

# COVID -19 ORAL HEALTH RECOVERY AND TRANSFORMATION

**COHRT Community Call**

June 24<sup>th</sup>, 2020



**DentaQuest**<sup>®</sup>  
Partnership  
for Oral Health Advancement

# Interacting With Each Other

The screenshot shows the Cisco Webex meeting interface. At the top, there is a menu bar with 'File', 'Edit', 'Share', 'View', 'Audio', 'Participant', 'Session', 'Breakout', and 'Help'. Below this is a toolbar with 'Quick Start', 'Session Info', and 'Kickoff Call slid...' tabs. A green circle highlights an arrow icon in the top left corner of the toolbar. To the right, there are icons for 'Participants', 'Chat', and 'Recorder'. The main area shows a 'Participants' list with 'Christine Kenney (Host)' speaking. A green circle highlights the video and microphone icons for Christine Kenney. Below the participants list, there are icons for 'Audio' and 'Chat'. A green circle highlights the 'Chat' icon. At the bottom, there is a 'Send to:' dropdown menu set to 'All Participants' and a 'Send' button. The bottom status bar shows 'Full Screen', '67%' zoom, 'View', 'Cisco Webex', 'Session No. 132 201 1360 | You are participating in this audio conference using your computer.', 'Speak now', 'Connected', and the Cisco logo.

- ✓ Activate your pointer by clicking on the arrow in the top left corner
- ✓ Mute yourself when not speaking
- ✓ Make sure video is ON

Chat in questions/comments to "All Participants"

# Today's Agenda

- Welcome
- Teledentistry: Modalities, Considerations, Scenarios
- Team Sharing
  - The Dimock Center
  - East Boston Neighborhood Health Center
- Discussion
- Next Steps

# Learning Objectives




**Participants in this session will:**

- 1. Understand various teledentistry modalities and considerations within the COVID-19 environment and beyond**
- 2. Learn about clinical examples and care flows that illustrate the use of teledentistry within the dental practice**
- 3. Discuss peer challenges and facilitators related to implementing teledentistry within the dental practice during COVID-19**

# COHRT Community Teams

- Boston Healthcare for the Homeless
- Caring Health Center
- Community Health Programs Berkshires
- Community Health Center of Franklin County
- East Boston Neighborhood Health Center
- Family Health Center of Worcester
- Greater New Bedford Community Health Center
- Harbor Health
- Harvard Street Health Center
- HealthFirst Family Care Center
- Hilltown Community Health Center
- Holyoke Health Center
- Lowell Community Health Center
- Lynn Community Health Center
- South End Community Health Center
- The Dimock Center
- Upham's Corner Health Center

# The Bigger Picture

Domains	Focus
<b>Domain 1</b> Telehealth 	Developing/expanding telehealth strategies for providing oral health services, given current infection control and regulatory restrictions
<b>Domain 2</b> Minimally Invasive Care 	Safely providing oral health care with non-aerosol procedures
<b>Domain 3</b> Improved Surgical Intervention 	Operate dental practices under emerging infection control standards

