

Telehealth Office Hour: Follow-up Strategies for Implementing Teledentistry

March 10, 2022



THE NACHC MISSION

America's Voice for Community Health Care

The National Association of Community Health Centers (NACHC) was founded in 1971 to promote efficient, high quality, comprehensive health care that is accessible, culturally and linguistically competent, community directed, and patient centered for all.



Welcome! Housekeeping

- Today's meeting is being recorded. The recording will be available within two weeks after the event.
- Looking for the slides? They will be emailed out after the presentation.
- Any tech issues during today's event, please send us a note in the chat or email trainings@nachc.org
- You will be directed to a survey after the event. Thank you in advance for your feedback!

Share Your Comments!

Enter your comment in the chat box on the right-hand side of your screen.

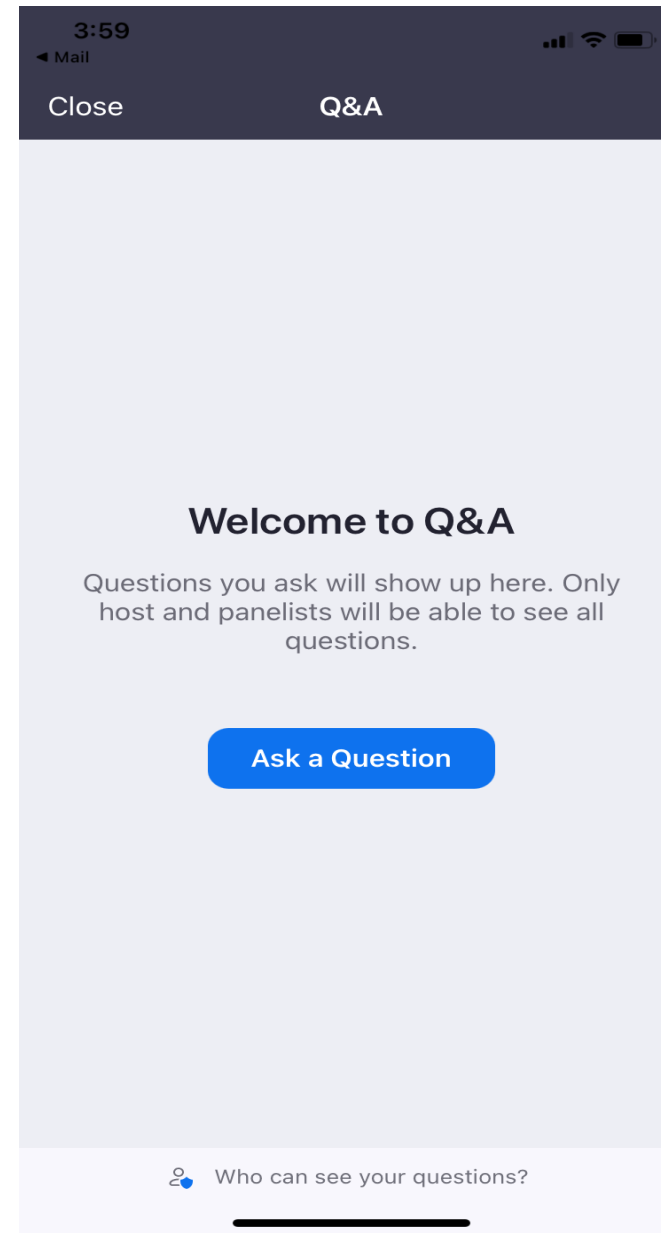
OR

To ask a question/make a comment verbally, raise your hand so we can unmute you.

- **Please make sure your audio is connected in order to participate.**

Q&A Feature

- The Q&A feature is available to ask questions or make comments anytime throughout today's Office Hour.
- We will answer as many questions as possible.



