Interacting With Each Other

Mute yourself when not speaking (using your computer or phone)

Make sure video is ON

Question? Comment?

Raise your hand

OR

Chat in to "All Participants"

[Screenshot of Cisco WebEx interface]

File Edit Share View Audio Participant Session Breakout Help

Quick Start   Session Info   Kickoff Call slid...

01

Participants   Chat   Recorder

∨ Participants

Speaking: **Christine Kenney (Host)**

∨ Panelist: 1

○ 🖥 **Christine Kenney** (Host, me)

∨ Attendee: 0

Audio

∨ Chat

Send to: All Participants

Select a participant in the Send to menu first, type chat message, and send...   Send

Full Screen 67% View ∨

webex Session No. 132 201 1360 | You are participating in this audio conference using your computer.

Speak now ||||||| | Connected ● 🔒 CISCO
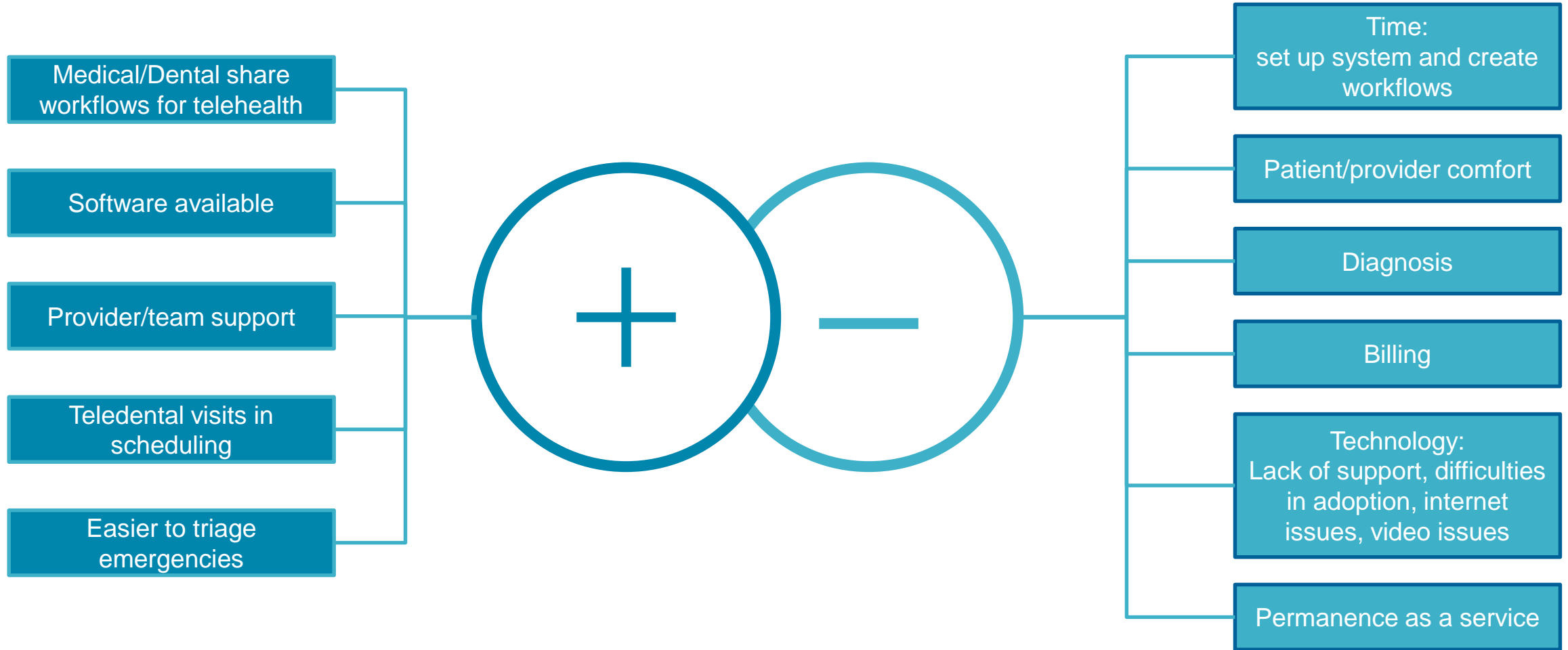
Today's Agenda