# Where we are today

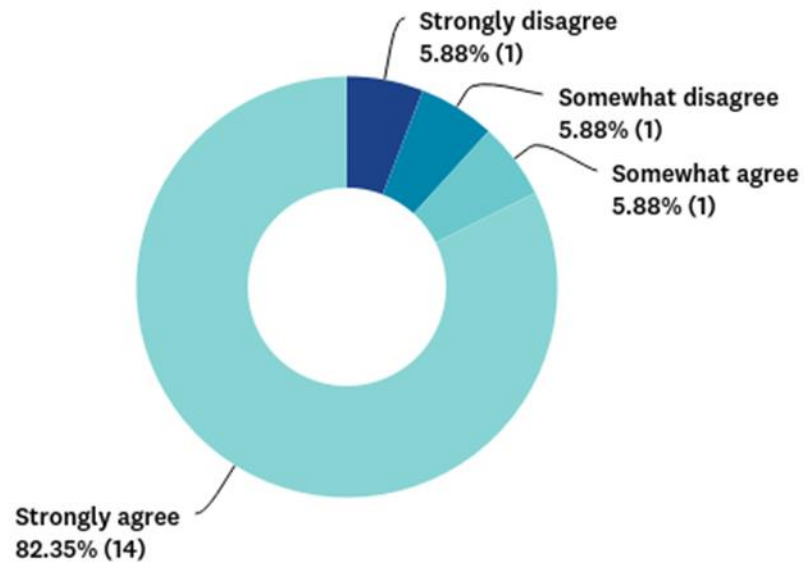


15 Clinics have started seeing patients via telehealth

*Zoom, Nextgen, Epic, Luma, OTTO, MouthWatch, Telephonic*

# Where we are today

Most believe screening and evaluating patients via telehealth has become more important than before COVID-19.

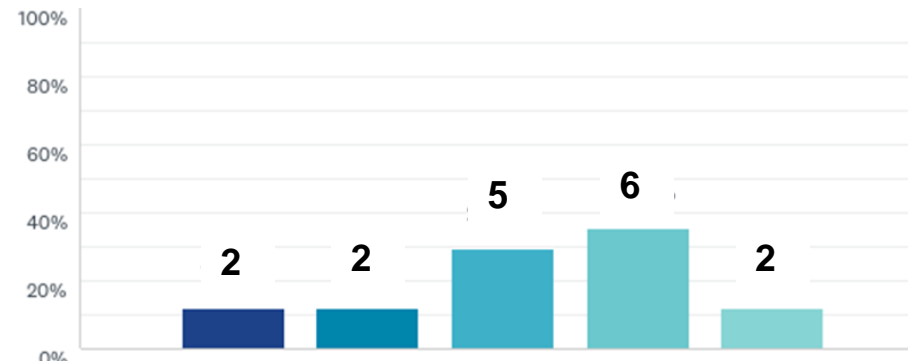
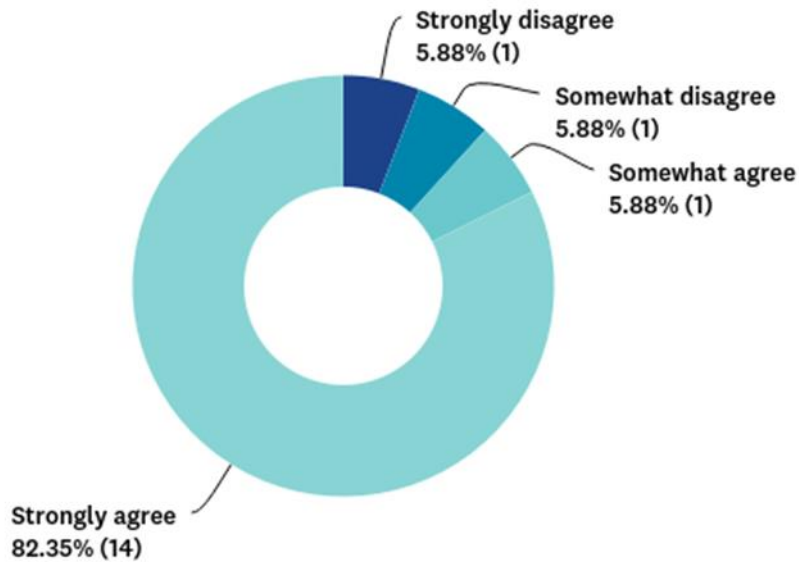