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Supported Vendors:

athenaOne

**athenaFlow/athenaPractice
(formerly Centricity)**

eClinicalWorks

Greenway Intergy

NextGen Healthcare

(Coming Soon) EPIC

NACHC supports several user groups for Health Centers that utilize various Electronic Health Record (EHR) platforms. These user groups provide a vehicle for health centers to meet and discuss common issues, share experiences and gain valuable insight on accomplishments and best practices.

NACHCs EHR User Groups

Benefits of joining an EHR User Group:

- Connect with other Health Centers who use the same EHR platform as you do.
- Discuss issues and enhancements that are most important to Health Centers.
- Groups are led by Health Centers, HCCN's and PCA staff on a voluntary basis.
- Online forums to exchange ideas, lessons learned and best practices.
- Groups meet both virtually and in-person.
- NACHC provides support via WebEx, conference calls and meeting space at our major conferences.

Questions? E-mail: PStringfield@nachc.org

Today's Session: Follow-up Strategies for Implementing Teledentistry

This office hour will address questions and scenarios raised by health centers as they continue on their paths to implement the many applications of teledentistry. This session will provide useful tips and examples for developing tele dentistry workflows and highlight case use examples focusing on pediatric populations.

Presenters:

- **Irene Hilton, DDS, MPH**, National Network for Oral Health Access (NNOHA)
- **Yogita Thakur, DDS, MS**, Dental Director, Ravenswood Family Health Center



Follow-up Strategies for Implementing Teledentistry

March 10, 2022

NACHC Telehealth Office
Hours

Objectives

1. Learn sample teledentistry workflows
2. Understand how the elements of the infant oral care visit are provided with teledentistry
3. Describe examples of teledentistry's role in collaboration between pediatrics and dental in a health center

Speakers:

1. **Dr. Irene Hilton, NNOHA Dental Consultant**
2. **Dr. Yogita Thakur, Dental Director, Ravenswood Family Health Center, Palo Alto, CA**

