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How do Doctor's conduct business with Five Star Orthodontic Lab?

Step 1) Placing the Order

Complete RX form. Make sure to check Call Doctor box should you desire a consultation before fabrication.

Step 2) Packing Impression or Model

If sending impression, please make sure it was taken with Kromopan, Tropicalgin or Poyvinylsiloxain and wrap with a wet paper towel to minimize the chance of shrinkage before packing into shipping box.

OR

If sending model, please make sure to write patient name and doctor name on the models and wrap them with bubble wrap before packing into shipping box.

Step 3) Shipping the Case to Five Star

Please send your case using Five Star's pre-printed UPS 2nd Day Air labels and Five Star will pay for inbound shipping.

Step 4) Ceph's

Please send ceph to Five Star via UPS, US Postal Service or via e-mail to info@fivestarortho.com. Five Star also offers a Ceph tracing service using the Bimler or Rondeau software program for an additional fee.

Step 5) Consultation

If Call Doctor Box was checked, Five Star will contact the Doctor to discuss the case and method of treatment at no charge. For an additional fee, Five Star offers a diagnostic service, which includes a Ceph interpretation. Should consultation not be necessary, the case goes to fabrication upon receipt.

Step 6) Fabrication

Five Star will fabricate the appliance within 5 business days and ship back to the Doctor via UPS ground, 2nd Day or Overnight per the Doctor's request. (Doctor pays outbound shipping)

Step 7) Invoicing

Five Star will include an invoice with the case at time of shipment. In addition, Five Star sends each customer a monthly statement.

Step 8) Payment

Five Star requests first time customers to pay with credit card or COD at the time of shipping. Once an ongoing business relationship is established, customers can pay via the monthly statement on a net 30-day basis using check or credit card.