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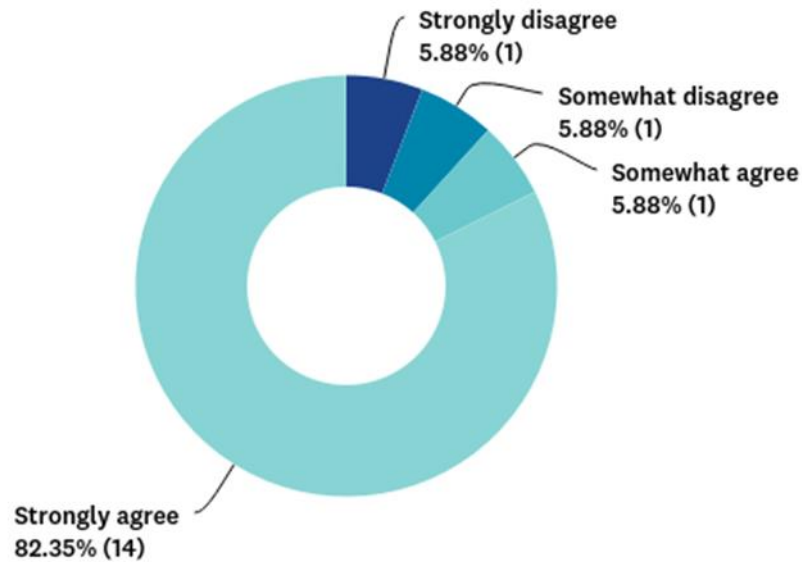
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We have a range of confidence around using Teledentistry.

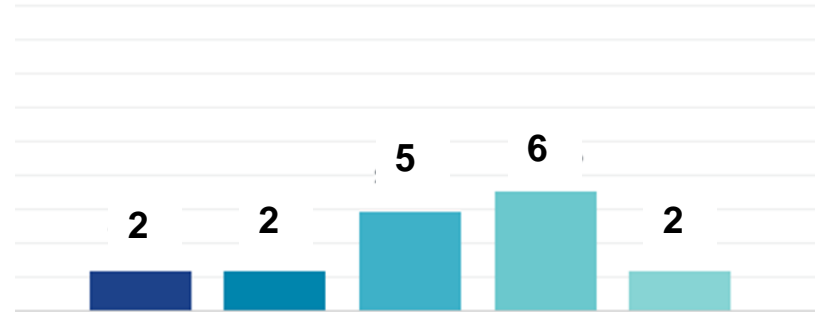


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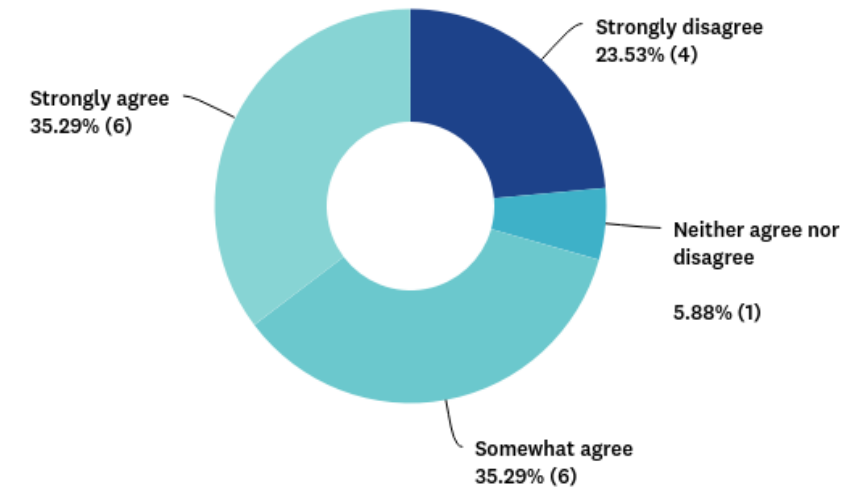
Most believe screening and evaluating patients via telehealth has become more important than before COVID-19.



We have a range of confidence around using Teledentistry.



We have different opinions about if teledentistry is a long-term solution to screening and evaluating patients' oral health.



# Disclosures



Nathan Suter, DDS  
Chief Executive Officer  
*Access Teledentistry*

*Consultant of DentaQuest Partnership  
for Oral Health Advancement*



Sharity Ludwig, EDPH, MS  
Director of Clinical Innovations  
*Advantage Dental*

*Consultant of DentaQuest Partnership  
for Oral Health Advancement*

The DentaQuest Partnership for Oral Health Advancement is an ADA CERP Recognized Provider. This presentation has been planned and implemented in accordance with the standards of the ADA CERP.

