SureSmile® Advanced

Staff Level 1 - Module 5

Inserting and Managing SureSmile Wires

Tracking Wire Shipments

Dentsply
Sirona

Table of Contents

Best Practices for Wire Management

Add procedure codes for SureSmile wire appointments

For example:

ASW1 - insert first wire (you need to find the wire box)
AWS2 – evaluate wire 1 (don't need to look for wire box but this code allots certain time in the schedule for a SureSmile wire check. Order wire mods as needed.)
AWS3 - insert modified wire (you need to find the wire box)

Schedule just the right amount of time

- At the therapeutic scan appointment, update the wire insertion date on the timeline.

- Set the initial wire insertion date approximately 6 weeks after the scan to deliver efficient treatment while allowing enough time for the doctor plan and wire shipment. Remember to allow for holidays and vacations.

- In most practices, the doctor places the wire order. You can send advanced staff to Staff Level 2 training to learn how to assist the doctor with wire order tasks.

Set up a receiving process and storage system

- Delegate the task of receiving wire shipments and filing wires.

- Use a bar code scanner to improve the accuracy and speed of checking in wire shipments.

- Create a storage system for your wires, organized by patient last name. Tip: the boxes fit into CD organizers.

- Group the patient's wire sets with rubber bands to keep them together and make them easy to pull by patient.

Check wires have arrived in time for appointments

- To figure the date the wires must be ordered to arrive on time, count back 11 business days (don't count holidays or weekends).

- One week ahead, run a report of wire appointments. For wires not arrived yet, go to Shipments tracking and determine if wires have shipped. If shipped, look up the ETA and check again on that day. If not, check weekly and then daily for a shipped status.

- If the doctor is late ordering the wires and there is still time to receive them, use flags to mark urgent patients. (Reinforce that the doctor should sort on wire insertion date to prioritize his/her work.)

- Reschedule the patient if you determine the wires will not arrive on time. Or, you can perform a wire check of the current wires and reschedule the patient to return on a shorter rotation.

- If wires are transferred to a satellite office, use the Shipments tracking page or a log to manage transfers.

Manage unused wires and finished patients

- Put unused wires in a basket. At the end of the day, re-shelve them and retain until the end of treatment.

- If the doctor orders a wire modification (i.e., changes the prescription), discard any extra wires based on the old prescription

- When the patient is finished, separate the paper from the plastic prescription box and recycle.

Lesson 1: Working with Custom Wires

Since you have experience installing preformed wires, this module focuses on custom wires. Tips for working with Nickel-titanium (NiTi) wires are also included since this material is especially effective in SureSmiletreatment.

Objectives

By the end of this section, you will be able to:

- Recognize advantages of NiTi

- List tips for inserting NiTi

- Recognize SureSmile®'s wire options

- Identify orientation issues for custom wires

- Avoid wire/bracket breakage

- Engage custom wires

- Identify purpose of staged wires

Has everyone seen the TC demonstration of custom wires?

Suggested Script

Traditional Orthodontics

In traditional orthodontics, a series of wires are used to move the teeth through paces of treatment. After initial leveling and alignment, fine-tuning is usually accomplished with stiff wires that must be bent manually. They can apply a great deal of pressure and the doctor places bends at multiple appointments until the final result is achieved.

SureSmile Prescription Archwires

SureSmile archwires work more efficiently than traditional wires for two reasons: they are custom-designed for each patient by the doctor and are made of a Nickel Titanium (NiTi) material developed by NASA called Shape Memory Alloy (SMA). Activated by body temperature, this material provides constant forces to move teeth into the correct position comfortably.

To create a custom prescription, the doctor uses a computer to plan treatment to its conclusion, and a robot to heat the wire and "burn in" custom bends. (In a traditional practice, the doctor cannot place bends in SMA wires since this special material can only be bent at high temperature.) Because SureSmile employs Shape Memory Alloy, the bends are permanent and the wire will "remember" its shape – even after it's distorted to fit a patient's crooked teeth. Once it is inserted, the patient's body heat activates the wires' memory. It gently exerts energy to return to the shape that reflects the doctor's plan for treatment.

Recognize Treatment Advantages of NiTi

DISCUSSION: NiTi wires have several properties that make it advantageous for orthodontic treatment:

▶

▶

▶

Because SureSmile wires are produced by robots that can heat the material, SureSmile can take advantage of the shape memory property of NiTi.

Shape memory is achieved by first establishing a shape at temperatures near 482° C. If the appliance wire is then cooled and formed into a second shape and heated through a lower transition temperature range (TTR), the wire will return to its original shape.

Ravichandra Sekhar Kotha, Rama Krishna Alla, Mohammed Shammas, Rama Krishna Ravi, An Overview of Orthodontic Wires: Trends Biomater. Artif. Organs, 28(1), 32-36 (2014)

List Tips for Inserting NiTi

Who has worked with NiTi before? You may already know that this alloy is more elastic below body temperature. That means you can cool the wire to help you insert it more easily. Use a refrigerant spray you normally stock such as Essix Freeze Spray®.

You can still cool the wire once it is placed, and you are attempting to tie it in. Simply press an ice cube against the wire where you want to increase flexibility to gain a few seconds of working time. Or, you can spray pliers with the refrigerant spray and then press against the wire to cool it.

Recognize SureSmile's Wire Options

While NiTi has many uses, several wire materials and cross-sections are supported to accommodate various treatment needs as shown in the following tables.

Indication of Use

Stiffness	Type of Material	Alignment	Leveling	Archwidth	Torque	Elastics		Stage of Treatment
Low	Nickel Titanium (NiTi)*	✓✓✓	✓✓ (w/ auxiliaries ✓✓✓)	✓ (w/ auxiliaries ✓✓✓)	✓ (w/ auxiliaries ✓✓✓)	✓✓	✓	Early to Final
High	Beta Titanium (Beta-Ti)**	✓	✓✓✓	✓✓✓	✓✓✓	✓✓✓	✓✓✓	Mid to Final
	Elgiloy**	✗	✓✓	✓✓✓	✓✓✓	✓✓✓	✓✓✓	Final

✓ = Adequate
✓✓ = Recommended
✓✓✓ = Highly Recommended

*Adjustable with virtual pliers (robot) only
**Adjustable with virtual pliers (robot) or by hand tools

Space Closure Considerations

Stiffness	Type of Material	Space Closure (1-2mm)	Space Closure (3-4mm)	Archwidth
Low / High	**Nickel Titanium (NiTi)***	✓✓✓ (sliding mechanics)	✓✓ (sliding mechanics with auxiliaries)	✓✓
	Beta Titanium (Beta-Ti)**	✓ (sliding mechanics)	✓✓ (sliding mechanics)	✓✓✓
	Elgiloy**	✓✓✓ (sliding mechanics)	✓✓✓ (sliding mechanics)	✓

✓ = Adequate
✓✓ = Recommended
✓✓✓ = Highly Recommended

 *Adjustable with virtual pliers (robot) only
**Adjustable with virtual pliers (robot) or by hand tools

Identify Orientation Issues for Custom Wires

All of these wires are custom-bent by SureSmile robots located in Richardson, Texas (near Dallas).

When we say the wires are custom-bent precisely to the doctor's prescription, what do we mean?

- The upper wire is different from the lower, of course

- The wire has a top/bottom (left/right) orientation

- The wire has a correct position for the bends relative to the brackets
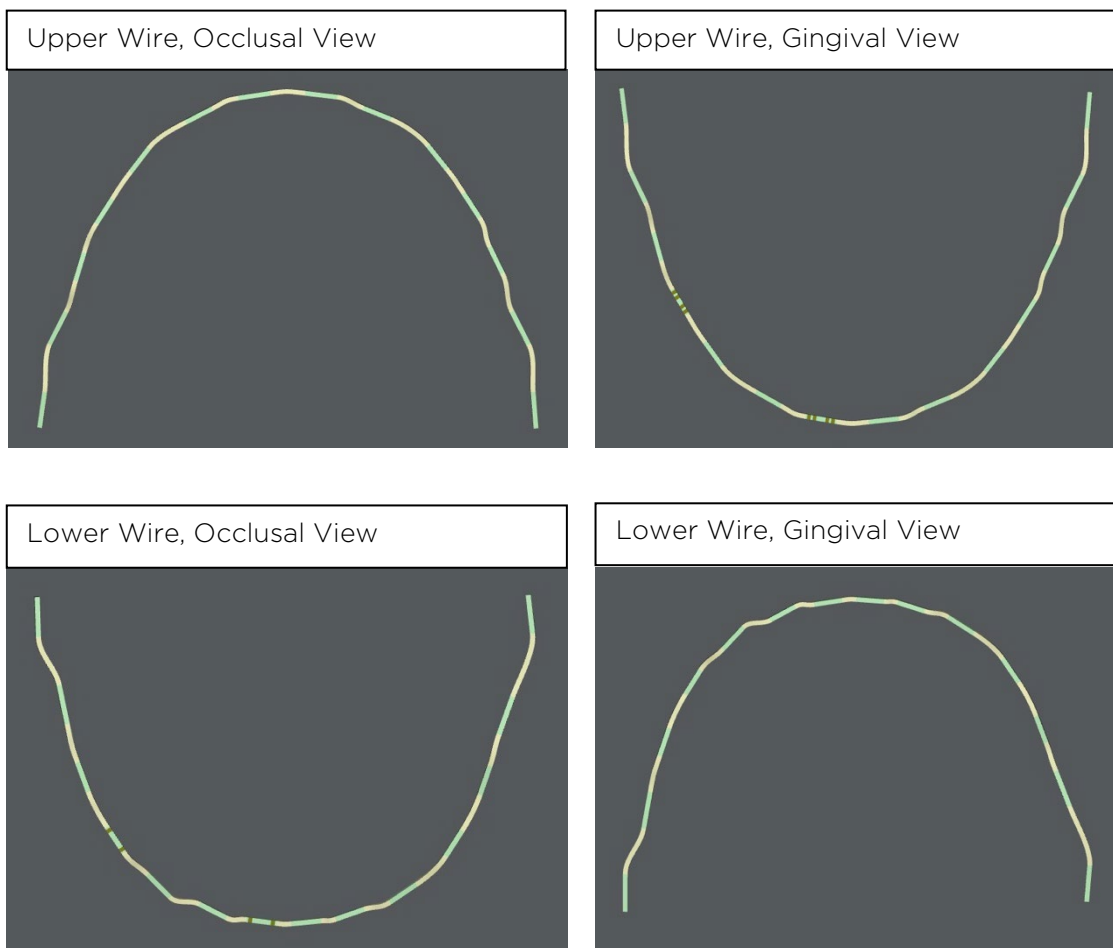
The wire bends are placed between straight segments, which allow the bracket to slide in the direction of the planned movement. That means, you will never position a bend in a slot.

