

Getting started with SureSmile®

The clear aligner brand that will make you and your patients smile throughout the treatment journey

As a SureSmile customer you have access to several types of support and training including:

- Live training to suit your clinical and practice needs; your SureSmile specialist will organise this for you
- Our award winning on-demand **SureSmileU** training platform.
- A dedicated Customer Care team to handle your account queries.

Discover the Benefits of SureSmile

Customised training for you and your team



With **SureSmileU**, our complimentary online training platform, the training and insights you need to get started and grow with SureSmile® are available on-demand. SureSmileU is an unlimited direct access e-learning platform available 24/7.

It all starts with a scan



The SureSmile® system is designed to make treatment planning as simple as possible. That's why we have created a completely **open system** that accepts STL data from most common intraoral scanners on the market.

Achieve more with SureSmile®



SureSmile Clear Aligners are designed to address a wide range of cases. Whether you are starting your aligner journey with simple cases or experienced in managing more complex treatment plans, treat it with SureSmile.

Common questions

How do I contact the SureSmile team?

Your local SureSmile specialist is Natasha Main, you can reach Natasha at Natasha.Main@dentsplysirona.com or on 07795 256965 to discuss onboarding, training and business development.

Billing and Account enquiries should be directed to SureSmile Customer Care:
Email: Suresmile-UKI-CustomerCare@dentsplysirona.com
Call us: 01932 838 323.

How do I access my Riverdale group discount?

Your SureSmile specialist will support you in providing access to pre-existing practice accounts. If an account isn't yet in place at your Riverdale practice, Natasha will facilitate the opening and onboarding of a new account for you.

For details of Riverdale group pricing, please refer to the separate price list provided by your SureSmile Specialist. Please note that these prices can only be applied to approved Riverdale accounts.

The current discount offer is:

35% on comprehensive SureSmile Complete cases; our Complete case fee includes unlimited aligners and refinements for 36 months.

35% on Select Pay Per Aligner cases.

No discount is applied to planning fees, however as SureSmile do not charge upfront fees, Planning Fees are only applicable once your patient commits to treatment.

Can I submit all patients under my group account?

Only patients who are being treated at a Riverdale practice can be submitted under your Riverdale group account. Any patients treated at a practice outside of the Riverdale estate will need to be submitted under a private account and will be charged to you directly.

Common questions cont.

How can I transfer my patients over from my private account to my Riverdale group account?

To transfer your Riverdale patients over to your new group account please send an e-mail to Suresmile-UKI-CustomerCare@dentsplysirona.com.

Your email should include the patient ID numbers & name. We aim to confirm the transfer in 10 days.

Will my intraoral scans show up on my Riverdale account?

SureSmile is an open system and can be used with most leading scanners. If you are using a Primescan™ or Trios scanner we can provide digital integration to your SureSmile account, ensuring a full digital workflow. For those using an iTero Scanner we will provide a supporting document to enable the export and import of STL files from the scanner to your account.

Will I appear on the SureSmile Dr locator?

Yes, doctors will appear on the SureSmile Practice Locator site once they have provided 3 SureSmile Patient cases and will remain on the locator site as long as they are active.

What training is available?

Your SureSmile specialist will coordinate your initial training and SureSmileU is available on demand. DS Academy also offers a wide range of in person and virtual courses to support your clinical and business development. Find out more at www.dentsplysirona.com/ukacademy.