Full disclosures available upon request

This webinar will be recorded.

# Defining Teledentistry and Modalities

*“Teledentistry refers to the use of telehealth systems and methodologies in dentistry. Telehealth refers to a broad variety of technologies and tactics to deliver virtual medical, health, and education services. Telehealth is not a specific service, but a collection of means to enhance care and education delivery.”*

ADA Policy on Teledentistry

- Live Video (synchronous)
- Store-and-forward (asynchronous)
- Remote patient monitoring
- Mobile health (mHealth)

## Types of Teledentistry Visits

- Patient to Dental Team Member (DTM)
- DTM to DTM
- Medical Provider to DTM
- Allied Health Provider to DTM
- DTM to Specialist

## Types of Teledentistry Applications

- Limited Evaluation and Triage
- Examinations and Diagnosis
- Hygiene Assessments
- Satellite Clinic Coverage
- Patient Consultations
- Outreach Settings
- Specialist Consultations
- Medical-Dental Integration
- Care Coordination
- Translation

# Considerations with Teledentistry



Leadership



Infrastructure



Workforce



Scope of practice



Licensing and credentialing



Billing



Workflows



Technology



Evaluation



Community Partnerships



Patient Engagement

# Scenario 1 – Limited Evaluation and Triage

**Description:** A 35-year-old female, existing patient was eating and noticed a piece of a dental filling had come out two days prior. The patient was experiencing lingering pain when drinking cold liquids and it has been keeping her up at night. You are in your office today but do not have availability until next week.

**Process:** She went to your website and filled out a *Teledentistry Consent and Questionnaire*. Your staff reviewed the digital form and asked the patient to send a photo of the problem area via your secure messaging platform. They scheduled the patient for a video conference via Zoom later that afternoon.

Methodology	Type of Visit	Originating Site / Presenter	Originating Site Coding	Distant Site	Distant Site Coding
Synchronous	Patient to Dentist	Patient's Home / Patient	Not applicable	Dentist's office	D9995, D0140