To help you correctly place wires, we have laser markings on the wires. Also, you can compare your inserted wire against the model in the software.

Avoid Bracket Breakage

Do you remember which information SureSmile requires to produce custom wires?

▶ _____

▶ _____

▶ _____

▶ _____

What if a bracket must be rebonded, will that disrupt the design of a custom wire?

It can, especially if more than one bracket must be rebonded. For this reason, we provide a handout to help you educate your patients on how it is especially important not to break brackets when you are a SureSmilepatient. If multiple brackets must be rebonded after the Therapeutic Scan, we recommend taking an Update Scan (extra visit for the patient) and ordering new custom SureSmilewires.

Avoid Wire Breakage

Along this line, you will also want to make sure you are using Weingart or Bird Beak pliers for wire insertion. Because they do not crimp Ni-Ti, they will not damage the prescription.

When you follow our recommended protocol, wire breakage is very rare.

Fully Engage Custom Wires

Because custom wires are designed to deliver their prescription when fully engaged, we recommend steel ligature ties where needed. You cannot achieve the planned movement without full engagement!
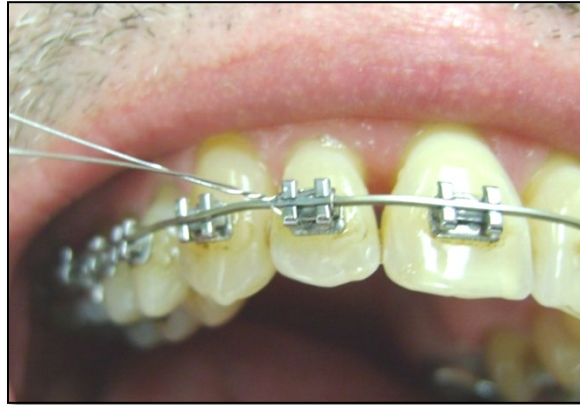
Identify the Purpose of Staged ("Limit") Wires

To give the doctor complete control over the wire design, the doctor can stage movements by entering a percentage of movement to be achieved. A staging amount can be entered for the entire wire or for each tooth. A value of 100% indicates the wire is fully expressed; a value of 0% indicates the wire is passive.

The most common situations for using this feature are:

- Difficulty of wire engagement

- Ankylosis

- Root resorption

- Periodontally involved teeth

- Low tolerance to discomfort

- Bracket delamination

In orthognathic surgery cases where the surgeon does not want any dental compensations to occur so that he/she can surgically correct a deformity and minimize relapse

Although this is a very useful feature, it is possible to forget to insert the next wire with 100% expression. Or, you may find yourself expecting too much from a wire, forgetting that it contains limits. We will look at some examples later.

Test Your Knowledge

What can you do to increase the flexibility of a NiTi wire to aid insertion?

How much working time do you have once you stop applying the cooling agent?

Does it matter whether custom wires are engaged?

Would you ever position a bend in the bracket slot?

What are staged wires for?

Lesson 2: Checking the Rx Box

Because the custom prescription must be inserted correctly, the prescription box contains a great deal of helpful information.

Objectives

By the end of this section, you will be able to:

- Find labeling to confirm the wire

- Find the recommended first insertion tooth

- Check the wire against the template

Find Labelling

Take a look at the back of the wire prescription box. Extra information on the box helps you determine who this wire was bent for and the type of wire:

- **The patient name and patient number** — ensure this wire is for this patient.

- **Upper or Lower** — which arch is in this box.

- **Labial or Lingual** — type of treatment

- **Material** — such as NiTi

- **Wire Dimensions** — the cross-section, such as .017 x .025

At the foot of the label, the "Wire name" corresponds to the wire name in the software. It is a best practice to name wires in the order of treatment sequence (i.e. Wire 1, 2, 3, 4) and include a description to remind you of the wire's purpose.

The Dr. Notes section includes a recommendation on which tooth to tie in first. The software makes this determination based on the most maloccluded tooth with the least bend/bracket interferences. In the case pictured at right, the UL5 is recommended. The "MODS SFT" or "SFT" note indicates there is more information in the wire notes in the software about wire modifications.

Moles & Ferri Orthodontics   Site ID: 000390001   **SN** 5001104636

🖐 Hall, Oliver   👤# H1P9

SO - 000001321287

Scan to receive

UL1 · UL2 · UL3 · UL4 · UL5 · UL6
UR1 · UR3 · UR4 · UR5 · UR6

Double markings on gingival view of upper wire

Laser markings
MUST point to
GINGIVAL surface

SN 5001104636

Markings

Identify patient

🖐 Hall, Oliver

👤# H1P9

4 / Upper / Labial

CuNiTi-NiTi 0.017x0.025 in

(0.432x0.635 mm)

Upper or lower arch

Material

(01) 00856379007252
(11) 210311
(21) 01707695

REF ASY-000110

LBOM00... 2

Symbols: ⌐_⌐ symbol indicates laser marking position

⊕ symbol for factory use only

Wire name

Dr.Notes (1):	4U: 17x25 NiTi
Dr.Notes (2):	Insert at UR2
	SFT

Label visible when stored

Tooth to tie in first

〰MX 2022-02-20   2/20/2022 11:49:27 AM / NBT03 / 30014H6474
DL-00003332539_031-000390001-HO0000002-0-LI01-W31.CNA

Prescribed by: Peter Moles   Lvbial / Upper / CuNiTi-NiTi 17x25

🖐 Hall, Oliver   👤# H1P9   6L: 17x25 NiTi E

Moles & Ferri Orthodontics   Site ID: 000390001

Hall, Oliver   # H1P9

SO - 000001321287

SN 5001104637

LL1 LR1
LL2   LR2
LL3   LR3
LL4   LR4
LL5   LR5
LL6   LR6

Laser markings MUST point to GINGIVAL surface

SN 5001104637

Hall, Oliver

H1P9

2 / Lower / Labial

CuNiTi-NiTi 0.017x0.025 in

(0.432x0.635 mm)

(01) 00856379007252
(11) 210311
(21) 01707695

REF ASY-000110

LBOM0005 Rev. 2

Symbols:

⌐_┘ symbol indicates laser marking position

⊖ symbol for factory use only

| Dr.Notes (1): | 2L: 17x25 NiTi |
| Dr.Notes (2): | Insert at LL3 |

MX 2022-02-20   2/20/2022 11:51:37 AM / NBT03 / 30014H6474
DL-00003332540_031-000390001-HO0000002-1-LI01-W31.CNA

Prescribed by: Peter Moles

Labial / Lower / CuNiTi-NiTi 17x25

Hall, Oliver   # H1P9   6L: 17x25 NiTi E

Callouts:

Single marks on occlusal view of lower wire

Upper or lower arch

Check the Wire Against the Template

Lay the wire that is inside the box on the template. In general, they should match.

Do the bends match?

Do the wire markings match?

Do NOT press the wire down against the template—it is NOT a 2D representation. The template is more like a silhouette of the 3D wire captured during production (similar to how you would see a shadow cast under a spotlight).

If you put pressure on the wire while comparing, you run the risk of:

- Distorting the wire so that it appears the template does not match.

- Trimming the wire too short if the design includes Curve of Spee

Lesson 3: Ordering/Cancelling Wires

Whether or not you are involved in wire ordering, it is helpful to understand how orders will appear in the software.

Objectives

- By the end of this section, you will be able to:

- Order wires individually or as wire sequence

- Remove wire orders

- Submit wire sequence

- Cancel wire in production

NOTE: For more information on the protocols for lingual treatment, see the Lingual Treatment Protocol available as a download on the SureSmile® Help Center.

Doctors follow a wire sequence for SureSmile that depends on:

- Patient type

- Treatment type – labial or lingual

- Slot size

The average number of SureSmile wires ordered per patient is 3-4 wire pairs for labial treatment and more for lingual. Most new SureSmile doctors order more wires as they gain experience with the system. In every case, the doctor will decide the specific wire sequence.

Find Wire Sequence Preferences

Because doctors have a typical wire sequence for patients, SureSmile has a feature to support ordering a sequence all at once. Or, the doctor can order one wire or wire pair at a time.

