

# Achieving Quality Intraoral Scans

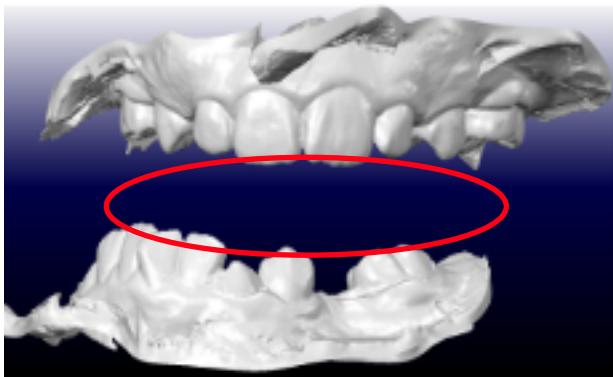
The quality of your intraoral scans directly impacts the quality of the end product. Because of this, it is necessary that we receive excellent scans. In the event that we receive an unusable file, a new scan will be requested. If a new scan is not submitted, the case will unfortunately be cancelled.

We hope the examples below will assist you in understanding what acceptable scans look like. Poor scan examples are found on the left and quality scans are on the right.

## Open Bite

The image on the left shows the maxillary and mandibular arches not in occlusion. This occurs when the 3rd scan of the patient's mouth (occlusion) is not completed. Please make sure to scan a third time (after first scanning the upper and then the lower arches) before submitting your scan to OrthoSelect.

We can do a bite adjustment in these situations, but this takes a fair amount of time. Because it can take a fair amount of time, there is an associated \$15.00 miscellaneous charge per adjustment. Keep in mind that where we place the occlusal bite is an educated guess and may be slightly incorrect.



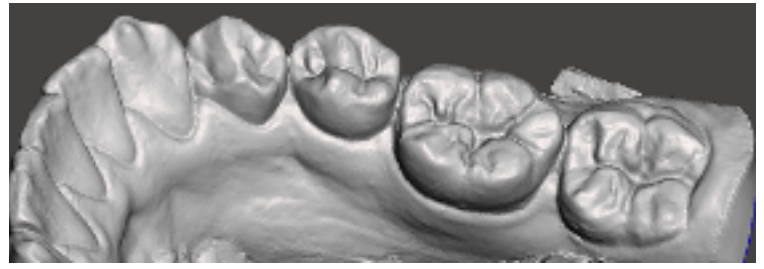
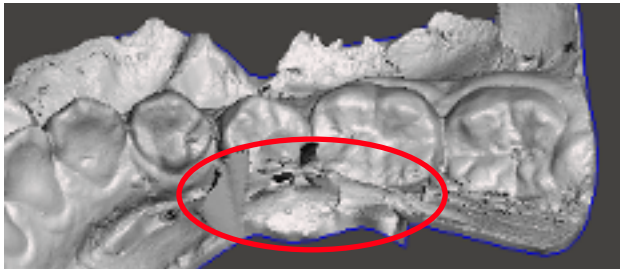
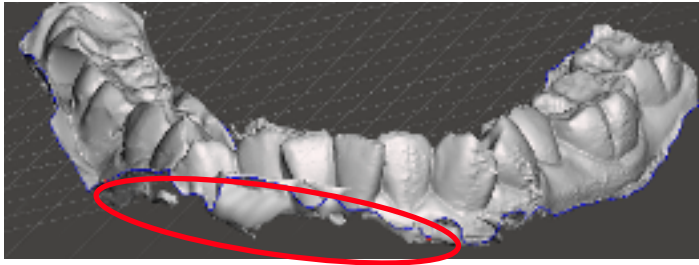
## Holes in Scan

The image on the left shows a scan with many holes. Holes occur when the scanner operator waves the tip over the teeth too fast, skipping important data. To prevent holes from forming in the scans, please make sure to take adequate time on each tooth and check the scan images to make sure they appear like the image shown on the right.



