

# 32STORIES

## The 32 Stories Patient Agreement

---

**The 32 Stories Patient Agreement summarises the way that 32 Stories Ltd (referred to henceforth as “32 Stories”, “the Company”, “we” or “us”) works with Dental Professionals to help them deliver outstanding orthodontic and aesthetic dental outcomes. In signing this agreement, you are not committing to take forward any treatments discussed, however you are confirming that you have read and understood the terms below, that you know what is expected of you throughout treatment with your Dentist and that you are aware of the alternatives, which includes the option of no treatment. If there is anything that remains unclear or if you are concerned about any element of your treatment, please ask the Dentist who is looking after you for further clarification.**

Orthodontic and cosmetic dental treatment can be a positive, life-changing experience for patients who are looking to upgrade their smile and achieve lasting results. That is not to say that treatment is not associated with certain limitations and risks. It is important to remind ourselves that the best results from Orthodontics and any dental treatment are achieved when patients are engaged and cooperative throughout the journey.

Please read all of the information detailed below carefully, take the opportunity to ask questions and sign at the bottom before sharing this form with your dentist and keeping a copy for your records.

### **About Us**

- 32 Stories is an end to end clinical support service, working as a Specialist Team in collaboration with your dentist to design the optimal treatment plan for you, and to provide support in monitoring you throughout treatment. We are committed to the highest quality clinical outcomes using a collaborative approach, with multiple experts working with your dentists to deliver excellent care.
- In addition to the clinical support service, we deliver high-quality custom-made dental appliances via our dental laboratory services. These appliances will be fitted by your dentist and active treatment supervised and delivered by them.
- 32 Stories ‘teledentistry’ model is enabled by cutting-edge technologies. Teledentistry is the remote enhancement of dental care using digital tools to facilitate clinical discussions between Dentists, as well as video consultation and remote monitoring tools for patients. This approach increases the quality of clinical care as well as convenience for both patient and clinician.

### **How does it work?**

- Your dentist will gather detailed information about your treatment goals, expectations, clinical circumstances and dental and general health. This data will be submitted to the 32 Stories Specialist-led clinical team who will discuss the suitability and feasibility of various treatment modalities with your Dentist. If treatment is taken forward they will make



# 32STORIES

recommendations and help to design a treatment plan that will deliver the best possible outcomes.

- Your orthodontic and cosmetic recommendations will always be presented alongside other options, including that of no treatment at all, so that you feel in complete control of your aesthetic dental journey.
- When you have made your final decision, your dentist will communicate this to us and it will trigger the manufacture of your custom-made dental devices which will be fitted by your Dental professional
- Your Dentist is responsible for managing and delivering your care but our Specialist-led clinical team and suite of remote monitoring tools will be available to assist them throughout treatment.

## **32 Stories Clear Aligner Therapy**

Clear aligners are thin, transparent, plastic trays that are custom-made to fit snugly over the surfaces of your teeth and have been carefully programmed to apply small but deliberate pressure on your teeth in order to move them towards the correct position. You will be issued with a series of clear aligners that are worn in sequence to gradually move your teeth towards the intended outcome, which is that of improved bite function and dental aesthetics. They must be worn for at least 22 hours each day throughout treatment in order to be effective.

Clear aligners are one of many orthodontic techniques, including traditional removable appliances and fixed braces with wires and brackets. This modern alternative has the benefit of:

- Being more discrete and virtually invisible when they are in use
- Being more comfortable and kinder to the oral soft tissues
- Being removable, so that they can be taken out to eat, drink, brush and floss the teeth without any impediment

There are some risks or inconveniences that might be encountered as a result of teeth straightening. These include but are not limited to:

- i. Failure in compliance with the user instructions provided by your dentist may increase the treatment duration and affect the ability to achieve the desired outcome with these appliances
- ii. Soreness of the teeth and gums may be encountered, especially after switching to the next aligner in the series or due to scratching or irritation of soft tissues through aligner use
- iii. Relapse of tooth movements back to original positions after treatment has ended is a risk. Compliance with a recommended retention protocol will reduce this tendency and should be continued for as long as you wish to maintain the positions of the teeth, this might be lifelong
- iv. Higher risk of tooth decay, gum disease or marking/staining of teeth as a result of poor oral hygiene or excessive sugars in the diet during treatment