Store your wire sequences under **Preferences.**
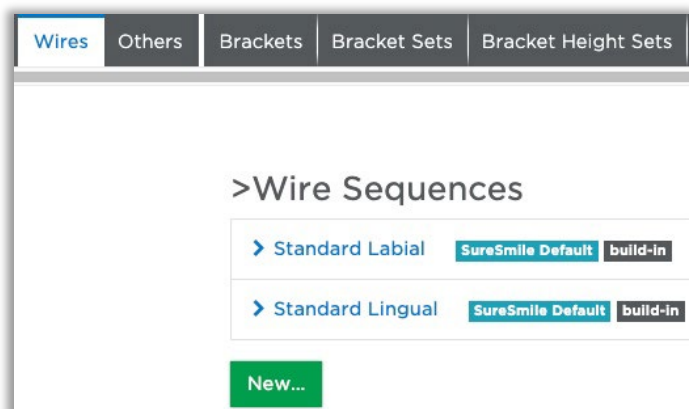
Order Wires Individually or as Wire Sequence

The first wire order can be started from the New menu; however, we strongly recommend starting it after approving the setup. Otherwise, you may lose track of the patient if you approve the setup without starting the Wire Order.

Later in treatment, the doctor will have other options for starting wire orders based on progress.

TIP: If the setup is approved and the user is interrupted before entering the wire order, make sure the wire order is at least created. This will give you a task reminding you to "Order Wire." Also, notice you have the option to "Remind me later" in the approve dialog, which will also generate this task.
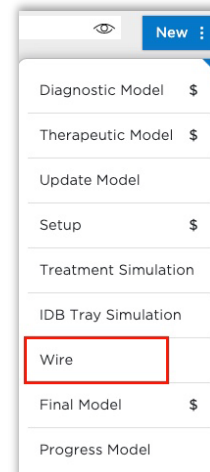
1. Open patient with a plan in review.

2. Click Approve. The dialog opens.
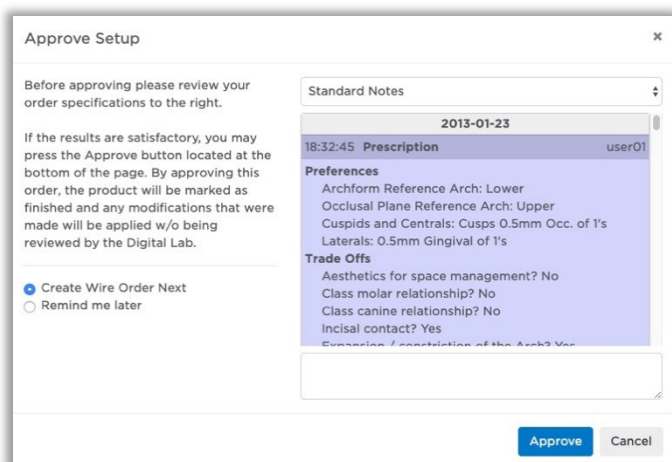
3. Select the "Create wire order next" option and click **Approve**. The "Create New Wire" dialog opens.

    Order one wire/pair- Use the Continue button to start a wire order that contains one wire/pair.

    Multiple wires/pairs – Use the Apply Wire Sequence button to start a wire order that contains multiple wires/pairs.

4. Click **Apply Wire Sequence** to open the list of choices.

If you wanted to override any of the selections in the sequence, you have the opportunity here to edit it before creating the order.

https://login.suresmile.com/

5. Select the Standard Labial sequence in the drop-down menu.

6. Click **Apply Sequence**. The wire ordering page opens. Notice the page is named "WS 1" in the list.
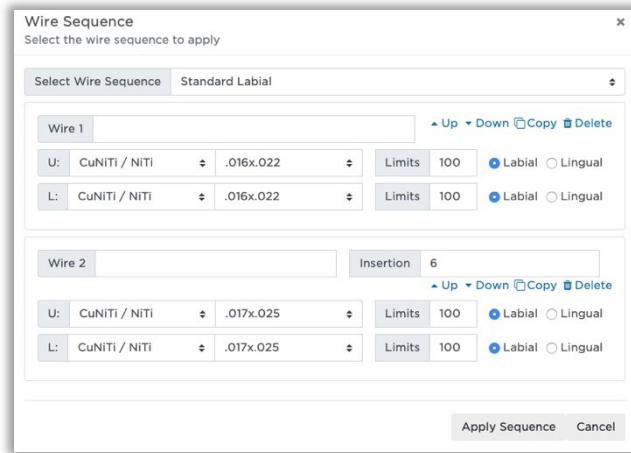
7. Select the **Wire Sequence** tab to see wire design options.

   Additional features (e.g. COS, RCOS, Expansion, Constriction) allow the doctor to enhance the effectiveness of the wires, to minimize side effects, and make over-corrections or other anticipated adjustments.

8. Select the **Order** tab to see options for completing the order.

Remove Wire Orders

Notice that when the wire order is not submitted, you have the option to remove it. At this point, no one but you knows about this order so you can remove it without notifying anyone.
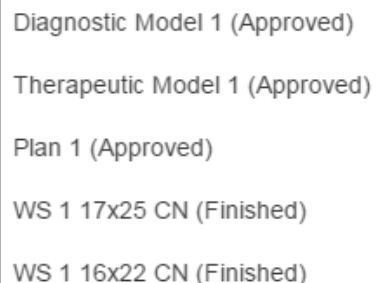
Don't forget you need to start the new wire order immediately before you forget about this patient!

Submit Wire Sequence

When you submit the wire sequence order, it will then separate into individual wire orders/pairs.

1. Click Submit Wire Sequence.

2. Click Submit.

Notice the "WS 1" item in the list is replaced by multiple items with the prefix "WS 1" followed by the name you typed in for the wire.
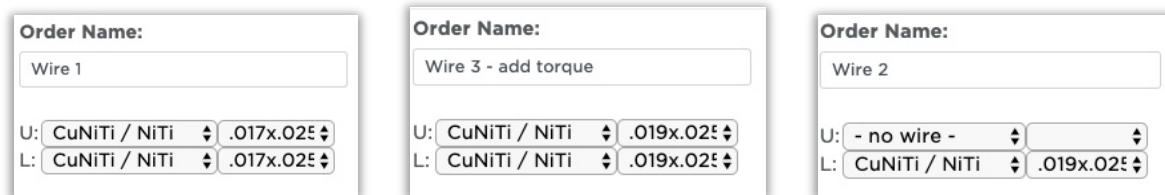
Diagnostic Model 1 (Approved)

Therapeutic Model 1 (Approved)

Plan 1 (Approved)

WS 1 17x25 CN (Finished)

WS 1 16x22 CN (Finished)

Recognize Wire 1

The first set of wires is typically designed directly from the setup, which represents the treatment plan. Wire names in the software default to Wire 1, Wire 2, etc. so usually the name will be Wire 1. If the wires orders are not created in the sequence they will be used, it is a best practice to rename them to reflect the order of insertion. Also, the doctor may type a description into the name as a reminder of the purpose of the wire.

Here are some examples:

Order Name:

Wire 1

U: CuNiTi / NiTi .017x.025
L: CuNiTi / NiTi .017x.025

Order Name:

Wire 3 - add torque

U: CuNiTi / NiTi .019x.025
L: CuNiTi / NiTi .019x.025

Order Name:

Wire 2

U: - no wire -
L: CuNiTi / NiTi .019x.025

Typically, practices start from the smallest cross-section ordered and proceed through treatment up to the largest.

Cancel Wires in Production

If you just ordered a wire (or sequence) and the Digital Lab has not started work on the order yet, you may still cancel an order. However, once work begins, the button becomes unavailable (grayed out). At this point, you will need to call Customer Care if you want to cancel the order.

Test Your Knowledge

How do you start a wire order?

Will you be using the wire sequence feature?

When can you cancel a wire order?

How can you make sure you remember to order wires after checking the setup?

Lesson 4: Opening Finished Wire Orders

At the wire insertion appointment, we recommend opening the wire order in the SureSmile software chairside as a reference. You can access wire orders directly from the patient card.

Objectives

By the end of this section, you will be able to:

- Recognize state information

- Find Wire Insert task or patient card

- View wire details

Recognize States of Wire Orders

A milestone on the timeline shows the status of the custom wire phase of treatment:

- **Estimated** – when the patient record is created (and before wires are ordered), the system sets a "Wire Insertion Dates" milestone to an estimated date by backing up from the debond date. This timeframe is determined by the "Estimated wire to final time" entered in your Preferences for Treatment.

- **Not Ordered** - Once you start a wire order, the name of the order appears in the milestone and the status will be "Not Ordered" until you click the Submit button.

- **Ordered** – the status will be "Ordered" during the entire production process.

During production, your wire order is reviewed and may be adjusted by the Digital Lab. Next, it is sent to manufacturing where it is bent by a robot and checked for quality. Finally, the order is shipped via FedEx. At this point, its status changes to:

- **Finished** - Upon shipping, the wire status in the software is updated from "Ordered" to "Finished" with the current date.

The status of the order remains "Finished," and now the software begins to track the status of the wire insertion appointment using the same milestone in the timeline. This additional status is visible when you expand the wire order details:

- **Estimated** – the default status for the wire insertion date. Corresponds to a target date for the insertion appointment defaulted to 2 weeks after the setup creation date, unless an interval was specified in a wire sequence order.

