

FAQ

How can I check on the status of my case?

You can always receive a summary of all of your cases associated with your account in progress, in transit & more by signing up for the “Nightly Case Digest” [HERE](#) with your Registration Code (located in the middle left corner on your DSG invoices). If you are affiliated with a DSO or GPO, you can easily check the status of your case by signing up for the Client Portal (please contact us at 877.692.7676 to learn more). As always, please contact your local DSG lab with any questions!

What is the average Turnaround Time on case work?

For local restorations, expect 7 days in-lab turnaround time, excluding partial dentures & miscellaneous removable services. Expect 14 days in-lab turnaround time for sleep appliances and implants, but please contact your local lab for more details. This does not include transit time to and from the lab. Turnaround times vary by DSG lab and product line, and can be found on your DSG local lab fee schedules ([CLICK HERE TO LEARN MORE](#)).

For global restorations, expect 10 days in-lab turnaround time for traditional PVS, 7 days in-lab for digital impressions, and 5 days in-lab for digital & modeless impressions. This does not include transit time to and from the lab. You can also download the DSG Group Practice Solutions 2019 scheduling calendar [HERE](#)

What is the Turnaround Time on Implant Cases?

Expect 14 days in-lab turnaround time for local or global fabrication of implant conventional or digital cases. This does not include transit time to and from the lab (average 2 days, excluding digital cases). Please contact your local DSG lab for more information.

How soon can I get a case back if I “rush it” and is there a “rush fee” ?

For **select global restorations** (e.g. Full Contour Zirconia, e.max®), DSG offers a 5 day rush option, with an approximate fee of up to \$60/unit or arch. Please contact DSG Group Practice Solutions at **877.692.7676** for additional details.

Always call ahead before sending your Rx to request or schedule rush cases at 877.692.7676 or email DSG Group Practice Solutions at gpinfo@dental-services.net. After contacting us, it is helpful to include your case # on the Rx when sending in this case.

Local lab rush times and processes vary, so please contact your local DSG lab [HERE](#)

Where can I email pictures of the case?

For **global restorations**, you can email us pictures of your case to gpinfo@dental-services.net

For **local restorations**, please contact your local lab [HERE](#) for additional information.

FAQ

What pictures are recommended to be sent with various case types?

Photos sent by our customers are sufficient 90% of the time. Especially for shade or more complex cases, we absolutely recommend to send photos. Pictures with the shade tab next to teeth, of bite, or discoloration are helpful. For more helpful tips, download the **"Dental Photography Guide"**: [HERE](#) or **"Shade Matching Tips"** [HERE](#)

How do you handle re-makes or repairs?

- DSG re-makes are approximately 2-3%. We are top-rated by dental professionals for fewest adjustments and guarantee the quality of our workmanship – more details can be found by reviewing the **DSG Warranty Policies** below:
 - Global Restorations: [HERE](#)
 - Local Restorations: [HERE](#)
- In the case of a remake or repair, please return all original impressions and models for evaluation. X-rays, if taken, are appreciated to send back as well to assist in the evaluation of the case.
- If there is a margin issue, a new impression or scan is required to send.
- You can print a return label at no charge [HERE](#)