



Holocaust Survivors Oral Health Program

Program Guardians
The Claire Friedlander Family Foundation
Robert I. Schattner Foundation, Inc.

Protocol For Obtaining Services From Town & Country Dental Studios

1. Every dental panel member should approach his/her lab for pro bono services **prior to** asking Town & Country for services. **Town & Country is our safety net** and should only be used if the dentist's own lab is not able to provide services. We are only requesting the dentist's regular lab for pro bono services for 1-2 patients per year. In return, AO will provide the dental lab exposure through various AO marketing channels. Each lab partner will receive an annual recognition certificate from the Program for the services donated.
2. In the event that the dentist's lab is not willing to provide the service, Town & Country is our Laboratory Program Partner who will donate the fabrication of crowns, complete and partial dentures and other appliances necessary for proper care of patients.
3. Dentists requesting laboratory services from Town & Country will notify and submit a treatment plan to Bernice Edelstein. Please be sure to indicate the patient's initials only on the treatment plan. The dentist should attest to the patient being referred by the social service agency. When the treatment including laboratory procedures is approved, an authorization to proceed and laboratory prescription will be sent to the dentist. **Please complete the Town & Country laboratory prescription including the patient's name, the type of restoration, as well as the customary information on the treating dentist (name, address, phone and e-mail)**. Cases will then be shipped by the dentist using AO's Federal Express account to Town & Country.
4. Please send the cases secured in bubble wrap and in a cardboard box. Also, please send the original impression, if it is still intact.
5. Bernice Edelstein will notify Town & Country to let them know to expect a case with a prescription. A technician from Town & Country may contact the dentist to request more information about the case.
6. Please allow extra time for fabrication of donated cases. During busier production times, donated cases will be scheduled according to volume levels in the lab. You will be given a return date when the case goes into production.
7. When requesting a Porcelain fused to metal product, please request Non- Precious metal only. High Nobel Gold and semi -precious metal is not offered in this program
8. There will be no remakes of cases as this laboratory service is a one-time benefit per submitted fabrication.
9. Town & Country will ship the case back to the dentist using AO's Federal Express account.
10. This Protocol is in effect for the year 2018.