

Provider Telehealth Trends in Dentistry During the COVID-19 Pandemic



Study Design

- Surveyed DentaQuest network of providers in March 2021.
- Compared dental provider utilization of teledentistry in early 2021 with two other timepoints during the COVID-19 pandemic in 2020.



Results

- The survey showed consistency in teledentistry utilization among the participating dental providers compared with 2020.

Providers Using Telehealth	
March 2021	22%
August 2020	23%
June 2020	27%

- Dental providers in public health settings were slightly more likely to use telehealth than providers in private practices settings (32% vs 21%).
- Providers thought that the following services could be done more efficiently via telehealth than in-office:
 - Facilitating a referral (57%)
 - Prescribing antibiotics or medication for pain (53%)
 - Providing oral hygiene instructions (41%)



Conclusions

- Dental providers have become comfortable with telehealth and see it as an investible service modality to meet the needs of their patients.
- We must build on the emergency-enabled growth of teledentistry seen during the pandemic and offer preventive, integrated, and patient-centered services.