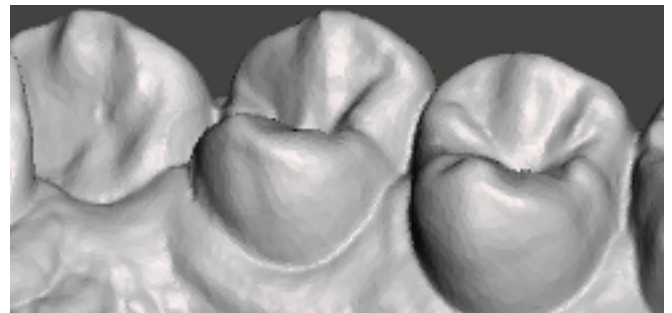
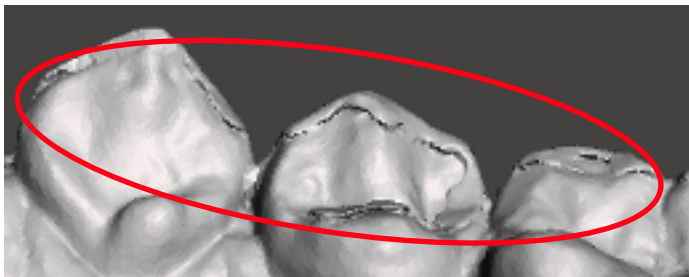
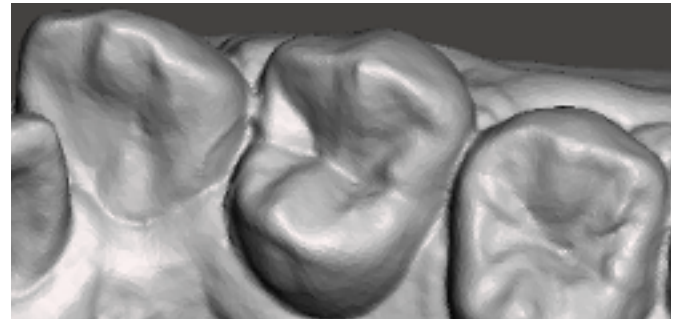
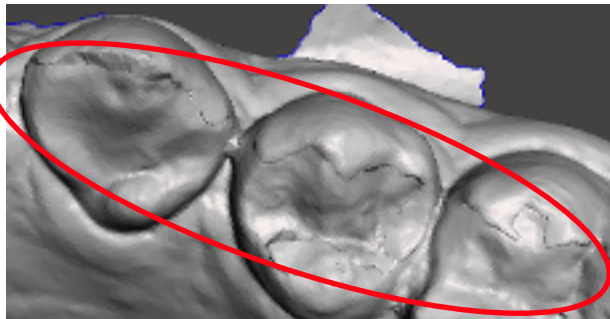
## Incomplete Scans

The images on the left show incomplete scans. Incomplete scans are caused when the intra-oral scanner fails to accurately scan all of the tooth and/or gum anatomy. To prevent this, ensure to completely scan as much of the buccal, occlusal, and lingual anatomy as possible.



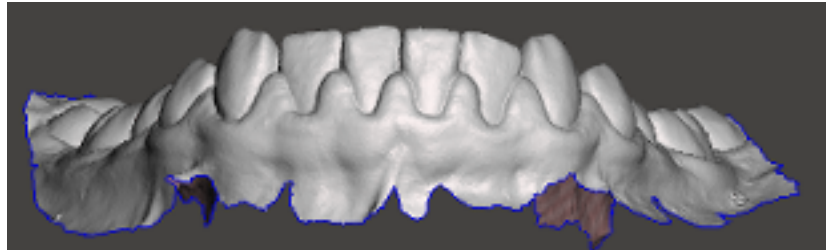
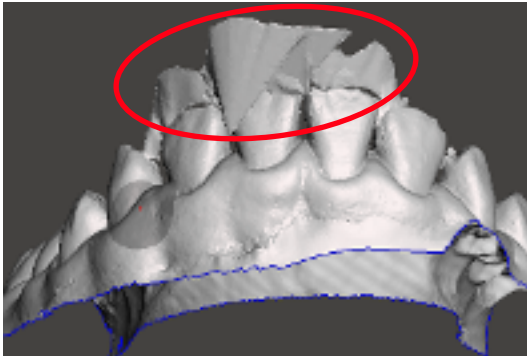
## Double Surfacing

The images on the left show double surfacing. Double surfacing is when an intraoral scan appears to have two different surfaces, similar to the patient biting twice into the same impression. This is caused when the scanner fails to appropriately scan the tooth anatomy on the first pass. After scanning the first pass, the program will ask you to scan the area again. After scanning the second time, the scanner fails to accurately merge the two passes together. To prevent double surfacing, make sure to keep the scanner on the same plane and take a little extra time. Please check the scan to make sure it appears like the pictures on the right.

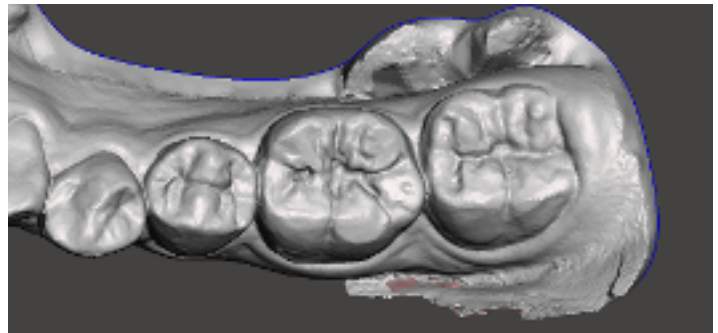
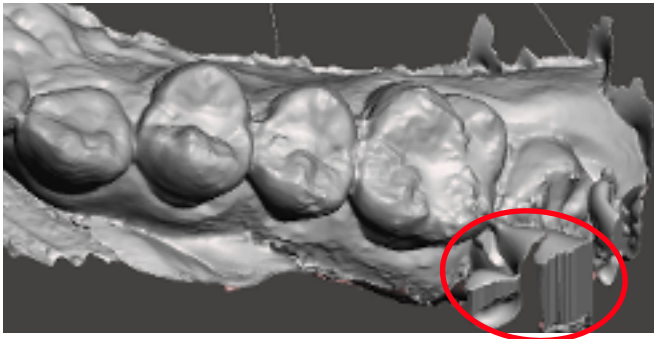


