



OVERVIEW

This document details how an EZ Guide case can be submitted to Arrowhead Dental Laboratory in the most efficient way. Prior to uploading a case, the following pre-requisites must be met:

- You must have a portal account established with the lab.
- You will need your username and password for the lab portal.

If you don't know if you have a portal account, if you would like to set up a new portal account, or if you have forgotten your username and/or password, please contact us at 1.800.800.7200

SUBMITTING AN EZ GUIDE CASE

1. Go to Arrowhead's lab portal at <https://arrowheaddental.rxupload.com>.
2. Log into the portal using your username and password.
3. Once you have logged in you will be on the main portal screen (*shown below*). Click on the New Case button (*shown below*) to set up a new case.

The screenshot shows the Arrowhead Dental portal interface. At the top, there's the Arrowhead logo and tagline 'The world's most beautiful teeth'. Below that are social media icons and contact information (info@arrowheaddental.com and 1.800.800.7200). A navigation bar includes 'My Cases', 'New Case', 'Account', and 'Logout'. The main content area is titled 'Welcome Arrowhead Dental (Employee)'. There's a 'Cases' section with a search bar and a '+ New Case' button circled in red. Below this is a table of cases:

Patient	Case #	Status	Send	Return	
GUNTHER, P	CN762594 Stage 1	In Production	From Lab	Thu Jul 28 2022	Edit
PATTI--TEST	CN694025 Stage 4	In Production	From Lab	Fri May 13 2022	Edit
CALLING OFFICE, TEST	CN1128479 Stage 1	Accepted	From Lab		Edit
TEST CASE, EZ GUIDE	CN1120054 Stage 1	In Production	Thu Jun 02 2022	Fri Jun 17 2022	Edit
BISHOP, HUNTER	CN1100099 Stage 1	On Hold Please Contact Lab	From Lab	Fri Mar 11 2022	Edit
TEST IMPLANT PARTS	CN1030254 Stage 1	In Production	From Lab	Fri Sep 02 2022	Edit

On the right side, there's an 'Overview' section showing '0 Cases to Arrive Today', '0 Cases to Arrive Tomorrow', and '0 Cases Entered Today'. Below that is a 'Case Breakdown' pie chart with four segments: 1 (yellow), 1 (pink), 1 (green), and 4 (teal).

4. After clicking the New Case button you will be directed to the New Case screen that will allow you to enter information specific to this EZ Guide case.

(continued)

SUBMITTING AN EZ GUIDE CASE (CONT.)

5. On the New Case screen click on the Add button under the Lab Product(s) section of the screen (shown below).

New Case
Please enter the case details below. Once you click the "Submit Case" button, your estimated return date will appear here.

Patient
First Name: EXGuide, Last Name: Test, Sex: Male Female Not Specified, Age: [Redacted]

Lab Product(s)
No Lab Products. **+ Add** (circled in red)

Documents
Maximum of 20 files can be uploaded. Use a zip file if more need to be included or when adding folders. **+ Add**

Enclosures
No Enclosures. **+ Add**

6. When you click on the Add button, you will see a list of product groups (shown below). Select the EZ Guide - Implant option and then select the EZ Guide Treatment Plan product from the drop down that meets the case requirements. There are four to choose from:

TX Plan - Pilot Edentulous: Use for edentulous cases that **ARE NOT** fully guided.

TX Plan - Pilot Tooth Supported: Use for tooth supported cases that **ARE NOT** fully guided.

TX Plan - Universal Edentulous: Use for edentulous cases that **ARE** fully guided.

TX Plan - Universal Tooth Supported: Use for tooth supported cases that **ARE** fully guided.

Lab Product(s)

Group

- Traditional - Crown & Bridge
- Bella - Crown & Bridge
- Elite - Crown & Bridge
- Implant
- EZ Guide - Implant
- Specialty
- Appliance
- Full Denture
- Partial Denture
- Call Office

Product

Choose a Product

OK Cancel **Select an Option**

- Choose a Product
- TX Plan Pilot Edentulous
- TX Plan Universal Edentulous
- TX Plan Pilot Tooth Supported
- TX Plan Universal Tooth Supported

(continued)

SUBMITTING AN EZ GUIDE CASE (CONT.)

7. In the Documents section of the New Case screen you can upload the zipped DICOM files to the case by clicking the Add button (*shown below*). **PLEASE make sure that the DICOM files are in a single zipped directory and NOT uploaded as individual files.**

Lab Product(s) + Add
Product: Teeth
Notes: EZ Guide TX Plan PEid 05 06 Pilot Edentulous guide for implants 5 & 6 see attached files
Edit

Documents + Add
Maximum of 20 files can be uploaded. Use a zip file if more need to be included or when adding folders.

2bdc68b-f709-462...
5.0MB

Enclosures + Add
No Enclosures

8. Once the DICOM files have been uploaded and appear in the Documents section, complete the Shipping information section by:
- Entering the date you will be shipping the case to the lab if you are sending physical models or other materials. Otherwise, select Not Applicable.
 - Enter your requested return date (*optional*).
 - Enter any additional notes related to the case (*optional*).
 - Check the box to agree to the Terms and Conditions.
 - Click the Submit Case button.

Shipping

Ship Date *This is the date you will ship the case to the lab*
a. Today Tomorrow Other Not Applicable *i.e. digital impression **

Requested Return Date
b. Date 09/15/2022 *Enter the date you would like this case back, or leave blank for the standard return date*
Time *Please let us know if you need this case to be back by a certain time*

Notes
c.

d. I agree to the [terms and conditions](#) of sending this case to the lab.

e.

Case Messages

9. Once you click the Submit Case button, wait a moment while the case is submitted to the Lab. Once the case is submitted you will get a success message (*shown below*) that will instruct you to print a copy of the Rx and send it with the case to the lab. **Since this is a all digital workflow you don't need to send a printed copy of the Rx UNLESS you are sending additional items like models.** You can now safely close out of the portal.

Case Successfully sent to Arrowhead.
Please print a copy of the Rx and send it to the lab with your case.

OK