- Welcome

- Discussion: Revisiting Teledentistry & Learning from Each Other

- Next Steps

What we've heard from you

How confident your dental practice is in operationalizing care flows using teledentistry strategies
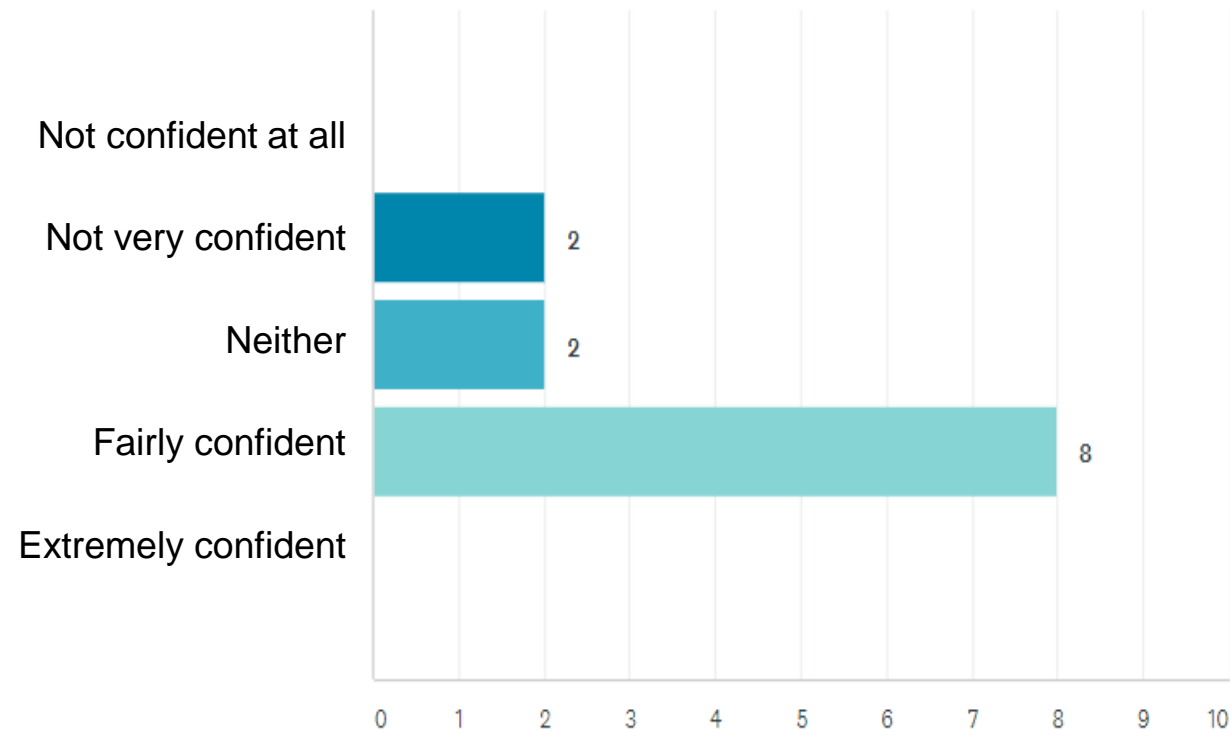
Teledentistry: Facilitators and Barriers

+

- Medical/Dental share workflows for telehealth
- Software available
- Provider/team support
- Teledental visits in scheduling
- Easier to triage emergencies

−

- Time: set up system and create workflows
- Patient/provider comfort
- Diagnosis
- Billing
- Technology: Lack of support, difficulties in adoption, internet issues, video issues
- Permanence as a service

Learning Objectives

Participants in this session will:

1. Discuss peer experience testing and implementing teledentistry in response to COVID

2. Learn about processes and care flows that illustrate the use of teledentistry within the dental practice

DISCUSSION

LEARNING FROM EACH OTHER: TELEDENTISTRY

DentaQuest

Partnership
for Oral Health Advancement

What we've heard from you

Are you using telephone or video for teledentistry visits?
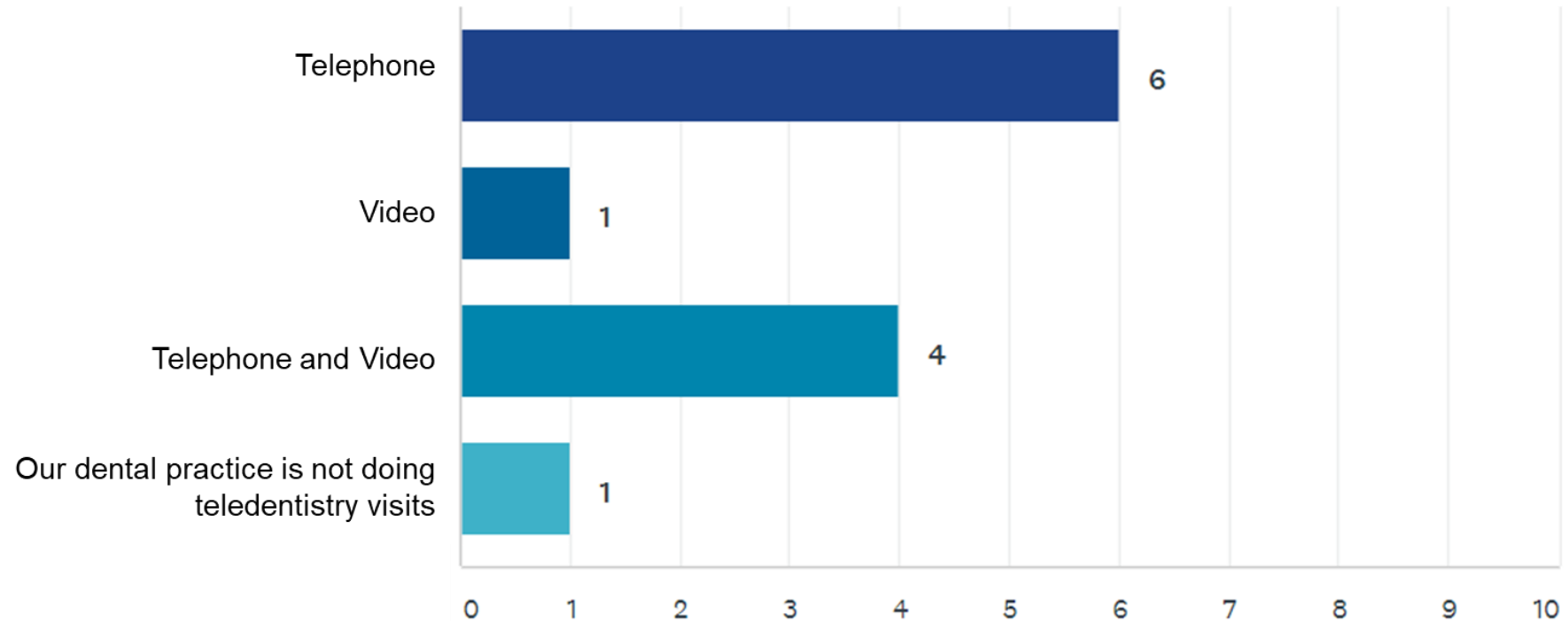
How have you helped/motivated your patients to adopt teledentistry?
What challenges have you faced with patient adoption?

Support staff help patients prior to teledental visit
    -patient challenge with technology

Care coordinator guides patient through technology set-up prior to appointment

Medical uses community health coordinator to guide patient, could adopt in dentistry

Patients prefer in-person dental visit when given option of in-person or virtual visit

Dentistry is limited in procedures that can be done virtually

Inconsistent access to technology

What have you heard from patients about their experience using teledentistry? Please share.

