



# Invisalign® treatment.

Frequently asked questions.

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## Invisalign treatment overview.

### What is the Invisalign System?

The Invisalign System is a virtually transparent orthodontic treatment that uses an innovative approach to effectively straighten teeth. With the proprietary SmartForce™ technology, the Invisalign System uses a series of custom-made removable aligners created for you and only you. These aligners are made of a virtually transparent SmartTrack™ material that you wear over your teeth to gradually move them to the ideal position. Most people won't even notice you're wearing them, allowing you to keep your lifestyle during treatment. Invisalign treatment is available through Invisalign-trained doctors who determine your treatment plan.

### How does Invisalign treatment work?

Once you and your Invisalign-trained doctor agree that Invisalign treatment is right for you, your doctor will take photos, X-rays, and either impressions or a scan of your teeth. These records will be used to make a 3D treatment plan, referred to as a ClinCheck® treatment plan, which will be used to design the custom-made Invisalign aligners. This 3D treatment plan will also depict your likely final tooth position at the end of the treatment. Your custom-made Invisalign aligners will be produced and then shipped to your doctor, who will then provide you with a series of aligners, typically 3 to 4 sets at a time. Each one will replace the next in the series approximately every 1-2 weeks until the final position for your teeth is achieved.

### What is teeth alignment?

Teeth alignment is the straightening and correction of misaligned or crooked teeth, which can be caused by, for example: gaps, crowding, overlapping teeth, or tooth size discrepancy. Teeth alignment allows for healthier teeth and gums, easier cleaning, overall health benefits, as well as confidence from having a smile with straighter teeth.

### Is the Invisalign System a new technology?

Doctors have long used removable appliances for less complicated orthodontic treatment. Today, with the application of the Invisalign System's 3D computer imaging technology and mass-customised 3D production manufacturing, the Invisalign System is able to treat a broader range of teeth straightening issues with greater precision. It can be used for teeth straightening issues, such as crooked or protruding teeth, crowding, serious malocclusion, overbite, or underbite, using both nonextraction and extraction approaches.

### How many patients have undergone Invisalign treatment?

Over 16 million<sup>1</sup> patients have been treated worldwide with the Invisalign System, the number of Invisalign smiles grows daily.

### What are Invisalign aligners made of?

All Invisalign aligners are made of our proprietary custom-engineered material called SmartTrack. This medical grade, thermoplastic polymer has high elasticity, allowing for a more precise aligner fit and better tooth movement, and providing a gentle and constant force during treatment. The aligners have been designed to give you results while maintaining comfort during treatment. The aligners are custom-made for you and fit firmly over your teeth.

### Does the Invisalign System have ISO certification?

Yes, ISO is an international organisation that promotes standardisation and grants Quality Certifications. Align Technology is certified to the ISO 13485:2003 standard, which is granted to companies that comply with the regulatory requirements for medical equipment and devices.

### Do Invisalign aligners contain Bisphenol-A (BPA)?

All Invisalign aligner/retainer materials are made of medical grade, high molecular weight, thermoplastic polymers. These materials were selected for use in Invisalign aligners and retainers based on their properties and safety classification, and have a long history of FDA approvals for long-term use inside the human body. Tests conducted to determine the biocompatibility of these materials show they are biocompatible and pass applicable regulatory requirements and thresholds for human wear in the mouth.

Based on current knowledge and testing of the raw materials and processes used in the manufacture of Invisalign aligners and retainers, we are not aware of any latex, parabens, phthalates, glutaraldehyde, epoxy, Bisphenol-A (BPA) or Bisphenol-S (BPS) present in our aligners or retainers. As with any medical device, you should consult with your health professional about your aligner or retainer treatment and any applicable risks of use.

### What do Invisalign aligners look like?

Invisalign aligners look similar to clear retainers, teeth-whitening trays, or gum shields. A series of Invisalign aligners are custom-made for you. Each aligner contains the patient identification number (PID number) and the Invisalign starflower.

