



Reception: front desk guide

To help effectively communicate Smileign treatment in your practice, whether over the phone or face-to-face, we have compiled some frequently asked questions that your team may be asked, as well as possible answers.

“What is Smileign?”

- Smileign is a clear orthodontic treatment that offers an alternative to traditional, metal braces.
- It consists of a series of clear braces, worn for 2 weeks at a time, that gradually move teeth into the desired position.
- The braces are clear, custom-made and removable - allowing you to continue with your life as normal.

“How long does treatment take?”

- Treatment length varies from case to case, depending on how complex it is.
- Your dentist will be able to indicate how long treatment could take at your treatment plan consultation.
- 6-12 months is a typical timeframe.

“Is it the same as other brands, like Invisalign?”

- Smileign produces the same, great results as other brands on the market.
- Unique benefits: pre-aligners to check treatment is suitable before starting and a UK-based lab - ideal for resolving issues.
- Smileign also offers a more cost-effective solution in comparison to some other providers.

“How much will it cost?”

- The cost of treatment is dependent on the complexity of your case.
- As an indication, our prices start at £_____ and go up to £_____.

(Note: if your practice includes a finance option, please make sure you are aware of this in anticipation of this question!)

“Is it uncomfortable?”

- You may experience some tightness when you first put your braces in, or when you move on to the next aligner in the sequence.
- Your speech may also be affected during these stages. Both are perfectly normal and should subside within a day or two.

“How do I start treatment?”

- You will need to book an initial consultation with the dentist to see if you are suitable for treatment.
- If suitable, the dentist will take your impressions and send them to Smileign to produce your treatment plan.
- This includes before and after images of your teeth. You will also receive pre-aligners, allowing you to trial before proceeding.
- If you proceed, you will need to attend regular checkups to receive your new braces and to check your teeth are progressing as they should.

For further support, please contact Smileign - we can provide practice visits or webinars to help train the whole dental team.