# 32STORIES

- v. The aligners may produce undesirable effects in the beginning such as speech impediment, dry mouth or excess saliva production. These effects should subside within a few weeks of consistent use
- vi. The way that your teeth meet may be altered over the course of treatment. If this altered bite persists after treatment has been completed it is sometimes necessary to see a dentist to have some adjustments made to the teeth to improve the stability of the upper and lower arch configuration
- vii. Atypically-shaped, short clinical crown lengths, partially erupted or missing teeth may affect the ability of the aligners to achieve the desired results
- viii. Aligner treatments have only a limited scope of applications. For complex cases a dentist may be required to extract teeth or slenderise teeth to create space, place attachments on teeth, fit orthodontic elastics, use alternative appliances and possibly brackets and wires where aligners are not suited. The 32 Stories Clear Aligner system alone will not be able to accommodate these cases
- ix. Where teeth have been overlapped for a long time there may be pre-existing loss of gum attachment near the neck of the teeth, once aligned this can become more apparent resulting in the appearance of a 'black triangle' near to the gum. This is a particular risk for individuals with past history of gum recession or who fail to maintain impeccable oral hygiene throughout their course of treatment
- x. Aligners will not be able to move teeth that have become ankylosed or locked in their position within the bone. If you feel that any teeth are not moving while the rest are moving around them, please seek advice from your dentist
- xi. Certain medications taken and medical conditions can affect orthodontic treatment and may make a patient unsuitable to go ahead with treatment
- xii. All teeth, but in particular those that have been previously traumatised or heavily restored, can be compromised by orthodontic tooth movements resulting in remedial dental treatment and, occasionally, the premature loss of a tooth or teeth
- xiii. Root resorption (shortening of root lengths) may result from orthodontic movements which can threaten the longevity of teeth, especially when periodontal disease is concurrent or manifests itself later in life
- xiv. Product breakages can sometimes occur. Replacement aligners can be manufactured, but the additional cost will be incurred by the patient
- xv. Changes to the occlusion can result in disturbance of the bite, tooth wear or Temporomandibular Joint Disorder that can cause pain, discomfort and headaches;
- xvi. Aligners are made of plastic, in rare cases, patients may be sensitive or allergic to this material. If patients are concerned they are experiencing an allergic reaction they must discontinue wearing the aligners and contact their dentist

# 32STORIES

Xvii. There is a small risk of devitalisation and discolouration of teeth as a result of orthodontic tooth movement, especially where teeth need to be moved a long way or if teeth have been previously compromised, resulting in the need for root canal treatment and internal / external tooth bleaching (in some cases)

Xviii. Sometimes teeth do not move as anticipated so treatment does not progress in line with the plan proposed at the start. If the teeth fail to 'track' and your aligners no longer fit then you might need to be issued with new aligners to wear or even referred to a Specialist to finish your treatment with traditional orthodontic approaches (wires, brackets and removable appliances) which will increase the duration of your treatment

Xiv. Aligners will not be able to move dental implants and they will sometimes dislodge existing restorations, such as fillings, crowns and veneers in the process of moving teeth. Occasionally, at the end of treatment these restorations will no longer be satisfactory from an aesthetic perspective and will need to be replaced by a dentist at additional cost to the patient

# 32STORIES

# 32STORIES

## Consent and Patient Agreement

I have read and understand the content of this document describing 32 Stories' role in my treatment, considerations and risks of clear aligners and cosmetic dental treatment. I have been sufficiently informed and have been given ample opportunity to discuss this form and its contents with my dentist, and have had my questions adequately answered.

I have been asked to make a choice about my treatment, and I hereby consent to receive treatment with clear aligners provided by 32 Stories as planned, prescribed and delivered by the undersigned dentist in partnership with the 32 Stories Specialist-led team.