## Is Invisalign treatment right for me?

### Can Invisalign treatment work on all teeth straightening issues?

#### Are there orthodontic issues that Invisalign treatment is not suitable for?

Invisalign clear aligners can treat a range of teeth straightening issues, ranging from mild tooth movements to more complex cases. You will need to have a consultation with an Invisalign-trained doctor to find out if Invisalign treatment is suitable for you.

### Can Invisalign treatment close gaps?

Yes, spaces between teeth are generally easy to close with Invisalign treatment. However, the size and location of the spaces will need to be evaluated by an Invisalign-trained doctor.

### Does Invisalign treatment work on overbites?

Yes, Invisalign treatment can correct mild-to-moderate overbites. You should consult an Invisalign-trained doctor to determine the best treatment plan for you.

### I have bridges. Can I still undergo Invisalign treatment?

Because bridges firmly link two or more teeth together, they can offer significant resistance to tooth movement.

Your doctor will be able to determine whether you are a candidate for Invisalign treatment if you have bridges.

### I have crowns. Can I still undergo Invisalign treatment?

Patients with crowns can usually undergo Invisalign treatment. However, small composites called attachments are sometimes bonded onto teeth to help achieve certain movements. In these cases, the location of the crowns must be carefully evaluated by an Invisalign-trained doctor.

### I have TMJ (temporomandibular joint or jaw joint). Can I still use Invisalign aligners?

Individuals can have a number of problems with their jaw joint, some of which can be aggravated by appliances and treatments like the Invisalign System. To find out if your TMJ will adversely impact orthodontic treatment, consult an Invisalign-trained doctor.

### I have tooth decay/tooth fillings or periodontal problems/gum disease (gingivitis or periodontitis). Can I still use Invisalign aligners?

Before receiving any Invisalign treatment, you should have good oral health and ensure that you have addressed any dental problems, including tooth decay and periodontal problems. Book in for a consultation for further detail.

### Am I too old to use Invisalign aligners?

No, there is generally no age limitation for Invisalign treatment. It is suitable to effectively treat both teenagers and adults of all ages. For adults, Invisalign treatment may offer the convenience and flexibility to straighten your teeth without worrying about aesthetic concerns associated with other treatments.

### At what age can I start using Invisalign aligners?

There is generally no minimum age for Invisalign treatment. Invisalign First™ is a phase 1 treatment option suitable for younger patients with mixed dentition and teenagers should consult an Invisalign-trained doctor to see if Invisalign treatment is the best option for them.

### I am currently wearing braces. Can I switch to Invisalign treatment?

A number of patients who were initially treated with braces have switched to Invisalign aligners. Book in for a consultation to assess whether you are suitable.

### My teeth have shifted since I removed my braces. Can I use Invisalign aligners to correct this?

A number of Invisalign patients have previously been treated with braces, often during their youth. Invisalign aligners can usually correct the shifting that occurs after treatment with braces, which is commonly referred to as relapse. These patients do so without having to go through the inconvenience and social awkwardness of wearing metal braces.

### Can I have only my upper (or lower) set of teeth treated with Invisalign aligners?

It depends on your case; however, to ensure a good and aesthetic outcome in terms of the space between your teeth, both the upper and lower teeth are usually treated with the Invisalign System. You should consult an Invisalign-trained doctor who can check to see which treatment option is right for you.

## Invisalign treatment process.

### What to expect with your Invisalign treatment.

The following are some general information regarding what to expect during your Invisalign treatment process:

- Step 1: Initially your doctor will take photos, X-rays, and digital scans or a dental impression to help formulate your treatment plan.
- Step 2: Align Technology will then use these records, along with the treatment prescription provided by your Invisalign-trained doctor to create a customised 3D treatment plan just for you (referred to as ClinCheck treatment plan). You will also be able to see the intended position of your teeth at the completion of your treatment. This treatment plan is used to develop the customised aligners and will determine the duration of your treatment. Customisation of your aligners allows your teeth straightening issue to be addressed with precision.
- Step 3: The customised aligners are manufactured and shipped to your doctor's office.
- Step 4: A series of customised aligners (typically 3-4 sets at a time) will be given to you so you can change them yourself every 1-2 weeks as per your doctor's treatment plan.
- Step 5: During treatment, your doctor may choose to monitor your treatment remotely using Invisalign® Virtual Care AI which involves for you to taking and submitting photos on the My Invisalign™ app before each aligner change and receiving notifications.
- Step 6: Every 6-8 weeks you will visit your doctor so they can monitor the progress of your treatment and provide you with the next series of aligners.
- Step 7: After you have completed your Invisalign aligner treatment, you may require the use of retainers to help ensure that the new position of your teeth is maintained.

### Will I need to wear elastics?

If you require correction of your bite, you may need to use elastics as part of your treatment.

### Will I need to undergo polishing and contouring?

If you require additional space or the contact points in your teeth need to be corrected, you may need to have polishing or contouring as part of your treatment.

### My doctor mentioned attachments. What are these?

Depending on your specific treatment, some movements for your teeth may require 'attachments' to help the aligner grip the teeth. The attachments are actually small

pieces of enamel-coloured composite the doctor affixes to your teeth. You may also notice small indentations or 'ridges' in your aligners. These are designed to assist in achieving a specific sort of root movement and the presence of these ridges will depend on your Invisalign treatment plan.

### How often do I need to see my doctor during Invisalign treatment?

You will visit your doctor for a check-up approximately every 4-8 weeks to see how your treatment is progressing. During your check-ups, your doctor will check that the aligners are fitting well and make adjustments if necessary.

### Can I get all my aligners at once?

You will be provided with enough aligners to last between visits to your doctor (usually 3-4 sets of aligners at a time). Your doctor will review your progress each 6 to 8 weeks and at these appointments new aligners will be provided. Please speak with your doctor about how many aligners you can be provided with between visits.

### How do I store my Invisalign aligners when I am not wearing them?

An aligner case is included in your patient starter kit.

### How often do I change my aligners?

You will usually change your aligners yourself every 1-2 weeks. However, please follow your doctor's specific instructions regarding when you need to change your aligners, as this may vary from patient to patient and may be different if your doctor is using remote monitoring to track your teeth movement.

### What are Chewies or Munchies and why should patients use them?

Chewies or Munchies are chewed on after aligner insertion to help properly seat aligners and increase the likelihood that pre-programmed force systems built into your aligners move your teeth as accurately and efficiently as possible.

### My doctor mentioned ClinCheck software. What is this?

The ClinCheck treatment plan is a unique, proprietary 3D treatment planning technology specifically for use with the Invisalign System. It allows your doctor to customise the appropriate treatment plan for your needs from the beginning to the end of your treatment, and may provide more precise treatment. It also allows you to know how long your treatment will take and you will be able to see what your teeth may look like at the end of your Invisalign treatment course.

### **Can I see what my teeth will look like after treatment?**

The ClinCheck treatment plan, which is a 3D treatment planning technology, will allow you to visualise the intended position of your teeth at the end of your treatment course.

### **My doctor mentioned pontics. What are these?**

If you need to have your tooth or teeth extracted as part of your treatment, your aligner may include a “pontic”. The pontic is disguised as a tooth and located where your tooth was extracted so that your visual appearance can be maintained during treatment.

### **My doctor mentioned additional aligners. What is this?**

Following your initial treatment, you may require a second phase of treatment to allow further correction.

You will need to return for scans/impressions and have additional aligners produced to achieve the desired outcome.

### **My doctor mentioned retention. What is this?**

Retention is an important part of your treatment plan and is designed to help prevent your teeth from moving out of alignment again. There are many retention options available, including Vivera™ retainers which are similar to Invisalign clear aligners and can be worn to hold your teeth in the desired position. Depending on your doctor's recommendation, the retainer may only need to be used at night or for longer periods.

