

Orthly is not really D2C in the same way many of these questions suggest. With Orthly, every patient's treatment is actually owned and managed by a licensed dental professional; Orthly merely provides the software and aligners needed to coordinate treatment. As such, the answers to many of these questions vary from professional to professional, as they ultimately control the course of treatment. However, we do have professional guidelines which create some measure of uniformity across all treatments. With this in mind, I will answer the questions as best I can.

As part of your treatment, are comprehensive diagnostic records like x-rays taken before your treatment?

Yes. We require all patients get panoramic X-rays of their teeth, as well as photographs of their face, facial profile, mouth, and teeth as well as an intra-oral scan of their teeth. Dental professionals must do this as part of their treatment methodology to be part of our network.

As part of your treatment fee, do you receive any in-person visits to a dentist's or orthodontist's office during your treatment?

Yes. The quantity and nature of these in-person visits varies from case to case but every patient is guaranteed at least one in-person meeting with a licensed dental professional.

If a dentist or orthodontist is involved with your treatment, do you know the name of the dentist or orthodontist who will be specifically involved with your case (for example, is it available on the company's website or elsewhere)?

Yes. Every patient has the contact information of their overseeing dental professional.

Is only one treatment type offered (such as invisible aligners or a certain appliance)?

Only invisible aligner treatment is offered by Orthly. Every patient's unique oral situation is assessed by their licensed dental professional. If invisible aligners aren't the right fit for a given patient, the patient's dental professional can recommend other more conservative treatment options.

How do you know if your teeth and gums are healthy enough for orthodontic treatment?

Who is making that decision and how is it being determined?

If the decision maker is a dentist or orthodontist not associated with your treatment, who pays for that assessment?

Prior to beginning treatment, every patient is assessed by the licensed dentist who is associated with the patient's treatment. If any health issues are found which may indicate that invisible aligner treatment may be inappropriate for the patient, the case is rejected until the issues are resolved.

What are the possible risks (financial, health, etc.) associated with your orthodontic treatment?

We outline the risks of pursuing treatment to all our patients.

Who can you speak with at the online orthodontic company about your orthodontic treatment?
What is his or her education, background, qualifications and/or experience with orthodontics?

All patients can speak with their overseeing dental professional about their orthodontic treatment. Every patient's case is assigned at least one licensed dentist.

Who is responsible for detecting any issues that may occur during your orthodontic treatment?
Is it you?

If it is a doctor not associated with your treatment, who pays for those check-ups?

This depends on the severity and nature of the case. However, we place a high priority on transparency, so the patient is informed of any potential additional costs which may be associated with treatment before making any financial commitments.

If an issue arises during your treatment, how will it be handled and who will be responsible for handling it?

Generally speaking, the overseeing dental professional.

If a doctor is involved with your orthodontic treatment, how can you contact him or her over the course of your treatment? How can you contact him or her if an emergency arises?

All patients have the contact information of the office of their overseeing dental professional.

If an emergency arises, does the company have a dentist or orthodontist in your area that you can see in-person? If not, who would cover the costs associated with seeing a dentist or orthodontist in your area?

Yes.

If you are injured or have another dispute involving your orthodontic treatment, how is it handled (litigation, arbitration, etc.)? State dental boards have their own complaint processes for patients who have had issues with orthodontic treatment. Contact information for your state dental board can be found at <https://www.aoinfo.org/aao/state-dental-board-info>.

It is handled the same way these disputes are handled in more traditional orthodontic treatment methodologies — through the overseeing dental professional.

If you are injured or have a dispute involving your orthodontic treatment, what rights do you have against the person or company involved with your orthodontic treatment?

Are you asked to sign any forms that seek to release them from liability?

This depends on the overseeing dental professional; each dental office we work with has a different approach to this.

Does the treatment model comply with the dental laws in your state?

To check your state's dental laws, click <https://www.aaoinfo.org/state-laws-and-regulations>
Information for your state dental board can be found at <https://www.aaoinfo.org/aao/state-dental-board-info>.

Yes.