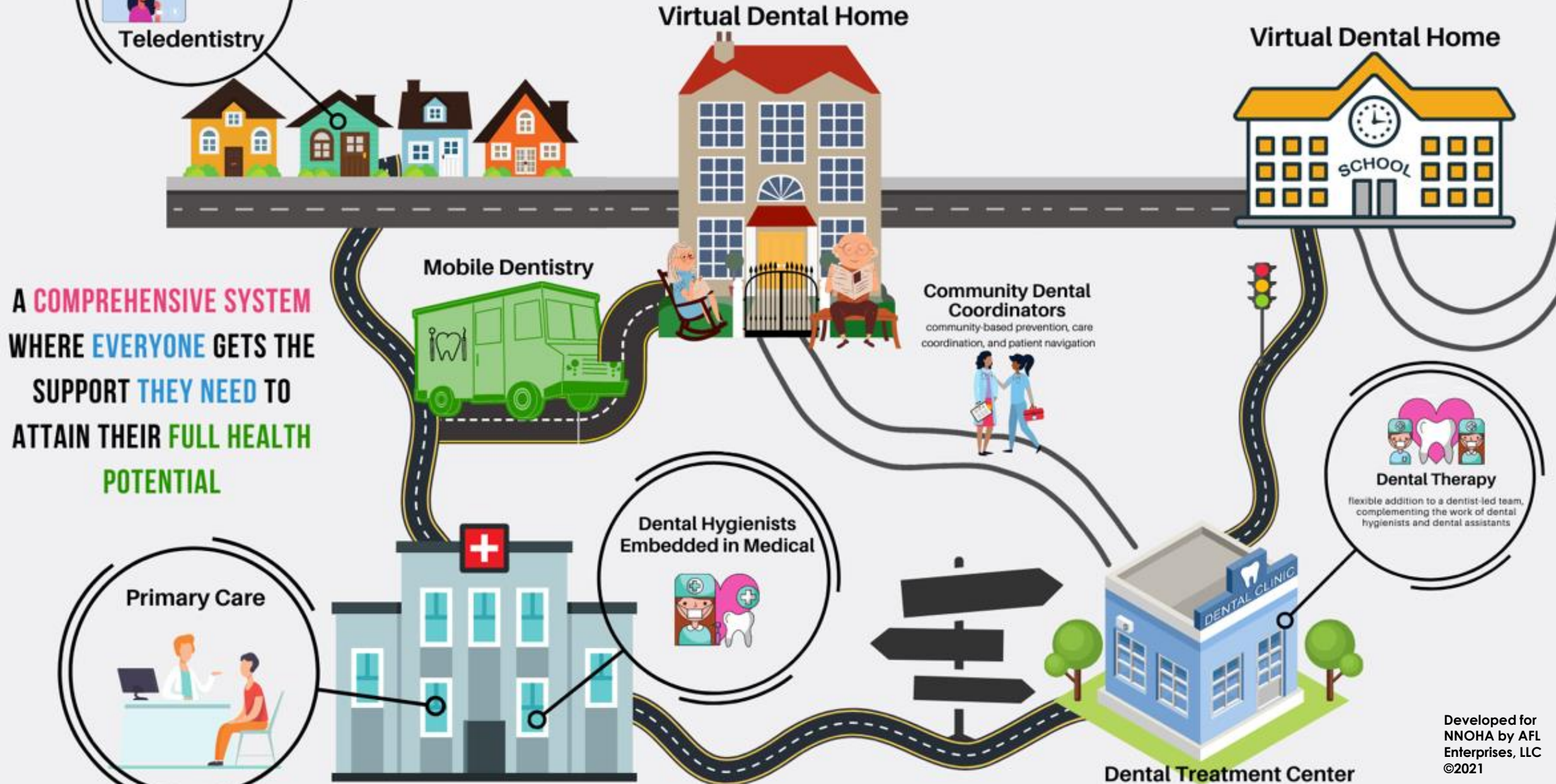


Agenda

- Teledentistry workflows, the infant oral health care visit- Dr. Hilton (*15 min*)
- Ravenswood synchronous and asynchronous Tele dentistry programs, pediatrics-dental collaboration- Dr. Thakur (15 min)
- *Questions & Discussion*



DELIVERY SYSTEM DESIGN FOR ORAL HEALTH EQUITY





Workflows for Teledentistry

Dr. Irene Hilton



How FQHCs are using Teledentistry



- ER Triage
- Pre-in person visits
- Preventive care
- Office visits
- Post-operative visits