Would you recommend your telehealth platform to other health centers? Why or why not?

What has driven your staff and providers to utilize teledentistry? What challenges are you facing?

Provider time limited

Limited space/providers need private space for virtual visit   --> use of virtual background or headphones   or noise machines
                                                    --> staggered scheduling of virtual visits

Long-term status of telehealth reimbursement

Emergency visit effeciency with teledentistry

Sensitivity to patient data resources

Ability to respond on-demand

How has telehealth impacted Interprofessional practice at your health center?

Improved?
Become more difficult?

Virtual handoffs to medical providers

Follow-up scheduling from medical to dental and vis versa

Lack of in person contact with medical colleagues is a challenge

Tell us about how you've created or adjusted your teledentistry workflows…

To save PPE?

To reduce administrative burden for front office?

To maximize patient engagement?

Reorganized office space to accommodate changes?
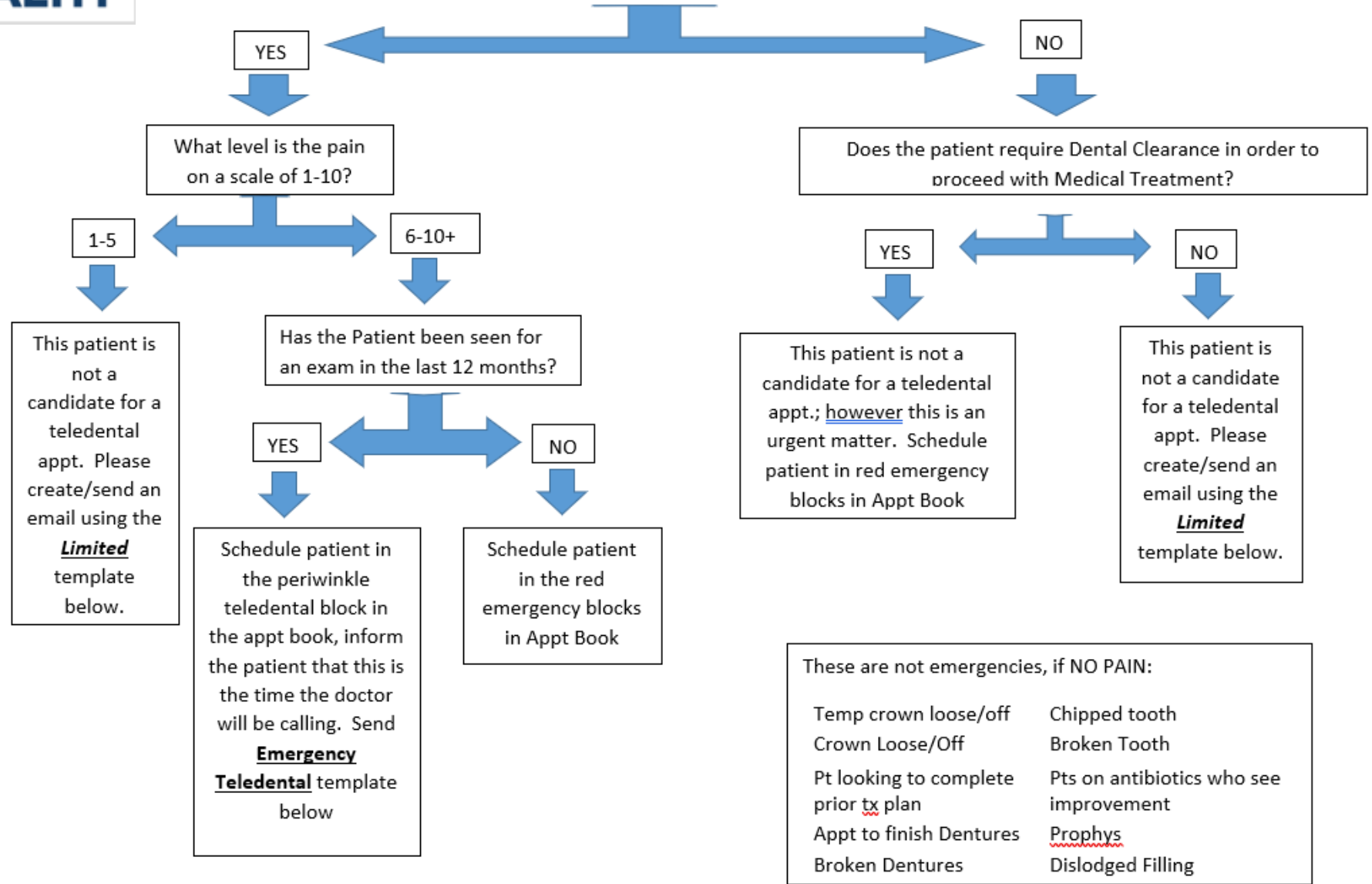
Experience creates efficiency

