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ANKHOR DENTAL LAB

First Digital Case Onboarding

Step-by-step coordination for your clinic's firstdigital case with Ankhor Dental Lab.

Onboarding overview

- Ankhorprovides anintroductory onboarding process for a clinic submitting its first suitable digital laboratory case.
- The onboarding covers one case and includes a prescription completeness check and guidance on the standard digital submission process.

How the process works

- Register the clinic contactand agree the preferred channel for case communication.
- Submit the digital prescription with the clinic case reference and requested restoration details.
- Upload the required scan files, including upper arch, lower arch, bite record and preparation scan as applicable.
- Include shade details, clinical photographs, implant system and component information where relevant.
- Ankhor reviews the submission for identifiable missing information and contacts the clinic if clarification is required.
- After the case details are confirmed, Ankhor communicates case acceptance and the applicable laboratory quotation.
- Production proceeds after the clinic approves the prescription and quotation.

What is included in onboarding

- Guidanceon completing thedigitalprescription for the selected case.
- A basic check that the submitted files and case details are identifiable and available for laboratory review.
- An explanation of the standard case acknowledgement and clarification process.
- Coordination of the first case through the agreed communication channel.

What is billed separately

- The dentalrestoration, components, models, scanning services and other laboratory work are charged according to the applicable Ankhor price list or a case-specific quotation.
- GST and any other applicable taxes are additional where required.
- Additional file repair, advanced CAD work, urgent processing or non-standard services are quoted separately before work begins.

Responsibilities and limitations

- Thetreatingdentistremainsresponsible for clinical records, diagnosis, preparation quality, implant position, shade selection, prescription accuracy and final clinical approval.
- Onboarding does not guarantee that a case will be accepted, that a scan will be clinically adequate or that a particular delivery date can be met.
- Production timelines are confirmed only after the case has been reviewed and accepted.

Getting started

- ContactAnkhortoregister your clinic and request the current digital prescription form and submission checklist.

For appointments, current forms or case-specific enquiries, contact Ankhor Dental Lab through your usual communication channel.