### **Can Invisalign treatment be used for patients who require teeth extraction?**

Extraction of premolars or lower incisors, for example, is an option for addressing bite issues and orthodontic issues which would otherwise need surgical treatment to correct. Depending on the stage of your physical development and your specific case, your doctor will determine whether extraction is suitable for you.

### **Is there anything that can be done to mask the area of my mouth in which my teeth were extracted? I am concerned about what I will look like following extraction.**

If you need to have your tooth or teeth extracted as part of your Invisalign treatment, your aligner can have a “pontic”. The innovative pontic is disguised as a tooth and located where your tooth was extracted so that others may not know you are in treatment.

## **Daily considerations with the use of Invisalign clear aligners.**

### **How should the aligners be inserted?**

Make sure to thoroughly wash your hands before handling your aligners, and handle only one aligner at a time. Rinse your aligners well when removing them from their packaging. Follow these steps when inserting your aligner:

1. Make sure you have the proper aligner – there is one specifically for your top teeth (engraved with a “U” for upper) and one for your bottom teeth (engraved with an “L” for lower).
2. Either aligner may be inserted first.
3. When inserting each aligner, gently push the aligner over the front of your teeth and then apply equal pressure with your fingertips to the tops of your left and right molars (back teeth) until the aligner snaps into place.
4. Do not bite your aligners into place as this may damage them.
5. If you notice a sharp pain or have significant discomfort, discontinue the use of the aligners and contact your doctor.

### **How should the aligners be removed?**

Make sure to thoroughly wash your hands before handling your aligners, and handle only one aligner at a time. Remove your aligners following these steps:

1. On one side of your mouth, use your fingertip on the inside of your back molar to slowly pull the aligner from your molars (back teeth).
2. Repeat this process on the other side of your mouth before trying to completely remove the aligner.
3. Once the aligner is disengaged from the molars on both sides of your mouth, you should be able to slowly work your way forward gently prying the aligner away from your teeth with your fingertips.

Other things to keep in mind when removing the aligners:

- Immediately rinse the aligner with water, shake off excess water, and store your aligners in their protective case.
- Avoid unnecessary removal of your aligners to prevent damage.
- Take care when removing your aligners, particularly if multiple attachments are being used.
- Do not use excessive force to bend or twist an aligner; also do not use any sharp object when removing.
- Consult your doctor if you have difficulties in removing the aligners.

### **Sometimes when I remove my aligners, my teeth feel loose. What should I do?**

Your doctor should take a look and make sure everything is ok. However, as your Invisalign clear aligners gradually shift your teeth into their proper position, your gums are re-forming around each tooth as it moves. This may be what is causing this feeling.

### **What happens if my aligners no longer fit?**

If your aligners no longer fit, you should immediately contact your doctor, who will diagnose what remedial action may be needed. This may involve moving back one or two stages in treatment to a previous aligner or possibly the use of some additional orthodontic treatment.

### **What should I do if my aligner is lost or broken?**

In the event that an aligner is lost or broken, you should contact and inform your doctor immediately. Your doctor may tell you to start wearing your last set or next set of aligners, or they may also possibly order a new set of aligners to replace the ones you just lost. Therefore, it may be helpful to keep the most recently used aligners.

### **What's the best way to clean my aligners?**

Clean your aligners using a soft toothbrush with water before inserting them into your mouth. Your aligner should be rinsed with water after each cleaning, and it is recommended that you use your aligner cleaning products once a week or as needed. It is recommended that you remember to brush and floss your teeth after each meal and prior to re-inserting your aligners to maintain proper oral hygiene.

### **What oral hygiene should I be aware of during my treatment?**

Follow these steps to help ensure proper oral hygiene while undergoing treatment:

1. Remove your aligners before eating and drinking. But you do not need to remove your aligners to drink cold water.
2. Brush and floss your teeth after each meal or snack prior to re-inserting your aligners. If you do not have access to your cleaning system or a toothbrush, you can simply rinse your mouth, and then clean your aligners by holding them under cool running water. Be sure to thoroughly clean your aligners at your earliest convenience.
3. If you have any questions regarding oral hygiene techniques, please consult your doctor.
4. Regular dental check-ups and cleaning are recommended for the continued health of your teeth and gums.