I agree to follow my dentist's treatment recommendations exactly as s/he advises, and I understand that any questions, concerns or complaints I have regarding my treatment must be communicated to my dentist or to the 32 Stories treatment coordinator team as soon as they arise.

I acknowledge that neither my dentist nor 32 Stories, its employees, representatives, successors, assigns, or agents, have, can, or will make any promises or guarantees as to the success of my treatment or give any assurances of any kind concerning any particular result of my treatment. I understand the role that the 32 Stories Specialist-led team have played in advising upon my treatment, designing my plan and providing medical devices in collaboration with my dentist based on the information and instructions they have provided. I understand that I should always contact my dentist as a first port of call regarding my expectations, difficulties, results, or any other aspects of my treatment.

I understand that in addition to the collection of personal information such as my age or contact details, it may be necessary to take impressions, intraoral scans, digital model scans, radiographs (x-rays), and/or photographs for diagnosis, professional review, and submit these to 32 Stories, in order to create customized aligners for my orthodontic treatment. 32 Stories will be the controller for such data processes that are strictly limited to the manufacturing of aligners according to my doctor's prescription. For other data processes relating to my health and treatment I understand that my dentist is the controller for such purposes and that I should contact her/him for any questions related to my personal data.

I recognize that these will be included in my medical records, which may include "personal data" as that term is defined and protected by applicable data protection laws and regulations. This personal data may be disclosed to my dentist, other consulting dentists and orthodontists, and 32 Stories professional partners, some or all of whom may be located outside of the United Kingdom, for the purpose of treatment, payment, and health care operations. I acknowledge that data protection standards and legislation in such countries may differ from those in the United Kingdom. For such transfers, 32 Stories will protect the personal data in compliance with what is required under applicable data protection laws and ensure that an adequate level of protection is satisfied under such laws. I understand that there may also be situations where 32 Stories is under a duty to share my information, due to a legal requirement or court order. 32 Stories takes technical and organizational security measures to protect my personal data against accidental or intentional manipulation, loss, destruction or access by unauthorized persons. The measures are designed to ensure the confidentiality and integrity of the data and to ensure the continued availability and resilience of the systems and services processing them. 32 Stories' security



# 32STORIES

measures include encryption of personal data, firewalls and password protection. The personal data will be retained for as long as is necessary to fulfil the purpose for which it was collected, or to comply with legal or regulatory requirements and defend legal claims. I acknowledge that 32 Stories may for its legitimate interest use my personal data for research and the development and improvement of new products and services, without directly identifiable personal identifiers such as name or address. Unless otherwise permitted or required by law, other uses and disclosures of my medical records, including advertising or marketing by either my dentist or 32 Stories, shall be made only with my prior written authorization (for which I acknowledge my dentist or 32 Stories may use my contact information to seek to obtain). I am aware that under applicable data protection laws and regulations, I may have the right to access, rectify, delete, restrict, or oppose the processing of my personal data, and in some instances ask for the portability of such data. Where I have given my consent, I can withdraw it at any time, however in such a case 32 Stories may not be able to continue providing the healthcare related operations my dentist has prescribed to me. The aforementioned rights' scope may be limited by applicable laws and regulations. I am informed that I can forward any concerns, inquiries or information requests to DPO@32-stories.com, or at the following postal address: 101A Moulsham Street, Chelmsford, Essex, CM2 0JG, United Kingdom. I am aware that should I be dissatisfied with how 32 Stories handled a complaint or a request relating to data protection, I may contact my local Data Protection Authority to file a complaint. I acknowledge that I will not, nor shall anyone on my behalf, seek or obtain damages or remedies—legal, equitable, monetary, or otherwise—arising from any use of my medical records and personal information that complies with the terms of this Informed Consent and Agreement.

- I consent to the use of my personal data for the provision of health care services as detailed above.
- I acknowledge I have read, understand, and voluntarily consent to the use of clear aligners in accordance with terms of this Patient Agreement.

Clinician Name (printed) : .....

Clinician Signature: .....

Patient Name (printed) : .....

Patient Signature: .....

Date: .....

