

Invisalign® Virtual Care

frequently asked questions

+ **What is Invisalign Virtual Care?**

Invisalign Virtual Care is a solution that allows Bayview Dental Centre to virtually monitor Invisalign treatment by reviewing photos submitted by a patient through the My Invisalign App. Invisalign Virtual Care is designed to allow patients to virtually check in with Dr. Liang, allowing flexibility for simple and short orthodontic treatments to happen.

+ **How does Invisalign Virtual Care work?**

Invisalign Virtual Care connects Invisalign providers and patients in two ways:

Invisalign Treatment Progress Virtual Monitoring:

- The My Invisalign app prompts patients to take and upload progress photos through a guided interface on their mobile device
- The Invisalign Virtual Care page on the Invisalign Doctor Site displays each patient's data uploaded from the My Invisalign app. After reviewing the patient's data, Dr. Liang can send feedback to the client delivered through the My Invisalign app

Invisalign Virtual Appointment:

- When a live interaction is needed to discuss treatment concerns, a video call with the patient is scheduled on the Invisalign Virtual Care page. Alternately, an office appointment may be scheduled.

+ **Are Virtual Care patient still expected to come into office?**

Yes, it is required. Although every patient is different, there would be a minimum of 4 appointments where the Virtual Care patient would need to meet with us in office.

+ **Do you need to be tech-savvy to participate in Virtual Care Invisalign?**

Yes, that is a crucial part of the Virtual Care program. We screen for this aspect of patient's aptitude. As almost all communication throughout treatment is done through your phone, it is essential that those interested in this program can easily follow directions, use apps on their phone, communicate virtually, and remain organized throughout treatment to ensure their success!

+ **How does Virtual Care Invisalign compare to 3rd party invisible aligner companies?**

We set a standard in terms of care for our patients we take on. Regardless of someone being a Virtual Care patient and only seeing us a couple times in office, we still follow alongside their Invisalign journey, checking in regularly, making sure our patients are comfortable and on track with their progress.

Virtual Care Invisalign, as in any Invisalign case we take on, is overlooked by Dr. Liang from beginning to end. Your orthodontic treatment is created, modified and perfected by Dr. Liang over many weeks and NOT computer generated as often seen in 3rd party aligner companies.

We customize your needs to make sure your treatment suits YOU.