### **Do I need to brush my attachments separately?**

Your attachments are not removable. They should be cleaned as part of your regular oral hygiene regimen, by brushing your teeth.

### **Do I need to wear the aligners all day?**

You should wear each aligner 20 to 22 hours per day during your treatment for best results and a timely outcome. To help, the My Invisalign app includes a wear timer function that can assist you in tracking how long you've had your aligners removed for.

### **Are there restrictions on what I can eat while in treatment (or during my treatment)?**

No, you can usually eat whatever you desire while in treatment because the Invisalign aligners are removed when eating/drinking. Thus, there is no need to refrain from your favourite foods and drinks unless instructed by your doctor. However, it is recommended that you floss and brush your teeth after each meal and prior to re-inserting your aligners to maintain proper oral hygiene.

### **Can I drink hot or cold beverages while wearing my aligners?**

Except for cool water, we recommend that you do not drink while wearing the aligners. This is to avoid formation of cavities and stains on your teeth, or warping of the aligners with hot beverages.

### **Can I drink alcohol while wearing the aligners?**

You should remove your aligners to consume anything except for water. Leaving aligners on while drinking may stain them and you may risk developing tooth decay while consuming fluids with sugar in them.

### **Can I smoke while wearing my aligners?**

We discourage smoking while wearing aligners because it is possible for the aligners to become discoloured.

### **Can I chew gum while wearing the aligners?**

You should not chew gum while wearing your aligners as the gum may stick to the aligner. We recommend removing your aligners for all meals and snacks, and for chewing gum.

### **Can the aligners slip off while I'm sleeping?**

It is very unlikely that your aligners will ever fall out. Invisalign clear aligners are designed to fit firmly on the teeth, so this should not be a cause for concern.

### **Will wearing the aligners affect my speech?**

Similar to other orthodontic treatments, the Invisalign

aligners may temporarily affect the speech of some people for a day or two. However, as your tongue gets used to having aligners in your mouth, any misarticulation or minor speech impediment caused by the aligners should disappear. Please contact your Invisalign-trained doctor about ways to help you adapt more quickly to wearing the aligners.

### **If I feel that my teeth look straight enough, can I stop the treatment?**

It is important that you follow the treatment plan developed by your Invisalign-trained doctor to ensure the best outcome. Your Invisalign-trained doctor will determine the recommended treatment duration for you dependent on several considerations including the spacing between your teeth and the need for retention.

### **If I am travelling, can I get additional aligners at my appointment with the doctor?**

It is recommended to visit your Invisalign-trained doctor for regular visits to ensure your treatment plan is on track. If you need additional aligners due to travel periods, consult your doctor as this is dependent on your specific case and treatment plan.

### **Can I wear aligners if I'm pregnant?**

The aligners are made of non-toxic, medical grade plastic and can be worn during pregnancy. If you are concerned, please consult your healthcare professional.

### **Is Invisalign treatment painful?**

While Invisalign treatment may move your teeth with less pain compared with other straightening methods, some people might experience temporary discomfort for a few days at the beginning of each new stage of treatment. This is normal and is typically described as a feeling of pressure. It is a sign that the Invisalign aligners are sequentially moving your teeth to their intended positions. This discomfort typically goes away a couple of days after you insert the new aligner in the series.

### **I am experiencing pain and discomfort while using my aligners. What should I do?**

If you notice a sharp pain or have significant discomfort, discontinue the use of the aligners and contact your Invisalign-trained doctor.

### **Are there any warnings or contraindications with the use of Invisalign aligners?**

Invisalign treatment is contraindicated in patients with active periodontal disease. If you have periodontal (gum) disease, you should consult your Invisalign-trained doctor before undergoing Invisalign treatment. Warnings with Invisalign treatment include:

- In rare instances, some patients may be allergic to the

aligner material. If this occurs, discontinue use and consult a healthcare professional immediately.

