
- c. If discomfort doesn't alleviate, trimming may be required and can be done in your practice
- d. If the issue persists after a week, and it is not caused by non-compliance, contact the Henry Schein team for advanced troubleshooting options before considering requesting a refinement
- e. If the fit issue cannot be resolved through any of the suggested measures, the case may require refinements

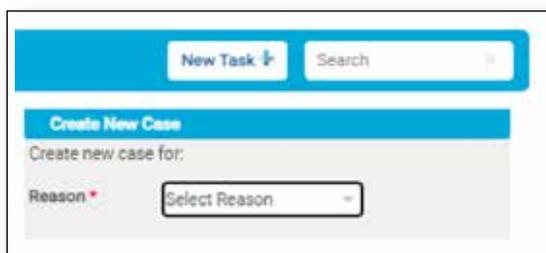
**Step 2** If a set of aligners is lost or broken, it's essential to find the right solution to continue treatment without affecting the patient's progress. Please review the following to determine if replacements are needed.

- a. Instruct the patient to move onto the next aligner. Recommend to your patient to bite Chewies™ tray seaters each day, until the aligner is seated properly, and the discomfort has disappeared
  - They should be instructed to wear their new aligners for up to a week longer than usual. This will ensure that all the necessary movement is expressed
  - Chewie tray seaters can be used to improve the fit
- b. If 2 or more sets have been lost or damaged, you can request replacement aligners
  - From the outset of treatment, inform the patient to always keep the previously used set in case this happens
  - Ensure that the patient continues to wear their previous set of trays to retain the occlusion until the replacements are available

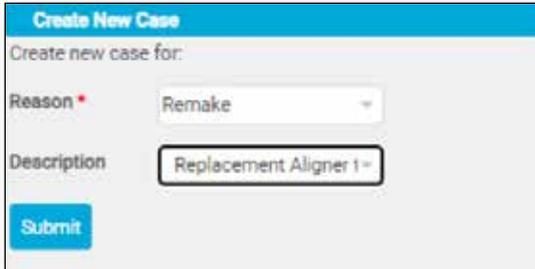
**Step 3** For practices that have a direct connection with 3Shape – take the scan of the patient first and send it to your aligner lab.

- a. Open DDX and look under Draft cases for the patient
- b. Select the Refinement, Individual Aligner, or Retainer procedure and proceed to step 9

**Step 4** Go to Create New Case on the right-hand side of the page.



**Step 5** Select if you would like a Refinement, Revision or Replacement Aligners.



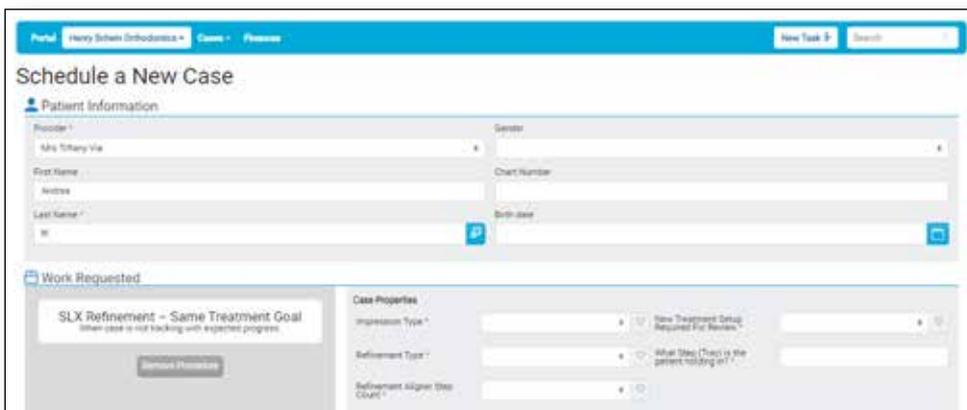
**Create New Case**  
Create new case for:  
Reason \* Remake  
Description Replacement Aligner 1  
Submit



**Create New Case**  
Create new case for:  
Reason \* Aligner Revision - Same  
Submit

**Step 6** Submit.

**Step 7** A new case will open that is linked to the original.



**Schedule a New Case**  
Patient Information  
Provider: Mrs Tiffany Via  
Gender: [dropdown]  
Epid Name: Andrea  
Chart Number: [dropdown]  
Last Name: [dropdown]  
Signature: [dropdown]  
Work Requested  
SLX Refinement - Same Treatment Goal  
When case is not tracking with expected progress  
Refinement Properties  
Refinement Type: [dropdown]  
Refinement Aligner Step: [dropdown]

**Step 8** Complete the Work Requested RX form.

**Step 9** Upload new patient records.

**Step 10** Be sure to add notes onto what is not tracking and what, if any, details the lab should pay particular attention to.

**Step 11** Submit.



**reveal**<sup>®</sup>  
CLEAR ALIGNERS

---

 **HENRY SCHEIN**<sup>®</sup>  
DENTAL WAREHOUSE

TOLLFREE 0800 111 796

[reveal@henryschein.co.za](mailto:reveal@henryschein.co.za) | [www.henryschein.co.za](http://www.henryschein.co.za)