



**American Association of Orthodontists Issues Guidance to
Byte Patients Amid Business Suspension
Offers Warning about Mail-Order Orthodontics**

For Immediate Release

ST. LOUIS, MO, October 29, 2024 - The American Association of Orthodontists (AAO) is offering support to patients impacted by Byte's recent suspension of business operations, as well as patients being approached by other "mail-order" teeth straightening companies. This sudden development has left many patients with questions and concerns about the continuity and safety of their orthodontic care.

"The most important step for Byte patients right now is to schedule an in-person exam with a licensed orthodontist in their area," said Dr. John Callahan, President of the AAO. "Many Byte patients have not received an X-ray or undergone an in-person evaluation, both of which are essential for an accurate diagnosis and a safe, effective treatment plan. Concerns about your bite should be addressed by a qualified professional to ensure the best outcomes".

Patients of Byte and others concerned about mail-order orthodontics should take the following steps:

1. Make an appointment with a local licensed orthodontist. For a searchable list of experienced orthodontists in every state, US territory and Canadian province visit <https://aaoinfo.org/locator>.
2. At the appointment, share all concerns and past treatments. Feel confident knowing that an orthodontist has specialized education and experience and has helped patients in similar situations.
3. If finances are a concern, when booking the appointment, ask about complimentary consultations offered by many AAO orthodontists.
4. Beware of other mail-order orthodontic companies feeding on Byte's business suspension. AAO emphasizes the importance of an in-person examination and x-rays before starting any orthodontics with a provider to avoid irreparable harm.
5. For patients with complaints about their Byte treatment, the AAO recommends contacting state dental boards, which have individual complaint processes. A list of state dental boards can be found [here](#).

At the AAO, the health and safety of patients is a top priority. AAO members, who are all highly trained orthodontic specialists, are dedicated to upholding the highest standards of care to protect a patient's health and safety throughout their orthodontic treatment. This includes ensuring proper bite alignment, which is crucial for overall oral health and function.

“We are committed to helping Byte patients navigate through this challenging situation,” said Dr. Callahan. “Our members are available to provide the care and support patients need to achieve a healthy and confident smile.”

About the American Association of Orthodontists

The American Association of Orthodontists represents 19,000 orthodontist members throughout the United States, Canada, and abroad. Founded in 1900, AAO is the world's oldest and largest dental specialty organization. AAO is dedicated to ethically advancing the art and science of orthodontics and dentofacial orthopedics worldwide; improving the overall oral healthcare of the public; advocating for the health and safety of the public; educating the public about the benefits of orthodontic treatment provided by an orthodontic specialist. For more information, visit aaainfo.org.

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