- In rare instances patients with hereditary angioedema (HAE), a genetic disorder, may experience rapid local swelling of tissues including the larynx. This may be triggered by mild stimuli including dental procedures. If this occurs, discontinue use and consult a healthcare professional immediately.
- Orthodontic appliances, or parts thereof, may be accidentally swallowed or inhaled, and may be harmful.

### **Why do some of my aligners have bumps or ridges on them?**

Depending on your specific treatment, some of the movements may require either "attachments" or "ridges" to help the aligner grip the teeth. These bumps or wells are where the aligner grips the attachment the Invisalign-trained doctor places on your teeth. The attachments are actually small pieces of composite the doctor affixes to your teeth that are then gripped by bumps on your aligners. The ridges are slim indentations in your aligners. Your doctor will use one or both of these features to attempt to achieve the desired movement.

### **Are the aligners really noticeable?**

Invisalign clear aligners are virtually transparent, so most people will not even notice that you are wearing them.

## **Technology and manufacturing.**

### **What does my doctor mean when he says my aligners are customised?**

Your doctor will use proprietary 3D computer imaging technology to map your complete and unique treatment from start to finish. This treatment plan is unique to your specific teeth alignment issue, and involves the use of customised aligners that are designed and manufactured to fit your teeth at specific times during your treatment. Use of customised aligners allows for precision, efficacy, and comfort during treatment.

### **My doctor mentioned the iTero™ scanner. What is this?**

The iTero intraoral digital scanner provides digital impressions of your teeth without the need for having manual and uncomfortable impressions taken of your teeth. The iTero intraoral scanner coupled with the ClinCheck treatment plan allows you to see what your teeth may look like at the end of treatment.

### **My doctor mentioned SmartForce features. What are these?**

SmartForce is a proprietary system with engineered attachments and aligner features that may be incorporated into the Invisalign clear aligner system to allow teeth to move in a predictable way during treatment.

### **My doctor mentioned SmartTrack material. What is this?**

Invisalign aligners are made of SmartTrack, a highly elastic, proprietary material that delivers gentle, more constant force for controlled tooth movements.

### **My doctor mentioned SmartStage™ technology. What is this?**

SmartStage is a proprietary technology that is designed to optimise the progression of your tooth movements during treatment, resulting in more predictable outcomes.

### **Are my attachments removable?**

No, the attachments are not removable. If you have any issues with your attachments during treatment, please consult your doctor.

### **Who makes Invisalign clear aligners?**

Invisalign clear aligners are designed and manufactured by Align Technology Inc. Founded in San Jose, California in 1997 with offices worldwide, Invisalign treatment is now offered through accredited providers in more than 100 countries.

### **What else does the manufacturer of Invisalign aligners make?**

Align Technology Inc., the makers of Invisalign clear aligners, is a global medical device company. We provide industry leading innovative products such as Invisalign clear aligners, iTero intraoral scanners, and exocad™ software that help dental professionals achieve the clinical results they expect, as well as providing effective, leading-edge dental options to patients.

### **Where are Invisalign aligners manufactured?**

All Invisalign products are designed, manufactured and marketed by Align Technology, whose global headquarters are in California, USA, and manufacturing operations in the Americas, Asia, and Europe.

## **Product troubleshooting.**

### **One of my aligners has cracked. What should I do?**

If your Invisalign aligner cracks or tears for any reason, it is very important to contact your doctor right away. Please do not wear the cracked aligner. A cracked or torn aligner may not be able to exert the right pressure for proper tooth movement so the aligner will need to be replaced.

### **What happens if I break or lose an aligner?**

In the event that an aligner is lost or broken, you should contact and inform your doctor immediately. Your doctor may tell you to start wearing your last set or next set of aligners, or they may also possibly order a new set of aligners to replace the ones you just lost. Therefore, it may be helpful to keep the most recently used aligners.

