Approaches for Prioritizing Care in Response to COVID-19

This resource is designed to support dental care teams in identifying patient’s health and risk status using in-office and teledental service modalities.

For the Front Desk Team:
Prioritizes patient outreach and provides scheduling recommendations.

For the Dental Clinical Team:
Suggests management and interventions based on health and risk status.
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<th>Oral Health Status (including risk factors that affect oral health)</th>
<th>Management Type</th>
<th>Targeted Outreach and Scheduling Approaches</th>
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<th>Caries Risk Assessment (CRA)</th>
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| **Excellent Oral Health** | Self-management | Teledental Health Promotion/Disease Prevention (HP/DP) visit: | • Motivational Interviewing: D9994  
• Caries Risk Assessment: D0601-0603  
• Oral Hygiene Instructions: D1330  
• Nutritional Counseling: D1310  
**Description:** Using motivational interviewing/shared decision-making techniques, craft a home care plan with patients and families to maintain low caries risk, promote oral health and overall health | CRA: Low  
PRA: Low |
| **Moderate/Good Oral Health** | Self-management | Teledental visit*: | • Teledental HP/DP above | CRA: Low/Moderate  
PRA: Low/Moderate (or chronic gingivitis as a diagnosis) |
| Disease management | *In-office visit: (if needed) | • Non-aerosol, low aerosol or minimally invasive procedures ¹  
• Droplet precautions and aerosol-mitigating engineering and clinical options ² |  
**Compromised or At-Risk for Oral Diseases** | Self-management | Teledental visit: | • Teledental HP/DP as above and schedule in-office visit according to risk | CRA: Moderate/High  
PRA: Moderate or chronic gingivitis/periodontitis |
| Disease management | In-office visit: | • Non-aerosol, low aerosol or minimally invasive procedures ¹  
• Treatment plan with in-office visits scheduled according to low aerosol or mod/high aerosol producing visits ² |  
**Poor Oral Health** | Self-management | Teledental visit: | • Teledental HP/DP as above and schedule in-office visit according to risk  
• May include prep for in-office and post-operative instructions for in-office visit | CRA: Moderate/High  
PRA: High |
| Disease management | In-office visit: | • Non-aerosol, low aerosol or minimally invasive procedures ¹  
• Treatment plan with in-office visits scheduled according to low aerosol or mod/high aerosol producing visits ² |  
**Emergency or New Dental Patient** | Self-management | Teledental visit: | • Teledental HP/DP as above and schedule in-office visit according to emergency  
• May include prep for in-office and post-operative instructions for in-office visit | CRA: Determine  
PRA: Possibly determine |
| Disease management | In-office visit: (if needed) | • Non-aerosol, low aerosol or minimally invasive procedures ¹  
• Moderate/high aerosol procedures ² |  
¹ *Non-aerosol, low aerosol or minimally invasive procedures*  
Preventative: Exams, hand scaling  
Prevention and Caries Control: Fluoride Varnish, Silver Diamide Fluoride (SDF), Curodont Repair Fluoride Plus  
Minimally Invasive Dental Procedures or Materials: GIC sealants, ART + Hall techniques, Non-surgical extractions  
² **Engineering Controls and Aerosol mitigating in-office clinical/procedural options**  
In-office rinse  
Rubber dam use  
In-room aerosol evacuators and HVAC design  
High speed suction attachments such as Iso-lite  
Minimally invasive dental treatments and products  
Electric handpiece uses in lieu of air-driven high speed handpieces