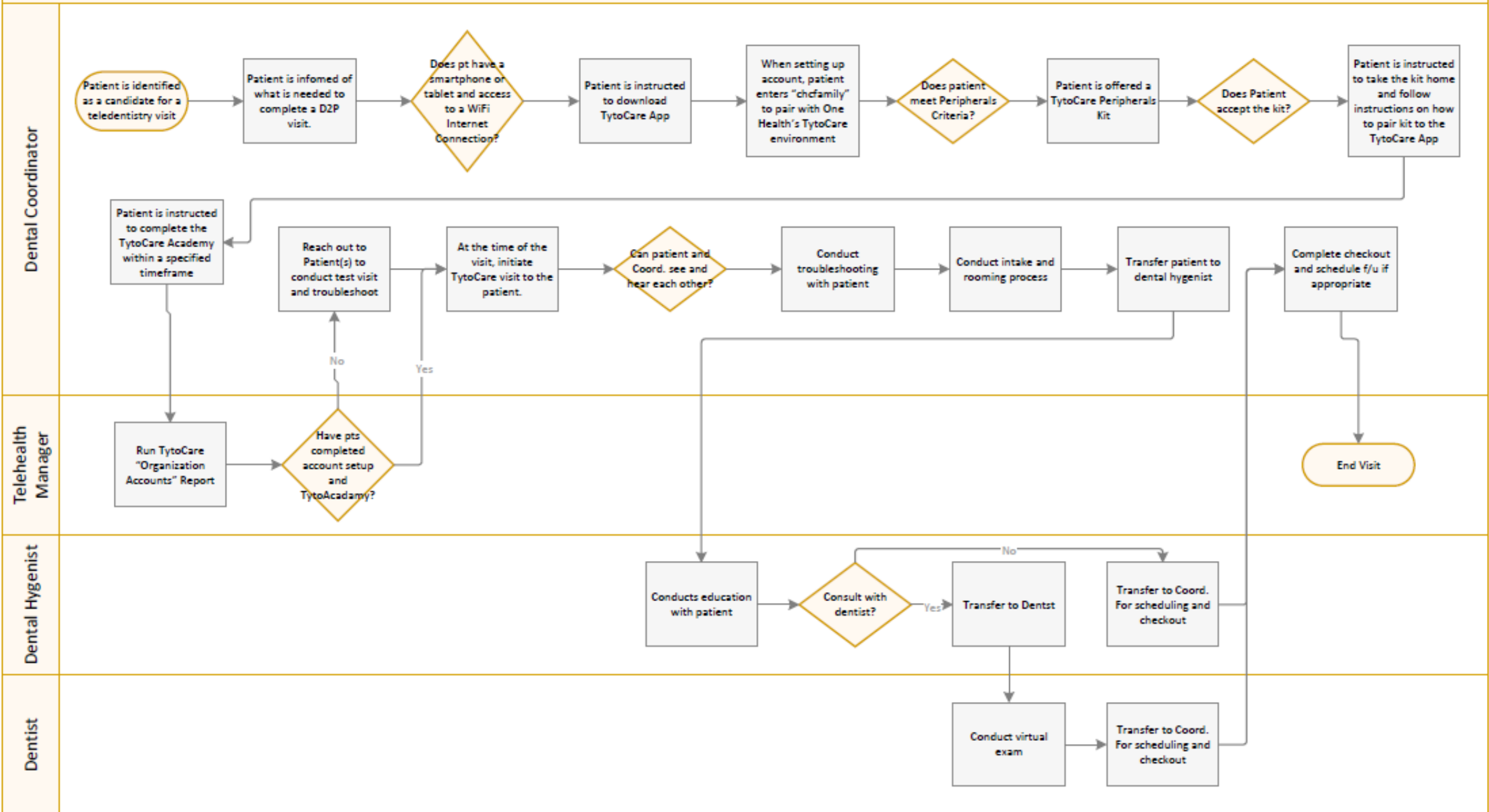


- Visual exam for patients not needing x-rays
 - Children 0-5