### **What happens if I break or lose an attachment?**

In the event that an attachment is lost or broken, you should immediately contact your doctor.

### **My attachments have turned yellow. What can I do?**

Your attachments should continue to match your teeth and should not turn yellow. Please speak with your doctor, as they may need to fully remove the stained attachments and replace them.

### **My aligner has a sharp edge. Is this normal?**

If your Invisalign aligners feel like they are irritating your gums or cheeks, they may need to be assessed. We recommend that you give your doctor a call so that they can evaluate the fit and determine what needs to be done.

## **Aftercare once Invisalign treatment is complete.**

### **What can I do after my Invisalign treatment is complete to prevent my teeth from moving again?**

This varies individually, depending on the outcome of each treatment. Patients may require retainers. The types of retainers include those fixed to the teeth, removable plastic retainers, or Vivera retainers - which are similar to the aligners. Discuss these possibilities with your treating doctor. Every patient is different and outcomes do vary.

### **Will I need a retainer once my Invisalign treatment is complete?**

Wearing a retainer after any orthodontic treatment is an important step, because it keeps teeth stable in their new positions. If you want your teeth to remain in their ideal position for the rest of your life, it is best to wear a retainer as directed by your doctor. Your Invisalign-trained doctor can advise you on your retention options.

### **Will the position of my teeth move again when I complete Invisalign treatment and no longer wear the aligners?**

After you complete Invisalign treatment, like those patients who undergo traditional wire-and-bracket treatment, your Invisalign-trained doctor will ask you to wear a retainer to prevent your teeth from moving out of alignment. Depending on your doctor's recommendation, the retainer may only need to be used at night or for longer periods.

## **Remote monitoring.**

### **What is remote monitoring?**

Remote monitoring enables doctors to track patient orthodontic progress remotely through photographs submitted by patients through their My Invisalign App.

This process can help to decrease patient requirements to visit the doctor's practice and save on travel time, subject to the Invisalign trained doctor's advice.

### **Why should I be remotely monitored?**

Remote monitoring enables your doctor to more frequently check up on your orthodontic progress and possibly pick up on any instances where your treatment might become off-track and require intervention or a visit to the practice.

It also helps to reduce the frequency a patient may be required to visit the doctor's practice.

### **Who will see the photos that I take?**

The photos you take are processed by the Invisalign Virtual Care AI software and Align-trained personnel, and then shared with your treating doctor or practice staff to evaluate how you are tracking.

Patients are also able to access the photos to see their own treatment progress.

### **How often do I need to take photos?**

It is recommended for remote monitoring for you to take a photo right before you are scheduled to change to your next set of aligners.

If allowed in the phone settings, you may receive a

notification when you are due to change aligners and take photos.

Please refer to and follow your treating doctor's preferences and instructions.

## **Invisalign Virtual Care.**

Invisalign Virtual Care is accessible within the My Invisalign app. To download scan the QR code or click on Apple Store or Google Play:



### **Getting started.**

### **What is "My Care" and how do you access this feature?**

Within the My Invisalign app, the "My Care" feature is part of Invisalign Virtual Care and allows you to send photos of your Invisalign treatment progress to your dentist or orthodontist and receive feedback from them, either directly or from the artificial intelligence (AI) that is built into Invisalign Virtual Care.

The "My Care" feature is only available by invitation from your dentist or orthodontist. Once you receive and accept the invitation, you will be able to access the "My Care" feature by tapping the "My Care" icon located at the bottom of the screen on the right side.

### **How often should I send progress photos to my dentist or orthodontist, and how important is it to send them?**

You should send photos at every aligner change or as otherwise instructed by your dentist or orthodontist. You will receive a push notification when it is time to change to your next aligner. This is to remind you to send in a full set of progress photos to your dentist or orthodontist.

Sending photos to your dentist or orthodontist is an important part of your treatment, as it helps them to identify potential issues with the fit of your aligners. Aligner fit issues, if not addressed quickly, may extend the length of your treatment time.

