

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

**Gum treatment, a part of periodontal care, is very important for the overall success of any dental treatment. Teeth and gums need to be free of bleeding, infection and tartar before any care can begin. Any necessary x-rays, as determined by your treating doctor, can be obtained from your local dentist in order to begin your invisible aligner journey.**

**SmileDirectClub's standard assessment includes taking photographs of your face, mouth, teeth, and gums. The assessment also includes having a digital scan done or taking impressions of your teeth.**

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

**We always recommend every customer see their local dentist or orthodontist in-person before beginning any remote aligner therapy treatment and suggest that it continue during and after invisible aligner orthodontic care.**

3. 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 customer is treated by a dentist or orthodontist licensed in their state who will remotely evaluate, develop, and monitor their orthodontic invisible aligner care. We work with a network of 225 affiliated state-licensed dentists and orthodontists who create and manage treatment throughout their plan. The prescribing dentist or orthodontist's name is included on the aligner packaging sent to the customer.**

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

**SmileDirectClub offers invisible aligners, plus clear retainers for those who have finished treatment. SmileDirectClub is best for those with mild to moderate spacing or crowding. The treating dentist or orthodontist will not offer treatment through SmileDirectClub if the customer's correction is outside of their ability to treat effectively and garner the appropriate and expected outcomes.**

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

**The state-licensed dentist or orthodontist will determine their patient's eligibility for treatment. This includes any necessary x rays, dental records, and required clearances from the customer's local dentist or orthodontist.**

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

**We've already helped 150,000+ people transform their smiles safely and effectively; however, there are risks that are a part of any orthodontic treatment, whether you use invisible aligners or traditional braces, or are being treated via teleorthodontics or in a traditional setting. That is why it is so important that customers follow their smile plan as prescribed and wear their aligners as directed by their treating doctor to ensure the process continues to be safe and effective.**

**The Consent and Medical and Dental History forms presented to and signed by all customers before beginning treatment outlines all potential risks, benefits, and any potential alternatives.**

7. Who can you speak with at the online orthodontic company about your orthodontic treatment?

**Our customer care team is available 23/7 via phone, email, social media, and chat. They can direct any clinical questions to our dental team, as well as the customer's assigned state-licensed dentist or orthodontist. The dental team is composed of licensed dental assistants and hygienists with orthodontic experience and training.**

8. Who is responsible for detecting any issues that may occur during your orthodontic treatment?

**The treating doctor or orthodontist will monitor treatment throughout the case, from the creation of the treatment plan, to the initial placement of the aligners through to the retention phase. Customers should follow their prescription and wear their aligners as directed for optimal results. We also suggest customers continue seeing their local dentist or orthodontist for regular check-ups throughout their SmileDirectClub treatment plan and after their case is completed.**

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

**The treating doctor and the dental team will handle the issue. Customer care is available to act as a liaison between each customer and the appropriate dental professional.**

10. 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?

**Customers can contact their doctor via the dental team at any time by phone or through their online account in order to get their concerns or questions addressed.**

11. 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?

**The treating doctor will work with local dentists to address the concerns of any emergency. The good news is there aren't many emergencies associated with clear aligner orthodontic therapy related to minor to moderate spacing and crowding. The treating doctor, with the assistance of the local dentist, will determine the nature of the problem and consideration of cost will be determined at that point in time.**

12. 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.aaoinfo.org/aaoinfo/state-dental-board-info>.

**Disputes are handled in the same manor they are in the traditional setting.**

13. 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?

**Disputes are handled in the same manor they are in the traditional setting.**

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

**Yes. SmileDirectClub's treatment platform and affiliated dentists and orthodontists comply with the dental practice acts and laws in all 50 states and Washington, D.C.**