# Scenario 1 – Limited Evaluation and Triage

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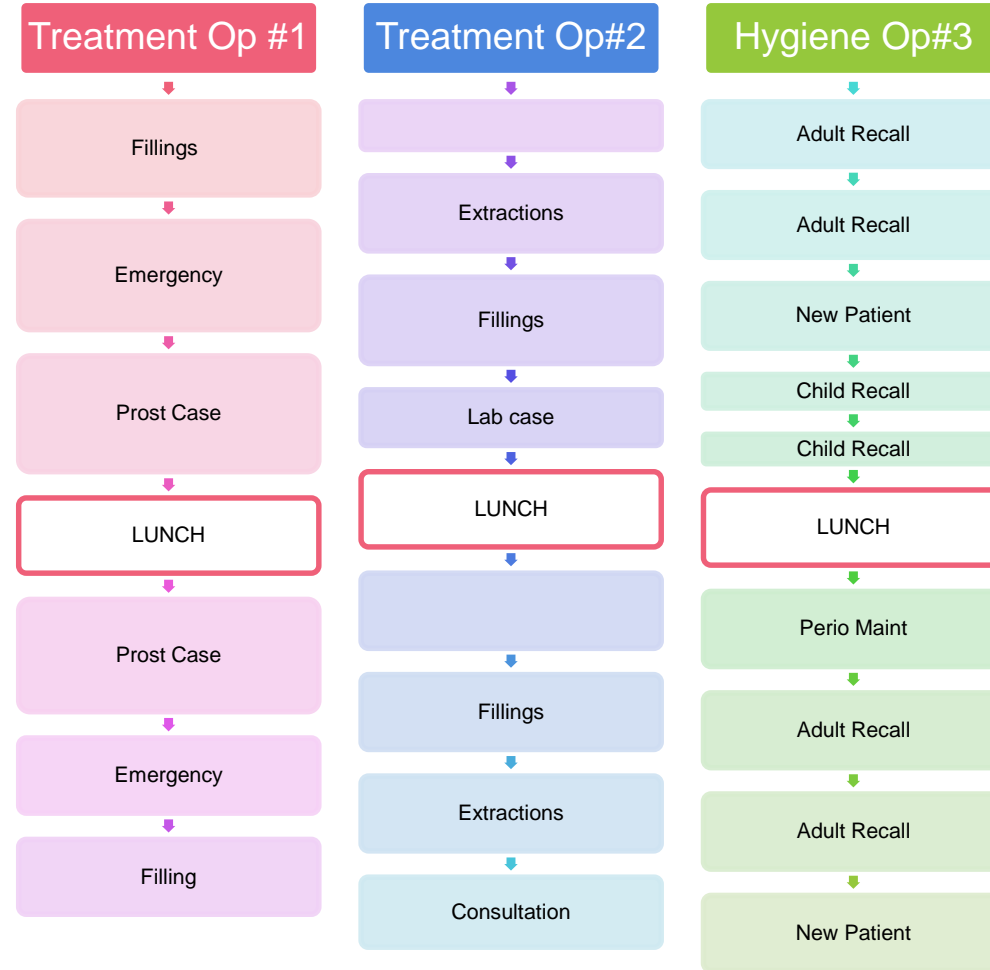
**Outcome:** The dentist reviewed the digital form and image. The tooth in question is a mandibular molar. Between patients, you created a referral and gave it to your treatment coordinator. You recommended that the patient go to the endodontist for root canal therapy and asked your staff to schedule a follow up for a crown following RCT.

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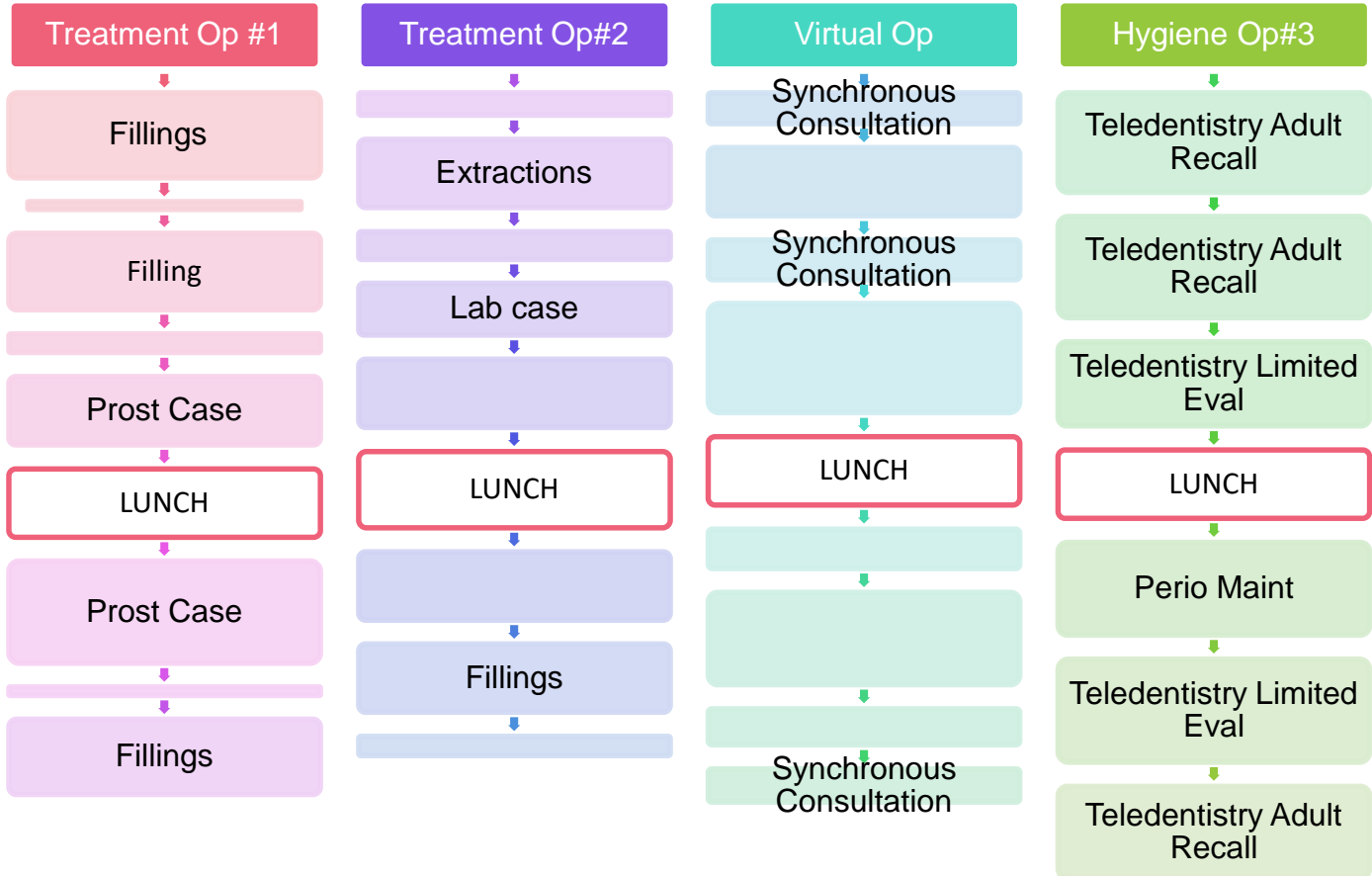