- **Scheduled** - should correspond to the actual date of the wire insertion appointment. You can set this status to indicate that you checked that the wires have arrived.

- **Inserted** – set this status the day of the wire insertion appointment, with the corresponding date.

- **Not Used**– set this status the day of the wire insertion appointment when you realize this wire will not be needed.

The milestone in the timeline displays the most recent wire activity.

Find "Insert Wire" Task on Day of Appointment

If you have set the estimated/scheduled wire insertion date on the timeline, an "Insert Wire" task appears on your task page. It will display if the date is tomorrow, today, or in the past to help you quickly access the patient's record.

1. Sort on the **Wire Insertion Date** column, if you would like the most recent dates to appear at the top of the list.

2. To further shorten the list, you can also filter by **Show Reminder Tasks**.

3. For case OJ07, click the clock icon to display the patient card.

Find Patient Card on Day of Appointment

If for some reason you have not entered the appointment date to provide an "Insert Wire" task, you can go to the Patient tab and find the patient in a search.

1. On the clinic overview, click **Patients** to list your patient cards.

2. Find case Z8M7.

3. Click the clock ⊘ to expand the timeline.
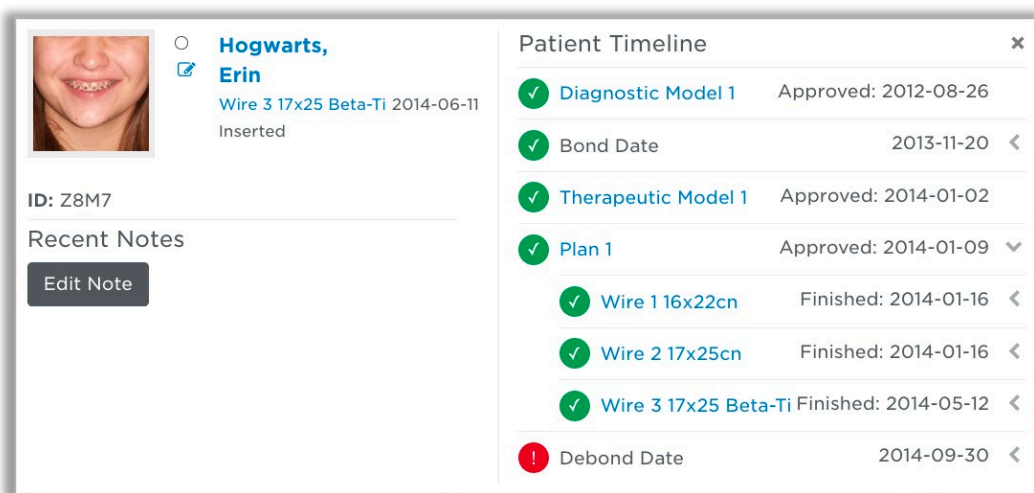
View Wire Orders in the Patient Card

You can see an overview of the wires ordered for a patient in the drop-down list on the patient card.

Click the drop-down arrow for each wire order to see the date information.
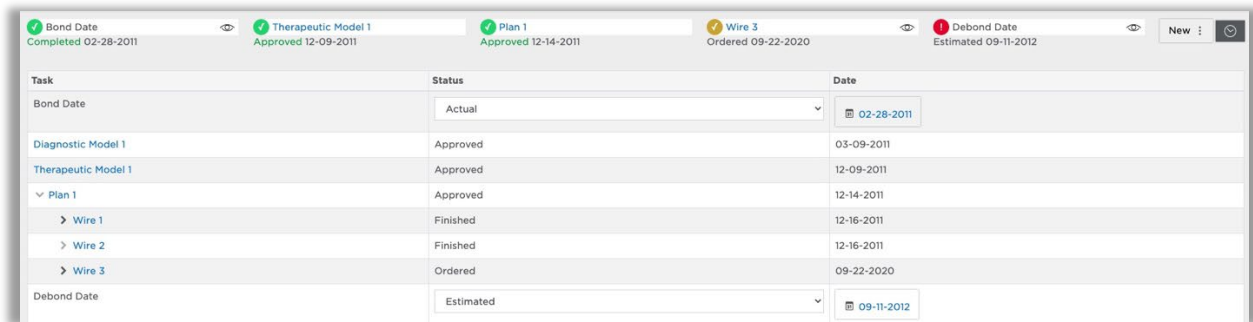
Select **Wire 1** in the timeline to open the corresponding wire order. Don't forget to right-click to open it in a new tab.

TIP: You cannot see the wire cross-section in this drop-down unless you have typed the size into the name of the wire. If needed, you can open the patient record to see the cross-section in the full timeline.

If you have several wire insertion appointments, you can open each patient record now.
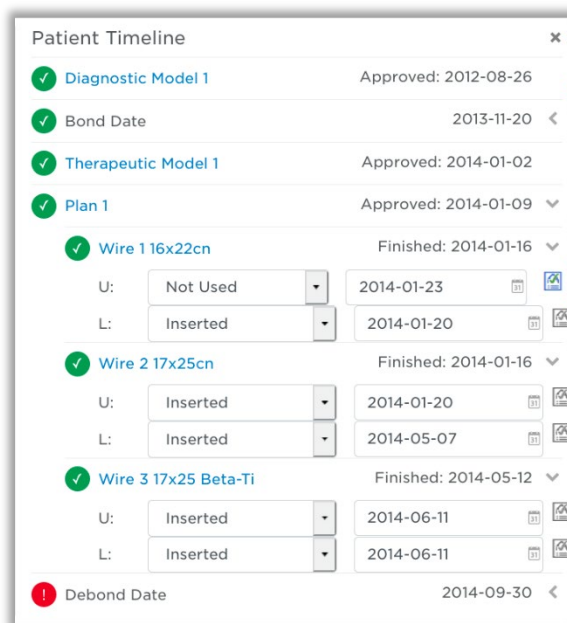
View Wire Orders in the Full Timeline

Typically, you will install Wire 1 first. However, if you need to check the cross-sections to be sure, look at the full timeline after you open the case.

1. Click the clock to display the timeline. 🕐

2. Click the large clock to drop-down the full timeline details. 🕐

   Now, you can see all wire details:

   - Wire order name

   - Status of the wire order

   - Date of the order

   - Wire cross-sections

   - Date of wire insertion appointment

   - Status of wire insertion

3. When you are sure of the wire to open, select it in the list.

Test Your Knowledge

When is a wire order status marked as Finished?

How long does it take wires to ship to your office?

How will you know which wire is the first wire?

When will the insert wire task appear on your Tasks page?

Who will set the status of wires to Inserted/Not used?

Where can you view information about the wire orders?

Lesson 5: Navigating the Wire Design Workspace

The Wire Order page has the same palettes and timeline across the top, but the rest of the user interface has a different layout.

Objectives

By the end of this section, you will be able to:

- Open wire order
- Display Model Parts
- Recognize Limit Wires

Open Wire Order

The wire order page shows two views of the wire design. On the left, the wire is shown in its activated state as it would appear when tied into the malocclusion. We call this wire (shown in green) the active wire.

On the right, the wire is shown in its expressed state as it would appear when the setup is achieved. We call this wire the full expression wire.

These are two different views of the same wire, current and future
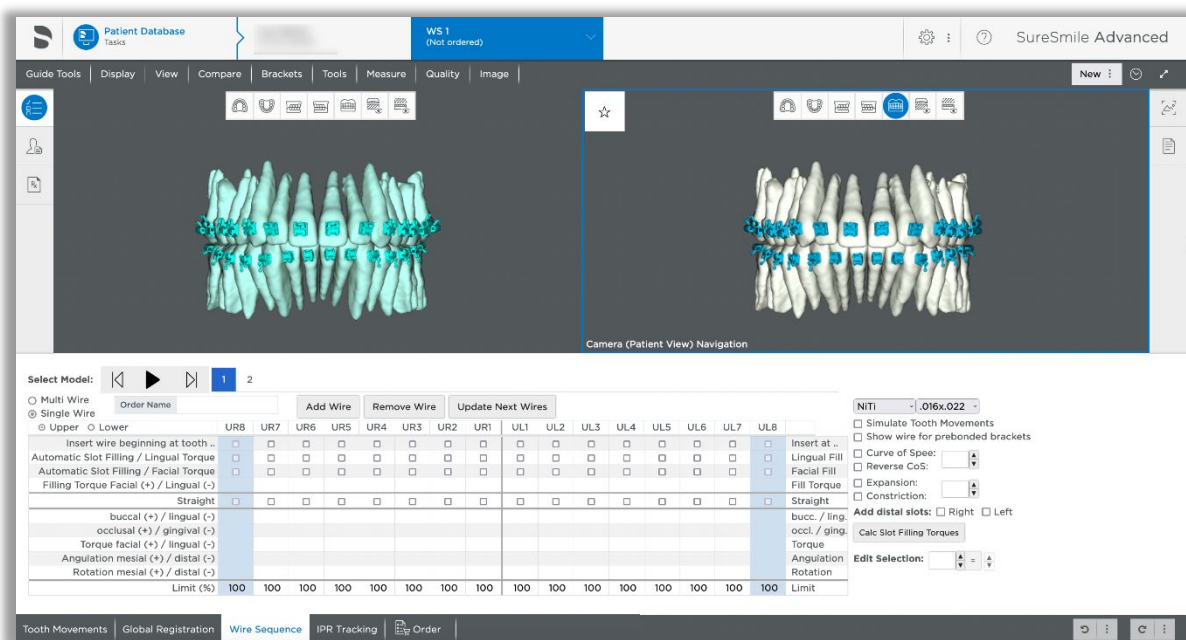
At the bottom of the page, you will see some tabs:

- **Order tab** - shows information on the wire box and includes a copy button in case the doctor wants to order another wire based on this design.

