

## Costing:

**Q. How much does SmileMate Virtual Consultation cost?**

A. SmileMate Virtual Consultation is free until 31st May 2020, following this date is then at a reduced price of £140.00 per month until the end of the COVID-19 crisis (to be defined). The usual cost is £275.00 per month.

**Q. Is there any setup fee to SmileMate Virtual Consultation?**

A. There is no set up fee.

**Q. Is the charge monthly?**

A. Yes, the charge for SmileMate Virtual Consultation is taken monthly.

**Q. Is there a minimum contract length?**

A. No, there is currently no minimum contract length, and the service can be stopped at any time.

## Integration:

**Q. How can my patients get access to the SmileMate Virtual Consultation link?**

A. The link can be easily integrated into a practice website, or shared through social media, for example.

**Q. Do I need any other software to enable SmileMate Virtual Consultation to work?**

A. No, SmileMate Virtual Consultation is a completely stand-alone product.

**Q. Is SmileMate Virtual Consultation good for general dentistry as well as orthodontic cases?**

A. Yes, SmileMate can be used by both GPs and Orthodontists. The screening report created in SmileMate includes observations on the patients orthodontic status, as well as observations on their dental and gingival health. With this information, you are able to consider both general dental and orthodontic leads. Furthermore, you can assign customized treatment options to reflect what you offer in your practice.

## Artificial Intelligence and Data:

**Q. How accurate are the AI reports?**

A. We currently do not have studies to prove the exact accuracy of the AI analysis however all these results are always validated by certified dentists and orthodontists before being published to ensure the information being shared is clinically accurate.

**Q. Is the platform GDPR compliant?**

A. Yes, GDPR & HIPAA compliant.

**Q. Is there a consent process on the platform?**

A. Yes, in order to access the platform & create a profile the patient has to sign the informed consent agreement by ticking the box – the consent agreement informs the patient about the service description, the benefits, risks & inconveniences, personal data processing.

In the case of children, we ask for the explicit consent of a parent/guardian.

At any moment, the patient has the right to access/modify/restrict/oppose to personal data processing.