# Pre-C19 Scheduling



$$\begin{matrix} \text{6} \\ \text{Treatment} \end{matrix} + \begin{matrix} \text{6} \\ \text{Treatment} \end{matrix} + \begin{matrix} \text{9} \\ \text{Hygiene} \end{matrix} = \begin{matrix} \text{21} \\ \text{Total} \\ \text{Visits} \end{matrix}$$

# Post C-19 Scheduling with Teledentistry



# TEAM SHARING

THE  
DIMOCK  
CENTER

# EAST BOSTON NEIGHBORHOOD HEALTH CENTER



# DISCUSSION

# NEXT STEPS





**First data submission!  
July 10<sup>th</sup>,  
2020**

**COHRT Community Hub**  
[DentaQuestPartnership.org/cohrt-community-hub](https://DentaQuestPartnership.org/cohrt-community-hub)

**FEATURED RESOURCES**



COHRT Welcome Packet



OSHA Guidance for Dentistry Workers and Employers



Guidance for Interim

**DATA MEASUREMENT TOOL**

Look to better analyze your practice's data to better understand your disease management or interprofessional efforts, improve patient experience and better understand outcomes of your practice?

Check out our customizable data measurement tool.

[Learn More](#)



**COHRT EVENTS**

**Jun 24** | Community Call #1 - Teledentistry  
[Learn More](#)

**Jul 7** | Faculty Office Hours - July  
[Learn More](#)

**Jul 10** | Monthly Data Submission Due - June  
[Learn More](#)



# July Faculty Office Hour: Teledentistry

**In the next 2 weeks, once you've had a chance to test strategies, this office hour will be an opportunity to:**

- Informally discuss remaining questions
- Discuss useful resources/materials
- Learn and share new ideas with peers and faculty



**July 7<sup>th</sup> 1-2 PM ET**

## Don't Miss Out On CE's

**Take the webinar evaluation survey to receive CE credit!**



**A link for the evaluation will appear  
when you exit WebEx**

# Next Steps Summarized

1. Explore COHRT Hub
2. RSVP for [optional] Faculty Office hours July 7<sup>th</sup>
3. Complete post-call evaluation for CE and feedback

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