- **Wire tab** - shows wire design details. Notice a toggle to switch between the upper and lower wire. The first wire pair might not have any overrides.

- **IPR Tracking** – displays IPR planned in the setup and allows you to track IPR applied at the appointment. We recommend you also continue to track IPR in your PMS charting.

Recognize Limit Wires

Remember the doctor can order staged wires (also called limit wires or percentage wires). You will see percentages entered on the Wires tab. It is a best practice to indicate the % in the wire name to help you continue to progress to the 100% wire.

% typed into name as reminder

Limited movements are visible in 3D model

Limit % shown on last row of Wire tab (select Upper or Lower)

On the wire order page, notice the tooth displacements in the 3D model match the limit values of the wire to provide a simulation of movement to be achieved by the wire.

Display Notes

By default, the notes on the wire order will display when you open notes. However, you can switch to the plan notes to see warnings from the setup technician on interferences.

1. Click the notes icon 📄 in the upper-right corner of the screen.

Notes

Patient Notes

Jen Brice, 2019-05-21 at 11:22:06AM
Midline correction needed

Add note here...

+ Save Note

2. Check the Practice Internal Notes. You can use this feature to communicate between the doctor and team about any aspect of a patient's treatment.

3. Click the **Practice Internal Notes** drop-down in the notes window and select **Product Notes**.

4. Click the **Wire 1** drop-down and select **Plan 1**. (The names are specific to the patient.) The notes from the plan display, including a note about bracket interferences.

5. Close the window by clicking the x in the corner.
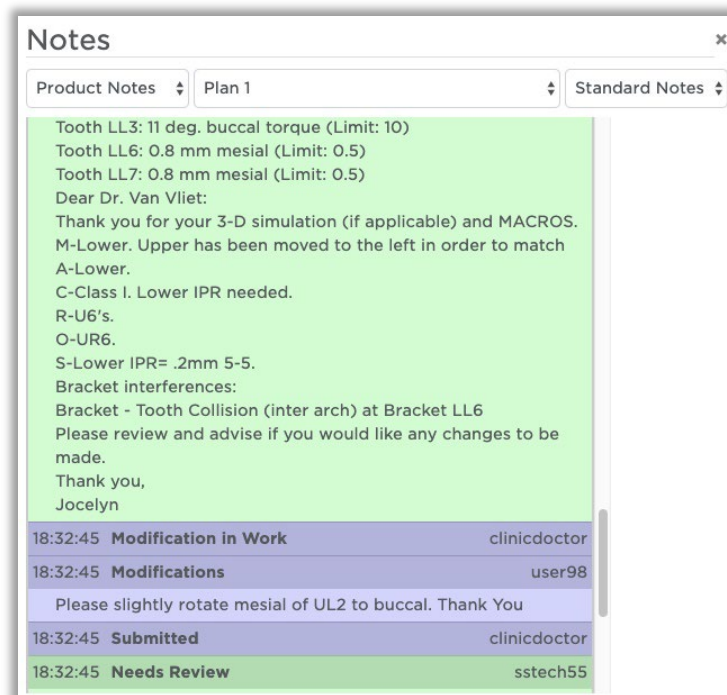
Display Model Parts

You can manipulate the 3D models to view the information you need.

The **Display** palette shows or hides the arches.
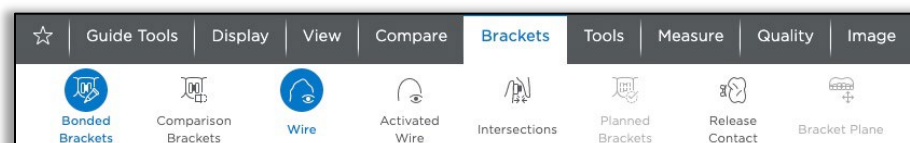
The Brackets palette shows/hides the brackets and wires.

What do these parts represent?

▶ Light blue teeth –

_____

▶ Light blue brackets –

_____

▶ Green wire –

_____

▶ White teeth –

_____

▶ Dark blue brackets –

_____

▶ Gold/white wire –

_____

Add these icons to your Favorites palette to speed up displaying what you need during the wire insertion appointment.

Apply Your Knowledge

While logged in under your username, build a favorites palette with icons for the wire insertion appointment.

Lesson 6: Finding/Recording IPR

The IPR is calculated from the approved setup, but you do not need to open the Plan to see IPR values. These values are available in a couple of other areas of the software for your convenience during the wire insertion appointment.

Objectives

By the end of this section, you will be able to:

- Find planned IPR

- Enter IPR

- Generate an IPR report

- Recognize an IPR reminder task

Find Planned IPR

Since the setup represents the target for a patient's treatment, the IPR needed to achieve the final tooth positions is recorded with the setup (a.k.a. the Plan). But it is also visible in other locations for easy access during wire insertion:

- IPR Tracking tab

- IPR Report

Enter IPR Chairside

For the fastest method to determine if IPR is planned, select the IPR Tracking tab. This tab is available in every wire order (and also in the setup). If there are no values in the "Planned" rows for the upper or lower wires, simply return to the Order tab.

- If IPR is completed for an area, click the checkbox in the "Completed" row. (Remember SureSmile reports IPR for the mesial side of one tooth, but most doctors apply half the value to the two adjacent teeth.)

- If IPR is partially applied, type in the amount in the "Applied" row.

Generate IPR Report

If you are not paperless, you can generate an IPR report to print. Since this report is specific to a patient, it is listed in the Reports drop-down on the patient overview page.

1. Go to the patient overview.

2. Click **Reports** and select **Patient IPR Report**. A dialog opens to confirm the plan.

3. Select the appropriate plan and click **Apply**. The report generates and displays in a new tab.

4. Use your browser to print the report. (You may need to right-click for print options.)

5. When you are finished, close the tab with the report and close the dialog.
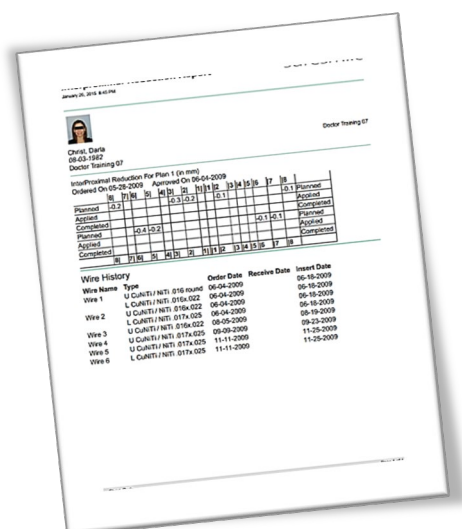
Complete an IPR Reminder Task

The software will create a reminder to apply IPR under these conditions:

- At least one wire status is set to "Inserted."

- Total planned IPR has not yet been indicated as completed on the IPR Tracking tab.

Complete IPR ⊘

When you have completed the IPR planned for a patient, follow these steps to clear the task.

1. If you do not see the Complete IPR task, click the **Show…Tasks** filter and choose **Reminder**. Or, you can enter the patient ID in the quick search box.

2. Click the ⊘ (clock) at left to expand the patient's timeline and select any wire order to open it.

3. In any wire order, select the **IPR Tracking** tab.

4. In the Completed row, check the boxes to indicate you have finished applying all IPR for the case.

Lesson 7: Getting Ready for Wire Appointments

Since wires are custom-made for treatment efficiency, add some steps to your office routine to ensure that wires have arrived in time for the wire insertion appointment.

Objectives

- By the end of this section, you will be able to:

- Find wire information

- Check Appointments vs. Received Wire Shipments

- Set Estimated to Scheduled Dates

- Print IPR report

Wire Management - An Office Tour
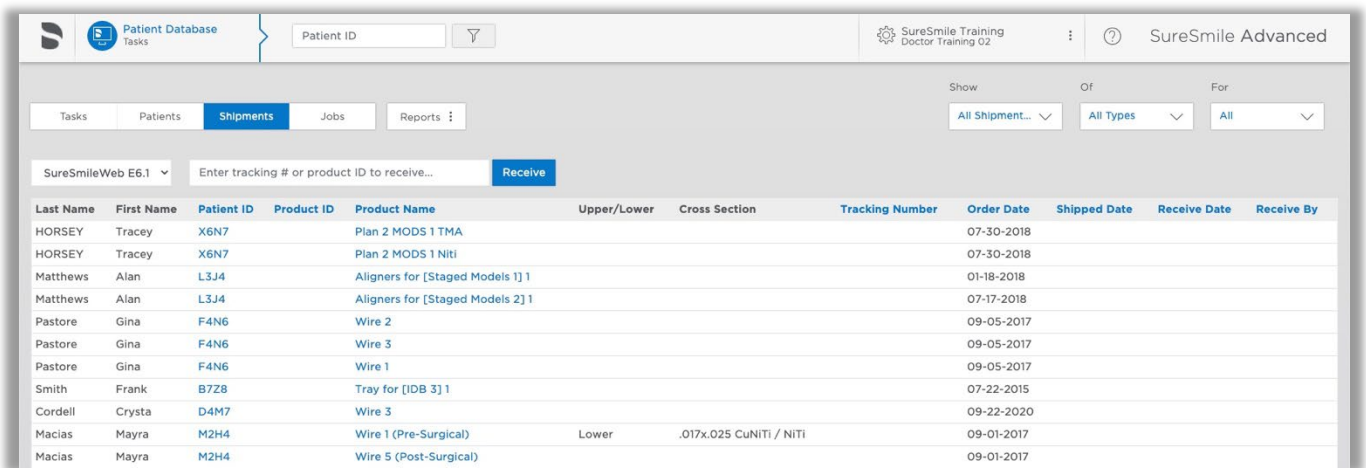
Brenda Zullo, Dr. Moravec's award-winning SureSmile Coordinator, shares her system for tracking and storing SureSmile wire prescriptions to ensure patients receive the right wires at the right time. These tips may or may not be useful for your practice; her system is merely an example of how one office manages wire prescriptions throughout the SureSmile Process.

