Complaints form

Implantology – surgery, prosthetics and instruments

Customer information

Name

Contact person

Customer number

Telephone number

E-mail

Address

Send in the completed complaint form with the item to be complained about and x-rays/photographs (as applicable). We recommend the use of sturdy, transport-safe packaging. **Please note:** Complaints/product complaints will only be accepted and processed for items that can be identified as cleaned and sterilized.

Product information (must be provided)

Region	Item No. (REF)	LOT No.	Used on (DD.MM.YYYY)	Removed/occurred on (DD.MM.YYYY)

Patient information

Patient ID*

Year of birth

General diseases

Medication intake

❑ Metabolic diseases (e.g. diabetes, thyroid function, kidney or liver diseases)	❑ Metabolic bone disease	❑ Long-term cortisone therapy (in dental uses)	❑ Drug or alcohol abuse
❑ Periodontal disease	❑ Xerostomia	❑ Bruxism	❑ Smoker
❑ Impaired immunology	❑ Compromised immune resistance	❑ Radiation therapy in the head/neck area	❑ Lymph disorder
❑ Blood clotting disorder	❑ Chemotherapy	❑ Mental illness	❑ Scleroderma

Allergies

Other

Level of oral hygiene ❍ good ❍ moderate ❍ poor

In case of serious injury (e.g. permanent damage/impairment and/or prolonged hospitalization) or even death of the patient, BEGO must be informed immediately.

Description of the problem

Please complete the corresponding product category **A**, **B** or **C** overleaf

* If I do not transmit patient data with an anonymized patient ID, but with personal data, I have the patient's consent to do so.

The BEGO Standard Guarantee Policy and our Standard Terms of Business shall apply, each to be found at www.bego.com.
BEGO processes personal data on the basis of the GDPR and the German Federal Data Protection Act. Data are processed according to Article 6(1)b GDPRto fulfil the contract. The consent of the respective patient is required to send further patient data. You can view the information on data processing according to Article 13 and Article 14 GDPR on https://www.bego.com/de/datenschutz/hinweise-zur-datenverarbeitung .

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A Surgical information

Bone quality ❍ D1 ❍ D2 ❍ D3 ❍ D4

Implant insertion with ❍ Ratchet ❍ Handpiece

Thread pre-cut? ❍ yes ❍ no **Countersink used?** ❍ yes ❍ no

Speed used (for drills) in rpm

Torque used on insertion in Ncm

Augmentation before the treatment? ❍ yes ❍ no

If "yes", when and which (name of the material)?

Augmentation during the treatment? ❍ yes ❍ no

If "yes", which?

Immediate implant placement? ❍ yes ❍ no **Primary stability achieved?** ❍ yes ❍ no

Osseointegration achieved? ❍ yes ❍ no

Healing time

Information about the incident:

❑ Implant breakage	❑ Trauma/accident	❑ Abscess	❑ Late loss
❑ Nerve encroachment	❑ Bone resorption	❑ Peri-implantitis	❑ Infection
❑ Early loss (including no primary stability)	❑ Screw breakage/abutment hexagonal breakage	❑ Adjacent to endodontic tooth	❑ Bone augmentation not integrated into the bone
❑ Bone overheating	❑ Sinus perforation	❑ Other	

If "Other", which?

B Prosthetic information

Type of restoration ❍ Partial prosthesis (upper/lower) ❍ Total prosthesis (upper/lower) ❍ Bridges

❍ Individual crown(s) ❍ Other

If "Other", which?

Immediate loading? ❍ yes ❍ no

Torque used on fixing in Ncm

Date of provisional/final restoration

Date of incident

C Instruments

Approximate number of drill applications ❍ first use ❍ 10–25 ❍ over 25

How long was the product used for (e.g. trays, instruments etc.)?

Type of cleaning ❍ Manual ❍ Ultrasound ❍ Thermal disinfection

❍ Other

If "Other", which?

Cleaning agents/chemicals used

Type of sterilisation ❍ Autoclaving ❍ Dry heat ❍ Chemical wash

Return after completion

❑ After the complaint has been processed, please arrange a return of the item.

Note: Once a complaint has been finished, BEGO generally scraps the claimed items after 6 months.

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