## Excess Material

**Holes** - When multiple holes occur in the intraoral scan, the intraoral software attempts to fill the holes. This is the result of the holes being improperly filled (see "Holes in Scans" above.)



**Spikes** - Spikes also occur from improper hole-filling in scanner software, making the true anatomy of the teeth hard to interpret (see "Holes in Scans" above.)

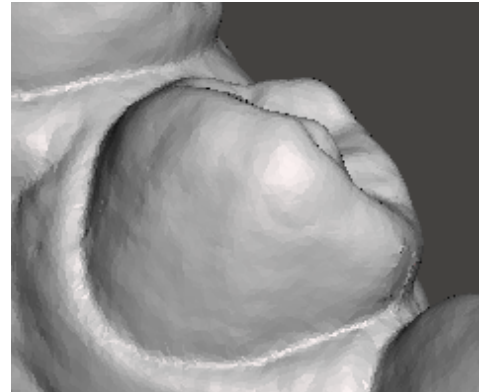
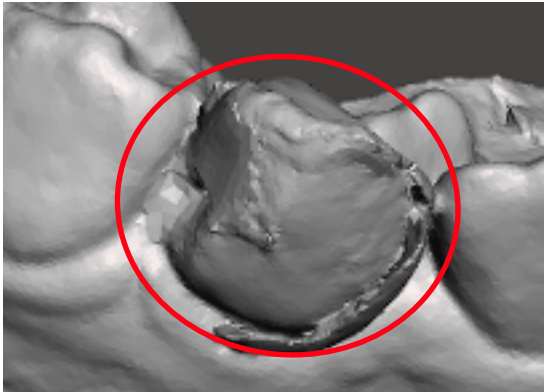


**Plaque** - Minor cases of plaque are not an issue, but extreme cases of plaque in a scan will prevent a good quality digital model. If ordering appliances, this will affect how the appliance will seat on the patient. To prevent this excess, please have patient's teeth cleaned before taking an intra-oral scan.



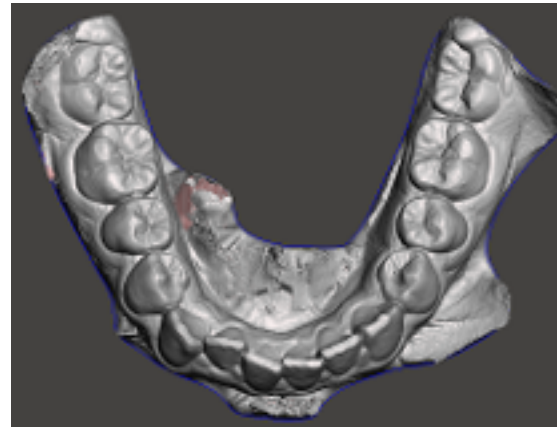
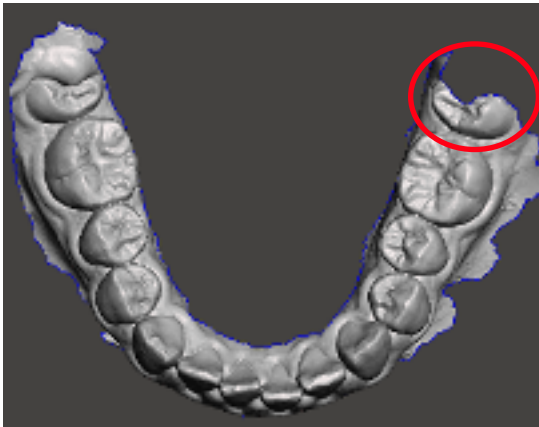
## General Distortion

The image on the left shows a very distorted tooth. To prevent distortion, please take adequate time to completely scan all around each tooth.



## Partial 2nd Molars

The image on the left shows a lower left 2nd molar that is partially visible, even though it is fully erupted. To capture the entire 2nd molar, reach all over the entire tooth with the scanner tip. This is important if you are requesting an appliance that requires 2nd molar coverage.



If you have any questions, please don't hesitate to call us at **866-695-3319**,  
or email us at **[info@myorthoselect.com](mailto:info@myorthoselect.com)**