Click here for tour

Track/Receive Wire Shipments

As wire packages arrive, use the **Shipments** page to enter them as received and then store them. If you have multiple sites, the Shipments page can also help you keep track of moving wires to satellite offices.

The SureSmile wire tracking feature is located on the clinic overview under the **Shipments** tab. Who will be responsible for this activity? We will meet separately about the functionality of this area (see next module).

Check Appointments vs. Received Wire Shipments

Before you can insert SureSmile wires, you must have received them. Since it is extremely inconvenient for all if the patient arrives and the wires haven't, every week your office will need to check on the wire appointments that are about a week away. If you find out you have not received the SureSmile wires for the appointments, there is still time to figure out why and make sure they arrive in time. Usually one person, such as an assistant or the SureSmile Coordinator, takes care of this task – who will it be in your office?

Decide on a regular day each week to check on wires. On that day, pull a report from your PMS on the following week's SureSmile wire insertion appointments. You should set up a procedure code for SureSmile wire insertion (this appointment takes about 30 minutes). Once you have the report, open SureSmile and view the Shipments page. Lookup each patient to see if the wires have arrived or are expected within the next week.

Set Estimated to Scheduled Dates

To help you keep track of the patients you have verified, change the date for the wire insertion on the timeline from "Estimated" to "Scheduled" and use the correct date. As a result, a task will appear the day of the appointment to assist you in finding the patient's record.

If your office is paperless, you are ready for the appointment!

Print IPR Reports (if not paperless)

If you are NOT paperless, this is a good time to produce IPR reports for the doctor. You will need to open each SureSmile patient record to generate the report.

- If the report has any values (it will run even if no IPR is planned), then print it.

- Once you have printed all the reports for your upcoming appointments, go to wire storage and attach the report to its prescription package. You can simply rubber band the report around the package.

- Leave the wires, stored alphabetically by patient last name, until the day of the appointment.

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Lesson 8: Following the Wire Insert Protocol

SureSmile wires are custom-made to the doctor's prescription and must be inserted correctly to achieve planned results. To help you correctly place wires, we recommend referring to the wire order in the SureSmile software during the procedure. If you do not have computers chairside, you can use the doctor's laptop with a wireless connection to the network.

The wire insertion procedure for the first wire prescription follows these steps:

- The first step is to set up for the appointment, which includes opening the wire order in the software and identifying the first set of wires (if the doctor has ordered multiple prescriptions).

- Next, get the first wire out, check the prescription and get it ready.

- Referring to the markings, place the wire.

- Check the software to see how the wire should look when positioned properly.

- Your office may already be accustomed to fully engaging wires. This is an especially important step for SureSmile wires because the plan always reflects fully engaged wires.

- As usual, the doctor checks the wires and bite.

- Then the doctor refers to the software to make sure expected movements are achievable.

- Please take 2 seconds to update the wire insertion information on the timeline before closing the SureSmile patient record.

- Finally, don't forget to celebrate this milestone in the patient's treatment!

Now, let's look at these steps in more detail.

SureSmile® Advanced
Archwire Insertion

Dentsply Sirona | SureSmile®
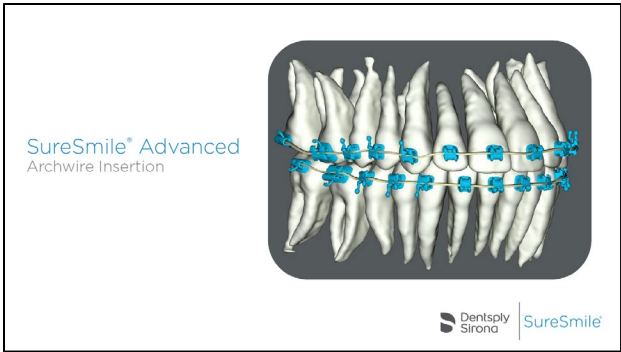
Objectives

- Find wire tracking feature
- Prepare for the day's wire insertion appointments
- Recognize wire markings and instructions
- Open plans & wire orders in SureSmile®
- Find doctor's plan for IPR
- View 3D model, brackets & wires

First Wire Insertion Support Visit

- Develop a routine to prepare for the day's wire insertion appointments
- Check wires and cut to correct length
- Position bends correctly and fully engage wires
- Provide patient instructions, reinforce benefits of SureSmile® treatment

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Appointment Preparation

Each week, check on upcoming appointments

Who will do this job?

- Practice Management System report – next week's SureSmile® wire appointments (coded)
- Wire Tracking – wires received?
- (Paperless – no other action needed until day of appointment)

If you do NOT have chairside computers…

- Open the SureSmile® patient record
- Generate IPR report *(select appropriate Plan)*
- Print and attach to prescription package or file in chart

Insertion Supplies

- Add patient's SureSmile® wires as you set up tray
  (if multiple sets – take all)
- Weingart or Bird Beak pliers
- Method to chill wires
  (plus cotton roll or Q-tips)

The Initial Wire Insertion Procedure

Overview of Chairside Procedure

- Identify first prescription wire for insertion
- Review information in software with doctor
- Resolve interferences / perform IPR
- Insert wire
- Refer to 3D model for proper positioning
- Fully engage wire
- Doctor checks wires and bite
- Update timeline information
- Instruct patient & celebrate!

Identify First Wire for Insertion

Open wire:

Wire sequencing - Which wire is first?

- % wires
- Then generally small to large cross sections

Select wires and confirm:

- Patient Name
- Wire number/name
- Wire material/cross-section

Wire box insert:

Review with Doctor

Open Plan
- Check MACROS area to look for tooth/bracket/wire collisions

Open Practice Internal Notes
- Check for notes from doctor regarding IPR/use of rubber bands or other auxiliaries

Check for IPR
- Open tab on wire page
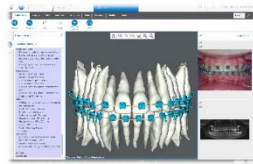
Review with Doctor

Open wire: New

Select wire you are inserting: Wire 1

Display Upper or Lower Wire details

Display/Record IPR

Review with Doctor
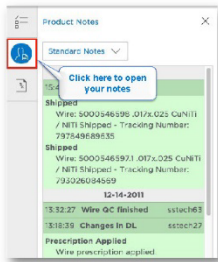
TIP: You can open multiple tabs in your browser for your patient and enjoy the ease of switching views.

Simply right click and selection "open in new tab".

Resolve interferences/perform IPR

Wires – Essentials, Orientation and Trimming Ends
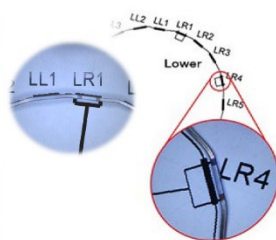
Lower Wire Markings
- Patient right
- Occlusal side of wire
- LR1 and LR4 (If present)
- Mesial/Distal ends of straight segment

Wires – Essentials, Orientation and Trimming Ends
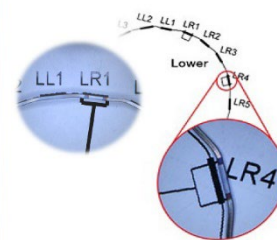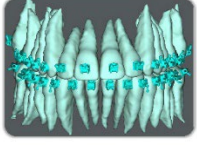
Upper Wire Markings
- Patient right
- Gingival side of wire
- UR1 and UR4 (If present)
- Double marks

Wires – Essentials, Orientation and Trimming Ends

Therapeutic Model:
- teeth are blue
- brackets are light blue

Setup/Plan:
- teeth are white
- brackets are dark blue

Wires – Essentials, Orientation and Trimming Ends

Archwire Essentials
- Wires designed with straight (unbent) and bent wire segments. Brackets should always fit in straight segments.
- To aid in positioning use Therapeutic Model (blue) teeth with display wire
- Markings on the wire reflect planned mesial/distal movements from the Therapeutic Model to the Plan
- Engage wire with markings at/near therapeutic positions in the 3D model
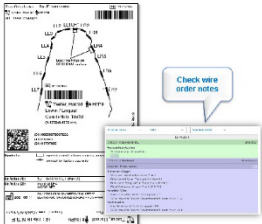
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Wires – Essentials, Orientation and Trimming Ends

Open prescription box
- Match patient name and wire #
- Verify size or cross-section and material
- Review Doctor's notes on wire template and in software
- Use recommended insertion point (place first tie on insertion tooth then alternate)

Check wire order notes

Wires – Essentials, Orientation and Trimming Ends

Wire match prescription box?

Line up wire with template
- Do the bends match?
- Do the laser markings match?

If it doesn't match, do not use!