Included residents in workflow

Front desk act as decision makers for telehealth or in-person visit

Adoption of full workflow creates flexibility for short and long term

DentaQuest

Adult Teledental Triage Workflow

*Is the patient in **PAIN** and/or experiencing **SWELLING**?*

YES ← → **NO**

YES branch

What level is the pain on a scale of 1-10?

1-5 ← → **6-10+**

1-5
This patient is not a candidate for a teledental appt. Please create/send an email using the **Limited** template below.

6-10+
Has the Patient been seen for an exam in the last 12 months?

YES ← → **NO**

YES
Schedule patient in the periwinkle teledental block in the appt book, inform the patient that this is the time the doctor will be calling. Send **Emergency Teledental** template below

NO
Schedule patient in the red emergency blocks in Appt Book

NO branch

Does the patient require Dental Clearance in order to proceed with Medical Treatment?

YES ← → **NO**

YES
This patient is not a candidate for a teledental appt.; <u>however</u> this is an urgent matter. Schedule patient in red emergency blocks in Appt Book

NO
This patient is not a candidate for a teledental appt. Please create/send an email using the **Limited** template below.

These are not emergencies, if NO PAIN:

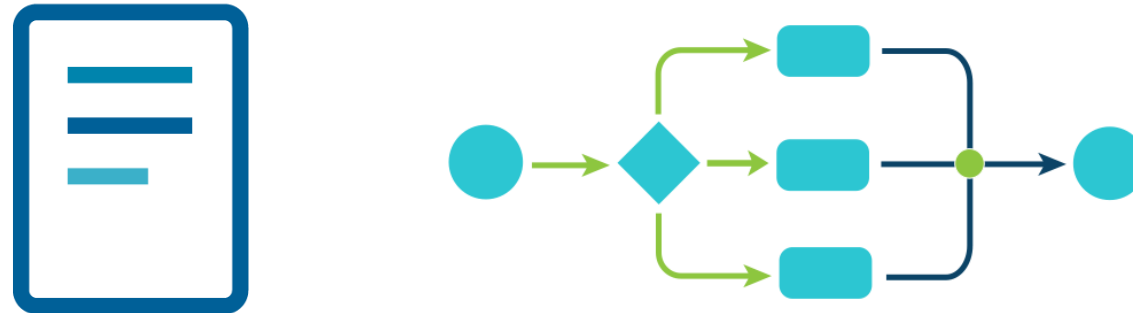|	
Temp crown loose/off	Chipped tooth
Crown Loose/Off	Broken Tooth
Pt looking to complete prior tx plan	Pts on antibiotics who see improvement
Appt to finish Dentures	Prophys
Broken Dentures	Dislodged Filling

NEXT STEPS

Sharing Your Telehealth Workflows

Do you have documentation (e.g. policies, SOP's, workflows) that you'd be willing to share?

Let your coach know!

Faculty Office Hour

No scheduled office hour this month

If you have questions or would like to speak with any COHRT Faculty, please reach out to your coach to be connected.

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when you exit WebEx