

MEET SOME OF THE IDL TEAM

WORKING TOGETHER TO PROVIDE EXCELLENCE IN SERVICE

We would like you to consider the IDL team an extension of your team as they are always ready to assist you in any way they can. Our staff understands that the most significant aspect of the office / laboratory relationship is communication—clearly conveying and sharing information pertaining to your cases. These six team members are IDL's core group of service agents. They are well-trained to provide the information you require as efficiently as possible.



TRACY MCKEE
Invoicing

Tracy handles the invoicing so she is the person to contact if you would like to discuss or review a patient's invoice. Tracy is happy to assist you with tracking cases or booking your shade selection, custom stain, relines and repairs. She has been with IDL since 2006. Tracy takes great pride in her work knowing how the patient benefits from a superior restoration. She adores Rose, her beagle-whippet mix, and enjoys the sights of Las Vegas.



KERRIE MCGOWAN
Shipping and Receiving

Kerrie has been with the IDL team for nearly ten years making her well-seasoned to handle your enquiries. She is the first one to receive cases as they arrive in the laboratory then thoroughly cleans and disinfects them before processing for our technicians. Kerrie also coordinates our couriers which includes accommodating special pickups or deliveries. She keeps very busy with a young family, a new puppy, and her photography.



MICHELLE WALBANK
Administrative Assistant

Michelle is exceptional with handling your special requests. She draws on her broad experience in business to provide assistance any way she can. Among her various duties, Michelle answers your calls and assists with IDL's special events like our annual Blue Jays day. When not busy working in her garden, Michelle likes to travel with her husband and daughter.



TED WARD
Courier

Always with a laugh and a smile, Ted delights in keeping the offices entertained with his good-natured humour. He drives year-round through all types of weather to pickup and deliver our cases. Ted loves a good gym workout as well as kick boxing.



SANDRA BILLINGS
Courier

Sandra believes in doing everything with a smile. She has been a driver with IDL for over seven years. Sandra is affectionately referred to as the tooth fairy's assistant by our offices. (Ask her why next time you see her.) She takes pleasure in spending time outdoors with family and friends.



MARIE MAYO
Office Manager

As IDL's Office Manager, Marie is able to provide any assistance regarding accounts, billing, purchasing, as well as general enquiries. Marie's thoughtfulness and willingness to go above and beyond the call-of-duty never ceases to amaze our clients and IDL's staff. She is enthusiastic for all manner of needlework; knitting, sewing, and crocheting are her creative outlets. Marie's knitted dolls and table decor are true works of art.



**IMAGE DENTAL
LABORATORY**
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THE IDL E-NEWSLETTER**