Wires – Essentials, Orientation and Trimming Ends
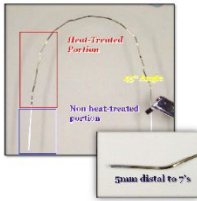
- Mark wire distal of the last bend in preparation to cut distal ends

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Wires – Essentials, Orientation and Trimming Ends

- Cut the distal ends of the wire at a 45° angle to avoid fraying
- Minimum of 5mm of wire distal to the 7's until the wire is seated (to allow play)
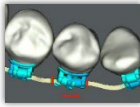
Heat-Treated Portion

Non heat-treated portion

5mm distal to 7's

Insert Wire

Use laser markings to check your initial position
- Upper wire markings face gingival
- Lower wire markings face occlusal

Engage wire with mark near therapeutic bracket location with room to move to approved setup bracket location
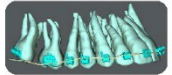
---

Refer to 3D Model for Proper Positioning

Refer to software for positioning
- Therapeutic Model
- Passive Wire

Bends are NEVER in slot

Brackets ALWAYS on straight segments

---

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Fully Engage Wire

- Tie in first tooth as recommended, alternate sides
- Check for full engagement
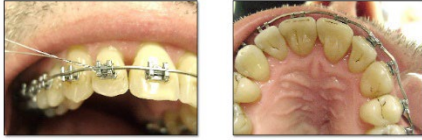
Fully Engage Wire

Use a chilling option if necessary
- Cold spray with cotton swab
- Polar ice stick

Doctor Checks Wires and Bite

- Alert doctor of any interferences

Tip: For visual of interferences click on "check bracket and wire interferences with teeth" icon

Update Timeline Information

Instruct Patient and Celebrate

- Patient instructions
- Make it special – celebrate!
- Ideas?

Review of Chairside Procedure

Main steps of procedure
1. Identify first wire for insertion
2. Review information in software with doctor
3. Doctor resolve interferences, perform IPR as planned
4. Insert wire
5. Refer to 3D model for proper positioning
6. Fully engage wire
7. Doctor checks wires and bite
8. Update timeline information
9. Instruct patient & celebrate!

Helpful Tutorials

Easy access to online **Help Center** and **SureSmileU**

How To: Use Wire Tracking to Find Orders

Scan bar code to quickly check in wires

Barcode Verification

SN: 1283-123-3245-09

Discussion

What are the critical steps in SureSmile wire insertion?

How do you plan to celebrate at the initial wire insertion appointment?

Lesson 9: Evaluating Treatment Progress

We recommend allowing the SureSmile wires about 8-10 weeks to fully express. If treatment is staged, you can change to the next wires as needed. Otherwise, if the patient has not achieved the desired outcome, you can open a checklist to guide you through the evaluation of treatment progress. The checklist is located in the software inside the wire order area and includes features to assist you in ordering new wires.

Objectives

By the end of this section, you will be able to:

- Open progress evaluation checklist

- Recognize wires ordered from a sim

- Recognize compensation wires

- View overrides

Open the Treatment Progress Evaluation Checklist

1. Go to the Patients tab and open the wire order corresponding to the currently inserted wires.

2. Click the [icon] icon in the upper-left corner to open the checklist.

    NOTE: Do NOT refer to the checklist during <u>initial</u> wire insertion. The purpose of this checklist is to evaluate treatment progress of SureSmile wires several weeks later.

3. Follow the instructions in the checklist to evaluate wires. You are guided to:

- Confirm wires are inserted correctly

- Confirm the setup has been achieved. If you are not satisfied with the outcome, your options are to create a new wire based on a sim or copy the current wire and modify the design.

- Check for and resolve interferences

- Create a progress model to order a compensation wire

https://login.suresmile.com/
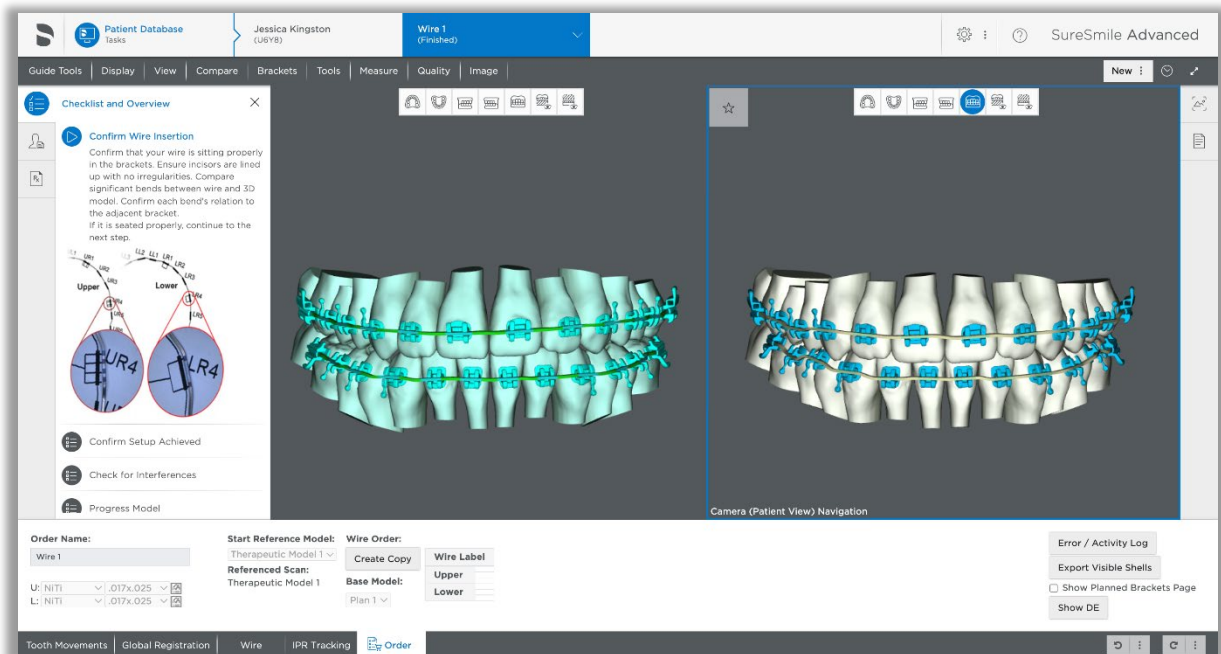
View Overrides

Following the initial wires designed from the setup, your doctor may order more wires with additional modifications for over-correction or compensation, etc. These modifications are also called "overrides" in the SureSmile software.

To view overrides:

1. Open the wire order or switch to the appropriate order using the drop-down list at the top of the treatment planning area.

2. Select the **Shipments** tab.

3. Click the **Upper** or **Lower** option.

Recognize Common Strategies

You will notice your doctor ordering wires based on some common strategies for achieving treatment goals:

Goal	Strategy
Finish by a deadline	Order multiple cross-sections and start with the largest cross-section that can be inserted. (In this case, the smallest wire is not used and can be discarded.)
Allow for further alignment, minimize bracket placement errors	Order undersized wire.
Close space	Select straight segments in the wire design.
Move teeth conservatively due to dental health or discomfort	Enter a "Limit %" to reduce forces from 100% (full expression) to a lower percentage. NOTE: The doctor will usually order the full expression wire at the same time as limit wires. NOTE: Limit wires may also be referred to as "staged wires."
Compensate for auxiliaries, over-correct, etc.	Add modifications ("overrides") to the wire design.

As your doctor gains more experience in working with SureSmile®, you will see additional strategies such as ordering overrides on the first set of wires.

Tracking Wire Shipments

Viewing SureSmile Shipments

The SureSmile software includes a Shipments tracking page to help you ensure that a patient's archwires have arrived at your office in time for the insertion appointment. You may also visit this page to track other shipped items such as IDB trays or printed models. Use the same features to check on all SureSmile shipments.


- The software lists items on the Shipments tracking page as soon as the order is submitted. The most popular functions on the Shipments page are:

- Check on the FedEx® status of a shipment

- Note when items are relocated to a satellite office

- Check that items such as wires are on hand for an upcoming appointment

Filter by Shipment Status

The software lists items on the Shipments tracking page as soon as the order is submitted. You can view all shipments being tracked or you can filter for:

- **Pending Shipments** – they are ordered but not shipped yet.

- **Shipments in Transit** – they have shipped and can be tracked via a link to FedEx to determine their estimated arrival date.

- **Shipments Received** – they have been checked in by your office and are on hand for the appointment. You can also indicate if you move the wires to a satellite office where the patient is scheduled for the wire insertion appointment.
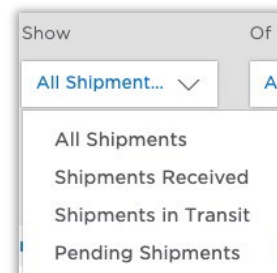
Your wire prescriptions are consolidated into weekly shipments. As packages arrive at your office, check them in using the SureSmile web software.

TIP: If the practice does not check in the wires, they are automatically removed after 90 days from the "Shipments In Transit" list and appear on the "Shipments Received" list. In the Received By column, "Automatic" will be listed instead of a username.
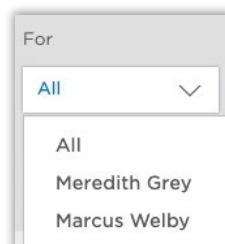
Filter by Shipment Type

You can view all shipments from SureSmile®, or you can filter for type of shipment such as wires.
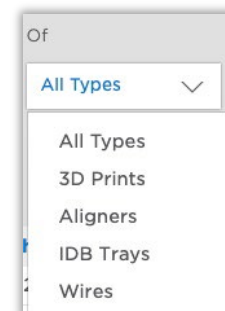
Filter by Treating Doctor

You can view shipments regardless of treating doctor, or you can filter for a specific doctor's patients only.

