

Spring/Summer 2006

News and resources from
Northwest Laboratories

Note from the President

One of our clients recently attended a national conference in Florida, where he was asked to speak about the success of his fast growing practice. At the conclusion of his remarks he was very complimentary about our lab and if said you don't remember anything about my talk, remember this.... Northwest Laboratories. He doesn't bring a handpiece into the operatory anymore, when seating crowns! Here is part of an e-mail he sent to a colleague:

"You'll like their work. I just seated a full upper reconstruction they did and the patient was ecstatic. After he got home he called the office and told us that we had exceeded his expectations."

Dr. Doug Pulsipher, Coeur d'Alene, ID

This is a common response from Doctors using our lab. So we are happy to contribute our part to excellent dentistry!

Best regards,



Patrick Tessier
CEO & Founder

2005 Master Clinician Awards

*Two Northwest Dentists chosen from 25,000
clinicians around the world!*

The 2005 Master Clinician program closed at the end of February. This International award recognizes restorative Dentists whom demonstrate excellence. They were chosen by an expert committee at the lab as the top dentists in our worldwide client base of over 25,000 dentists. The only such designation in the world!

As the North American sponsor, we were able to allow our clients to participate and we are extremely proud to announce that two Northwest Dentists were chosen:

Dr. Thomas Quickstad, Issaquah, Washington (UW Class of 1984)

Dr. Joseph Cram, Bellevue, Washington (UW Class of 1991)

Doctors Quickstad and Cram have earned two expense-paid round trips to Hong Kong to receive their awards following a VIP tour of our lab, the largest dental lab in the world. In addition, they will have their award published in the local press so all potential customers will know of this great resource in their community.



We encourage you to call and congratulate them on this international honor. The 2006 program started 4/1/06 and will accept submissions until 12/31/06. If you are interested in this prestigious recognition program, please call Mary @ 206-686-5006. She will get you set-up.



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Introducing our new Technical Director

As we continue to grow, it is our objective to create a unique laboratory experience for our clients. A key component to this objective was recently added. We are very proud to announce that Mr. Heikas Martirosian, CDT (pictured here) has joined our staff. Heikas has a long list of accomplishments which distinguish him in the field of Dental Technology, which are partially listed below:



- 1976 Graduate - Dental Technology Institute; Orange, California
- Double CDT (Certified Dental Technician) in Ceramics and Crown & Bridge
- Active Member of the AACD (American Academy of Cosmetic Dentistry)
- Member of the AAID (American Academy of Implant Dentistry)
- Member of the NADL (National Association of the Dental Laboratories)
- Member of the NBC (National Board for Certification)
- Certified in MultiTooth Anterior Aesthetics in Wax; Matt Roberts
- National Technical Advisor for d.Sign porcelain
- Manufacturer Certified (partial list)
- UCLA Advanced CAPTEK Accreditation
- Maryland Bridge / Resin bonded retainer
- Infection Control in the Dental Laboratory – NADL
- Vident In-Ceram Certificate

Heikas continues his studies and this year will seat for the AACD Accreditation. When he achieves this, **he will be one of only 14 Dental Technicians in the US to reach this elite level.**

His role at Northwest Laboratories will be as the Technical Director and Consultant. Heikas manages each and every case to insure that we properly communicate the doctor's instructions to our technicians. He is also available to share his considerable knowledge as a technical consultant to our clients. I hope you get the chance to meet him soon. His wife and twins live in the Seattle area, where Heikas and his son volunteer for the King County Search and Rescue!

Complex Cases

We recently completed a complex case which is a good showcase of our capabilities. It involved upper and lower dentures with custom porcelain anteriors. The lower was built over a custom gold hader bar. It shows our implant, cosmetic and removable capabilities in one case! Our depth of experience to accomplish the tough cases are second to none.



I have enclosed a new fee schedule, which shows our full product line of almost every restoration that can be prescribed. I encourage you to share it with you colleagues!

We create the finest restorations in the world. We would love to bring this level of quality to your practice. Just give use a call @ 206-686-5006 and ask for a starter kit, which includes the famous "Lab Manual"