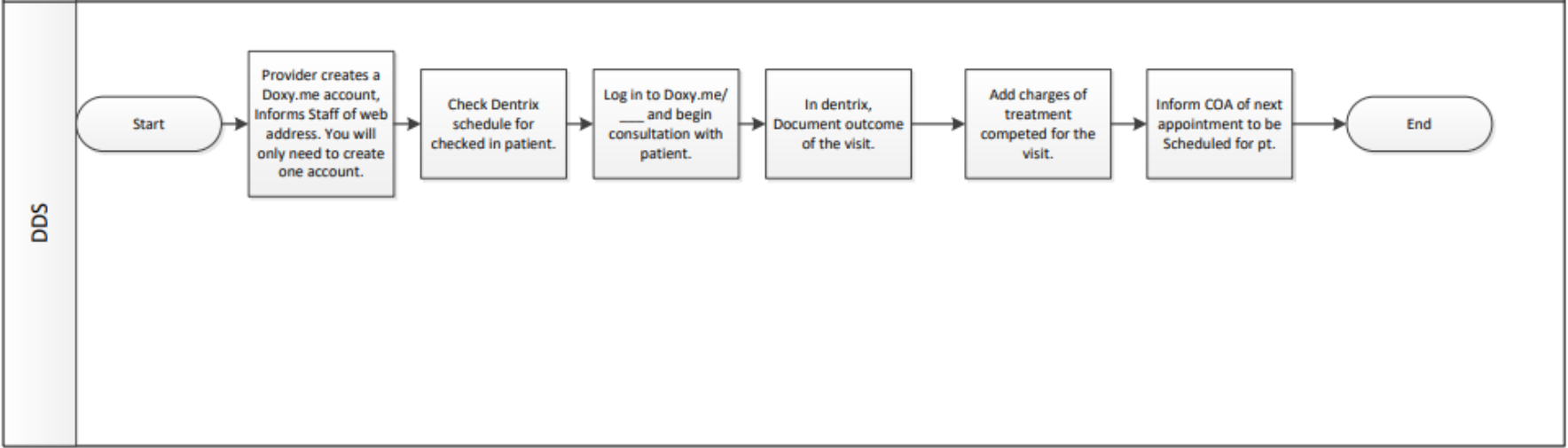
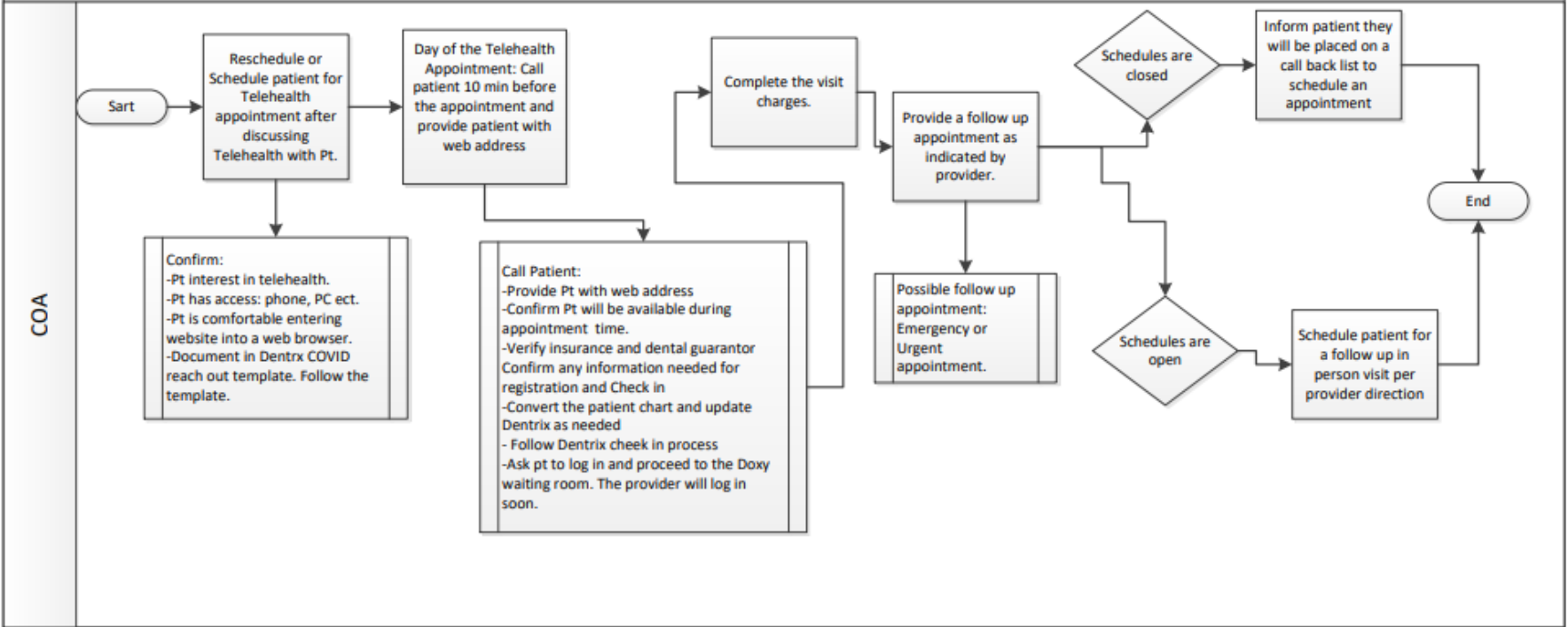
Tele-Dentistry Workflow