Retire Tracking Information

Tracking information is removed automatically from the Shipments page under these conditions:

- The status of the patient record is changed to *finished*.

- The wire status is updated to *inserted* or *not used*.

- If neither of these state changes occurs, the software has a cleanup function. It removes tracking information from the shipments page automatically after 730 days (two years).

Checking in Wires

Check in Shipments with a Bar Code Scanner

For the most efficient and error-free method of checking in SureSmile shipments, scan the FedEx label using a bar code scanner. Each wire order contained in the box will be updated on the shipments tracking page.

Tip: You do not need to contact SureSmile Customer Care to set up your bar code scanner with SureSmile. Any Windows-compatible equipment will work immediately after it is installed.

1. From the clinic overview, select the **Shipments** tab.

2. In the Show filter, select **Shipments In Transit** to display a list of all of your wire orders that have been shipped (or you can view the **All Shipments** list).

3. In the **Of...Type** filter, select **Wires**.

4. If needed, filter by treating doctor.

5. If you have multiple offices, select the location for the corresponding wire appointments. (Skip this step if the wires in the package may go to various locations.)

6. Click in the box adjacent to the *Receive* button to insert your cursor.

7. Use a bar code scanner to scan the bar code on the FedEx label. If you received multiple wire prescriptions in a box, scanning the barcode on the outside of the box will capture the information for all of the contents.

   TIP: After checking in a box, you can press <F5> to update the list (which removes the orders you have checked in when you are filtered for "Shipments in Transit").

View Received Wires

Notice the Received Date is updated and your username is entered in the Received By column.

1. To see the wires you have received, select **Show Shipments Received** in the filter.

2. In the **Of...Type** filter, select **Wires**.

3. If needed, filter by treating doctor.

Choose a bar code scanner that can conveniently connect to one of your SureSmile computers through a USB port.

You can find bar code scanners at your local electronics store or online at sites such as Amazon.

Here are two brands used by some of our SureSmile practices:

1. Adesso NuScan1000U USB Handheld Contact CCD Barcode Scanner

2. Unitech MS210 – Bar Code Scanner

Check in FedEx Boxes Manually

If you do not have a bar code scanner, you can copy/paste the tracking number into the software to receive the contents. There is no need to type, which runs the risk of introducing typos (errors).

1. From the clinic overview, select the **Shipments** tab.

2. In the Show filter, select **Shipments In Transit** to display a list of all of your orders that have been shipped.

3. In the **Of...Type** filter, select **Wires**.

4. If you have multiple offices, select the location for the corresponding patient appointments. (Skip this step if the wires in the package may go to various locations.)

5. Click the **Tracking Number** column header to sort by most recent tracking number and scroll down to find the number that matches the package label.

6. Drag your mouse across the number to highlight it and then right-click and choose **Copy**.

7. Click in the box adjacent to the Receive button to insert your cursor, and then right-click and choose **Paste**.

8. Click **Receive**.

TIP: To see the items you just received, select Show Shipments Received in the filter.

Check in Wire Boxes Manually

1. If you are checking in one wire package, you can copy/paste the wire ID. There is no need to type, which runs the risk of introducing typos (errors).

2. From the clinic overview, select the **Shipments** tab.

3. Use the quick search feature to filter for the patient ID.

4. If you have multiple offices, select the location for this patient's wire appointment. (Or you can enter this information later - see page 53.)

5. Find the wire order that matches the prescription package.

   TIP: You can click the **Product ID** column header to sort in ascending order, and then click it again to reverse sort.

6. Drag your mouse across the Product ID number to highlight it and then right-click and choose **Copy**.

7. Click in the box adjacent to the *Receive* button to insert your cursor, and then right-click and choose **Paste**.

8. Click **Receive**.

   TIP: To see the items you just received, select **Show Shipments Received** in the filter.

Select Destination Site (Multi-Site Practices Only)

If you have multiple offices, your wires are shipped to the office location where you created the patient record. Or, you can contact Customer Care to request that all of your shipments go to one address. If a patient's wire appointment is scheduled in a different office than the one that received the package, you will transport the wires. To help you track moved wires, SureSmileallows you to indicate the site location on the Shipments page.

1. From the clinic overview, select the **Shipments** tab.

2. Enter the patient ID in the quick search or filter as needed to find the wires you are transporting.

3. Under the Site column, use the drop-down menu to select the location for the wire.

   NOTE: You cannot select a site until the wire is shipped.

Print Tracking Information

You can print the page you are viewing using your browser's print function.

TIP: For Google Chrome, right-click on the page and choose **Print**.

Finding Wire Shipments

Find Missing Wires

If you are preparing for patient appointments and do not have the wires on hand, you can use the Shipments page to determine:

- Were the patient's wires ordered?

- Have the wires shipped?

- If the wires have shipped, when are they due to arrive?

- Were they moved to a satellite office?

1. From the clinic overview, select the **Shipments** tab.
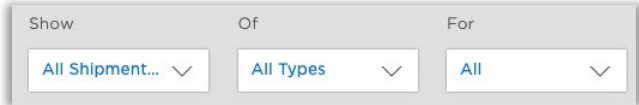
2. In the filters, choose **Show All Shipments**, **Of Wires** and **For All**.

   TIP: If you know you have assigned a treating doctor to the patient's record (on the Patient Profile page accessible from the Edit button), filter by the doctor's username instead of *For All*.

   OR

   Use the quick search feature to filter for a patient ID, if looking for a specific patient.

3. Refer to the table to find your wires:

Check here..	...and then do this:
If there are no wires listed for this patient, most likely they were not ordered.	To check if wires were ordered, go to the Patient's record and view the full timeline. TIP: Wires are removed from the Shipments page when the patient record status is changed to *finished* or the wire timeline status is changed to *inserted* or *not used*.
Check the Received By column and Site (if applicable). If the wire was received, the user who was logged on is listed in the Received By column.	If the wire was received, it is in your office, or the location indicated in the Site column.

Check the Shipped Date column. If this area is blank, the wires have not shipped yet.	Contact Customer Care for your options.
If the Shipped Date column lists a date, the wires shipped.	Click the tracking number link. The FedEx web page opens in a new tab.

TIP: You can click the column headers to sort the list on the columns. For example:

- Click *Patient ID* to sort the list alphabetically by patient ID, starting with AA. Click the column header again to reverse the order to start with Z names.

- Click *Shipped Date* to sort the list by the date the wires were sent to you, starting with the oldest wires. Click the column header again to reverse sorting and list the most recent dates first.

If you have multiple pages of wire orders, click the page numbers to move through the entire list.

Check FedEx Status

At the top of the FedEx web page, you can see if the package was delivered and who signed for it. Otherwise, this area will indicate the package is in transit. The time of delivery (actual or estimated) is indicated in the upper-right corner.

Trouble-shooting Wire Tracking

I accidentally clicked the Receive button for the wrong wire order. Can I undo it?

No. For the best speed and accuracy, we recommend purchasing a bar code scanner.

Does checking wires in as "received" update reminders in the Patient Overview?

No, the purpose of the "Insert Wire" task is to update the timeline date for the wire insertion milestone. When you see this task, it is a good idea to update each patient's Wire Insertion date from Estimated to Scheduled who has a definite appointment date. To ensure that the wires are in for approaching appointments, you can run a report of that week's appointments from your PMS and check off patients whose wires are marked as received in SureSmile®.
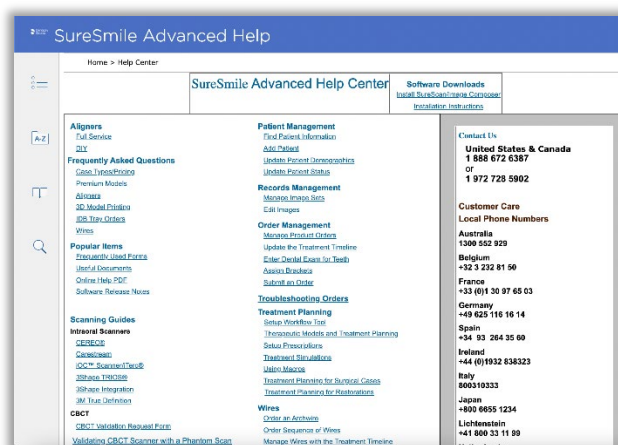
Learning Resources

Search the **Help Center** in SureSmile for:

- Online help topics with step-by-step instructions
- Downloads including forms and reference documents
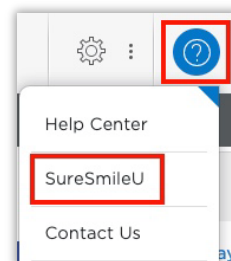- Video demonstrations of software features
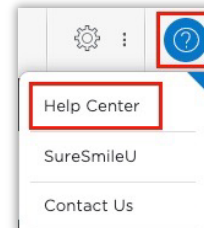
To open the Help Center, click the question mark button and select **Help Center**.

Visit www.suresmileu.com for online learning resources including:

- Archived SureSmile webinars
- Recordings of presentations from events
- Class materials

To open SureSmileU from the SureSmile software, click the question mark button and select **SureSmileU**.