### **Which aligners should I wear when taking progress photos?**

Always wear your current aligners when taking progress photos. You can advance to your next aligner stage

after your progress photos with your current aligners have been captured and submitted to your dentist or orthodontist.

### **Do I need to use cheek retractors when taking photos?**

Yes, you should always use cheek retractors whenever possible when you take progress photos. Cheek retractors are a very important part of the Invisalign Virtual Care system because they ensure that your dentist or orthodontist receives high quality photos of your teeth, specifically your back teeth in the left and right photos.

### **Taking your photos.**

#### **How do I take photos?**

First, insert the cheek retractors into your mouth. Once you enter the photo-taking flow on My Invisalign app, simply follow the instructions provided on each screen and place your teeth within the guidance box. Follow the real-time AI-assisted guidance to ensure you capture high quality photos of your teeth. Once the camera of your phone detects your teeth in the box, the box will turn green, you will be instructed to “Hold still”, and the photo will be taken automatically.

#### **Do I need to pull back on my cheek retractors when taking left and right-side photos?**

Yes, it is very important that you always follow the instructions to pull back on your cheek retractors to show your back teeth when taking left and right-side photos. Pulling back on the cheek retractors is necessary to take high quality photos of your back teeth.

#### **Do I need to take all 9 photos each time I submit progress photos to my dentist or orthodontist?**

Yes, you should take a full set of 9 photos with each aligner change. The full set allows your dentist or orthodontist to view various angles of your teeth, to make a complete assessment of your Invisalign treatment progress tracking.

### **Assessments and notifications.**

#### **How are my photos assessed?**

Once you've submitted your progress photos, an AI-assisted automatic assessment will be performed based on your dentist or orthodontist's pre-set clinical settings. Your dentist or orthodontist will also receive the photos and can review them at any time.

In Invisalign Virtual Care, when AI-assisted automated notifications are enabled by your dentist or orthodontist, assessments are confirmed by Align™-trained\* personnel prior to an automated notification being sent.

#### **Will I receive feedback and guidance after submitting progress photos?**

Your dentist or orthodontist can provide direct feedback and guidance at any time. If your dentist or orthodontist has enabled the automated notifications feature, the AI-assisted automatic assessment results will be confirmed by Align-trained\* personnel and you will receive feedback and guidance on your phone or mobile device after you submit photos at each aligner change. This will vary depending on how your aligners are fitting, and you may be instructed to move to the next aligner, keep wearing your current aligner, or that an in-person appointment is required.

Note: Automated notifications will not be received in the following scenarios:

- You did not sufficiently pull back on the cheek retractors when taking the left and right photos. Pulling back the cheek retractor is required for sufficient visibility of back teeth
- You did not wear aligners when taking the “aligner-in” photos
- You did not allow notifications for My Invisalign™ app upon initial download (this can be updated through “Settings” on your mobile device).

#### **How do I communicate with my dentist or orthodontist through the app?**

You can communicate with your dentist or orthodontist through the free-text field that is displayed every time you take progress photos. This is only for you to exchange communication with your dentist or orthodontist. Align Technology does not engage, in or hold responsibility to monitor the exchange of communication between you and your dentist or orthodontist and is not responsible for the content and exchanges between you and the dentist or orthodontist.

#### **Will I receive reminder notifications?**

Yes, provided you opted to receive notifications.

If you do not receive any notifications and would like to, please ensure that the notification settings on your device are enabled. If you did not initially authorize notifications when registering for the My Invisalign app, you may need to update the notification settings in your phone.

If notifications are enabled, you will receive push notifications for the following:

1. When it's time for you to send progress photos to your dentist or orthodontist and advance to your next aligner
2. When you receive “On Track” feedback
3. When you receive new “Instructions” for your treatment.

#### **How are reminder notifications triggered?**

Notifications for taking and sending progress photos are triggered when you enter the required fields in the aligner settings of the app. The aligner settings may also be updated by your dentist or orthodontist at the beginning of and/or during your Invisalign treatment.