11/24/2021

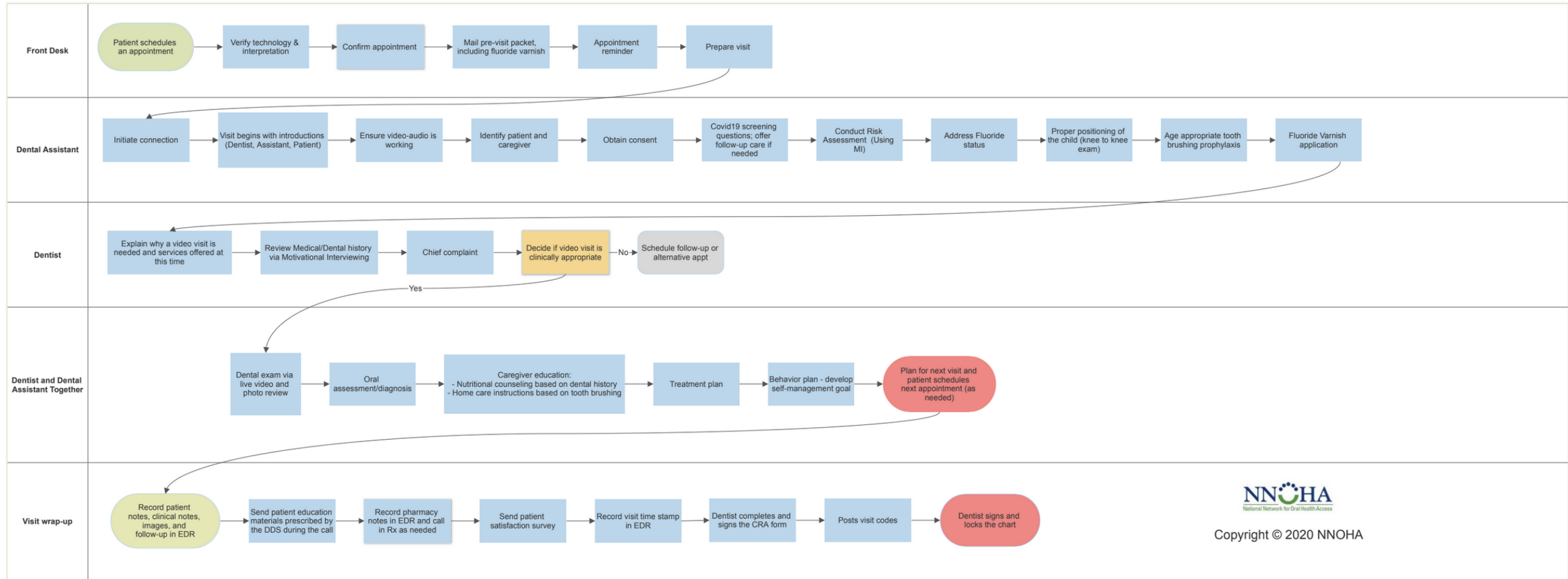


Telehealth Workflow

Phase



Generic Teledentistry Workflow



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<https://drive.google.com/file/d/1txf1Zi7phYdmoSdnSuYREoaX9ornzml/view>

National Network for Oral Health Access



Infant Oral Health Care Visits

“Why Not Virtual? vs. “Why Virtual?”





1. Risk assessment

2. Proper positioning



3. Exam using photos and



4. Coaching toothbrushing and helping set up home care



5. Motivational interviewing and self-management goal setting



6. Supervising fluoride varnish applications

**Does this care
need to be
delivered in a
dental
operator?**



Ramos-Gomez FJ. A model for community-based pediatric oral health: implementation of an infant oral care program. *Int J Dent.* 2014;2014:156821





- Pre-visit package mailed to caregivers
- Risk assessment
- Self-management goal setting



“I would definitely recommend appointment through video call. My daughter got her teeth checked while being at home and **I also learned new tips on how to brush and floss her teeth.**”



