



On the Fly.....

Occlusion

by Jerry Ragle, CDT

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After 33 years in the lab business I have learned one important thing, that there are some things that will never be understood so we learn to accept, adapt, and move on. When I decide to step away from this business and for those who continue down the path of conventional Dentistry, the one thing that will probably continue to be a mystery is occlusion and running a close second will be contacts.

I can confidently prove why these are still problems and what causes the misfortune of high, tight or loose. Whatever the case may be, I gave that up many years ago. We accept, adapt, and move on.

I *accepted* because it was a lost cause, I *adapted* because there was an easier way, and I have definitely *moved on* unless of course I get challenged. [Read more.](#)

Ragle 27th Anniversary was a Billy-Bob Big Success!

Thank you to everyone who supported the Ragle Anniversary Celebration this year on Friday, June 2nd. The featured speaker Dr. Rich Bailey, the inventor of the Billy-Bob Teeth, was full of laughs. Our guests really enjoyed themselves and the vendor support was overwhelming. Thank you to all involved. We really had a great time! To view the photos from the event visit our website at www.raglelab.com. Mark your calendars for next years event for Friday, June 8, 2007.

Nick's Corner



We have been experiencing great success with the launch of our RCAD product line. One thing I would like to remind everyone of is that the tooth preparation is really crucial to this success. Please avoid sharp edges, points and please give us a shoulder or chamfer edge. All Cerec products need this [prep design](#) in order to construct the best fitting restoration. When we don't get this prep design we experience many difficulties that cost a great deal of time and money. If you have any questions about this please e-mail me at nrragle@raglelab.com.

Newsletter Spotlight

Ragle Marketing Department has moved to Wisconsin! Kathleen Craven the Director of Marketing at Ragle Dental Lab moved to where her husband Brian has started a new job in Stevens Point, Wisconsin. Kathleen continues to work for Ragle and stays very involved in customer relations, producing marketing materials, newsletters, website management and educational seminars. Kathleen will be back to Champaign once a month to visit with customers and host seminars. Although she is working from her home in Wisconsin you will still be able to reach Kathleen via e-mail at kcraven@raglelab.com or by phone at 715-347-6150.



Friendly Reminders From Ragle's Front Office

During the daily craziness of our business we sometimes come across repeat issues that impact our productivity and efficiency. Our customers often ask us what they can do to help us be a better lab. We love that question because we usually have an answer. Here we have listed a few items to help serve as friendly reminders and to assist us in becoming more effective for you.

- 1) Sending impressions with bloody gauze imbedded in them is an obstacle and a health risk for us because the gauze does not disinfect effectively. If you find yourself in this situation please cut the gauze out of the impression before sending to us.
- 2) On the RX "due date" please give us the right amount of time based on our time schedule and let us know A.M. or P.M. This is important to us especially if we get into a situation where time is our enemy. We need to know when the patient is scheduled. An ideal situation would be for patients to be scheduled the day after the case is due back to you instead of on the same day as delivery. If something is going to go wrong with a case it almost always happens during the last few hours of production.