CLINICAL GUIDE · CASE WORKFLOW

Remake Case Workflow

How to document, improve, rescan, and send a remake case

Prepared by **Eric True**

This workflow covers how to submit a remake case. See the companion guide **Common Remake Solutions** for tips, by problem, that help prevent remakes.

Normal Case Workflow
The standard workflow this remake workflow builds on.

Helpful Hints for Digital Restorations
Prep design for step 2: margins, walls, corners, reduction.

How to Take a Great Digital Impression
Contacts and scanning for steps 2 and 3.

1 Document the problem

- Make notes for the lab with specific details about the reason for the remake and recommendations for the solution.
- Take pictures of the problem (see below).
- Take the appropriate scan for the remake (see step 3).



Open or short margin: picture with the crown in place



Open contact: picture, ideally with a measurement tool visible



Shade correction: crown in the mouth with the shade tab visible



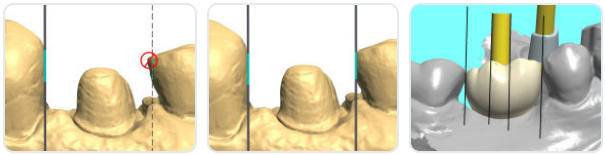
Occlusion: picture showing the high or light occlusion



Fracture: picture displaying the fracture

2 Evaluate for potential improvements

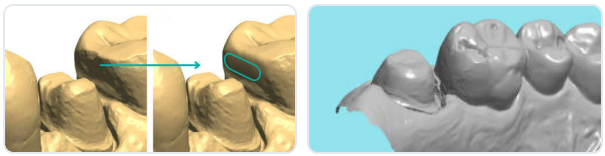
Contacts parallel. Make adjacent contacts parallel with the prep and with each other.



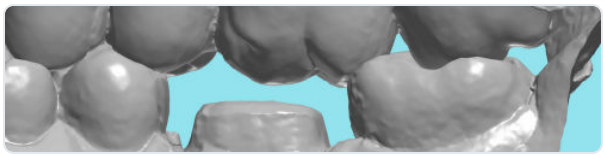
View adjacent contacts. The Contact Marker by WriteFit™ can help you see the imperfections and angles of the adjacent contacts in order to adjust and smooth them.



Smooth adjacent contacts.



Adjust opposing cusp(s) if needed for strength.

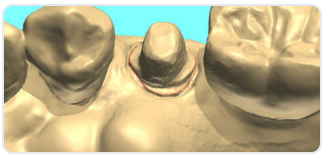


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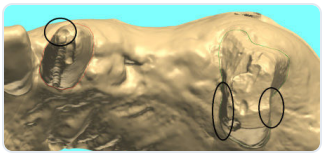
Perfect the temporary. Make sure contacts and occlusion on the temp fit ideally (the Contact Marker by WriteFit™ can help you adjust precisely).

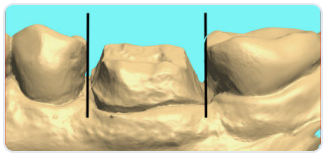
Check margins for clarity: no double margins, and no feather-edge margins.





Check for undercuts that compromise the margins or draw.



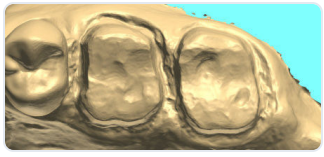


Prep a chamfer or shoulder with adequate reduction, and ensure the walls of the prep are parallel.



Check the prep for sharp corners.



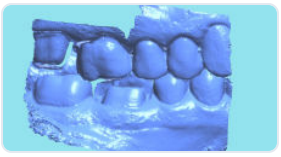
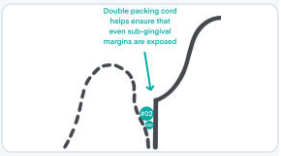


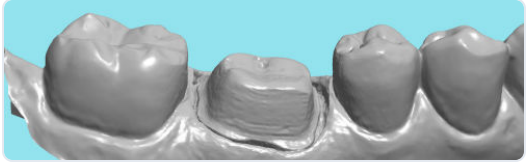
Check for adequate reduction.

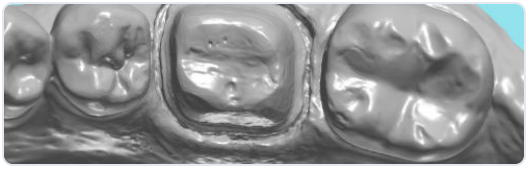


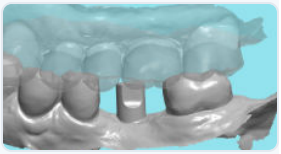
More on prep design: **Helpful Hints for Digital Restorations**. More on contacts: **How to Take a Great Digital Impression**, step 2.

3 Take a new scan based on the remake reason

REMAKE REASON	SCAN TO TAKE	
Contacts	Scan the adjacent teeth with the prep; no need to pack cord. If practical, only send the scan needed. Extra scans can cause confusion.	
Occlusion	Take a new bite scan (full and complete).	
Margin or prep fit	Pack cord to fully expose the margin. Take a complete, new scan if at all practical. A die scan with cord packed is risky but can work if necessary.	





REMAKE REASON	SCAN TO TAKE
Implant case	If there is any significant rotation, shift of contact, or occlusal discrepancy, take a new scan body scan; a complete quadrant upper, lower, and bite scan is best. Consider using a new scan body in the rescan. 
Contour or length	Take a scan showing the adjacent and contralateral teeth with the crown in place, so the contours can be compared and corrected between the first design and the new one.
Fracture	Take a new scan and pack cord to fully expose the margin. Take a complete, new scan if at all practical. A die scan with cord packed is risky but can work if necessary. The lab can always remill the old file, but if there is a discrepancy in the scan, that is risky.

More on scanning: **Normal Case Workflow,** step 7, and **How to Take a Great Digital Impression**.

4 Send the case with everything needed

- The improvements made
- Notes in the Rx
- Pictures of the problem
- Scan(s) based on the directions in step 3

Keep the **Remake Scan Quick Reference** card chairside for step 3.

Questions about a case?

For help with any step, or with sending a case to Digital Dental Leaders, call Eric at **951-430-9888** or email **truefitlab@gmail.com**.

General guidance from Eric True's laboratory experience. It does not replace your clinical judgment or the instructions of your scanner and materials manufacturers. WriteFit is a trademark of its respective owner; no endorsement is implied.