Diagnose caries with caregiver generated images



Coach and demonstrate brushing & use of FL toothpaste



Caregiver-administered Fluoride Varnish



Cavity Free SF Videos



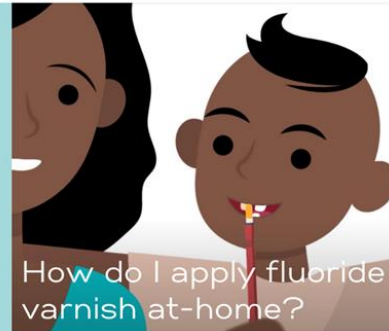
Welcome to your teledentistry visit

- 1 minute video that explains
- How do I get set-up?
 - What can I expect during the teledentistry visit?
 - How should I position myself and my child?



How do I take intraoral photos of my child's teeth

90 second video detailing for the caregiver how to take the best pictures of the child's teeth prior to the teledentistry visit.



How do I apply fluoride varnish at-home?

90 second video detailing what comes in a mail home fluoride varnish kit and how to properly apply to child's teeth with dental team supervision.



Brushing my child's teeth to prevent cavities.

90 second video detailing proper technique for toothbrushing, the proper amount of fluoride toothpaste and how often children should brush their teeth!

Translations available: Spanish, Chinese (simplified)

<http://www.cavityfreesf.org/>



National Network for Oral Health Access

NNOHA Teledentistry Learning Collaborative

Learn and share strategies for using synchronous teledentistry beyond traditional emergency triage.

When: August 2022-February 2023 (virtually)

Participation includes:

- 4 60-minute Zoom calls
- 3 coaching calls with an expert
- Access to a community of innovators

How to Apply: Email Rachel Johnston at rachel@nnoha.org to request an application.

Applications open June 2022



Increase the percentage of health center patients who receive oral health services through synchronous teledentistry



Test strategies that improve your capacity to offer services via teledentistry



Develop and implement an effective teledentistry service line



Collaboration with Pediatrics

- Yogita Butani Thakur DDS, MS

Ravenswood Family Health Network, East Palo Alto, CA

ythakur@ravenswoodfhc.org



Ravenswood Family Health Network

- Federally Qualified Health Center located in East Palo Alto, CA (a majority-minority community)
- Primarily serving patients from South San Mateo County and North Santa Clara County
- Primary, dental, behavioral health, vision care with in-house pharmacy
- >90% of our patients have incomes under 200% FPL
- >75% of our patients speak a non-English first language (usually Spanish or Tongan)
- CA Bay Area – very high costs of living
- Started Asynchronous Tele-Dentistry in 2012 in collaboration with pre-schools and parent co-ops, adapted during the pandemic and added Synchronous tele-dentistry



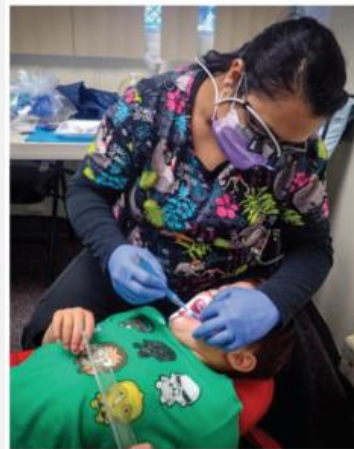
Tele-dentistry

- Addresses barriers that prevent patients from seeking timely care (transportation, taking time off of work, lost wages, etc.) and encourage timely access
- Creates patient-centered care
- Provides the opportunity for the patient to be more involved and engaged
- Allows for integration of dental services
- Helps expand the capacity of the existing dental program
- Lower no show rate



Asynchronous Tele-dentistry (Virtual Dental Home)

- Asynchronous: Collection of patient data (x-rays, photos and/or video) that is transferred to the dentist for review and treatment planning.



Synchronous tele-dentistry

- Real time, face to face visit between the patient and the dental provider using an app (may be embedded in the EHR or be stand alone).

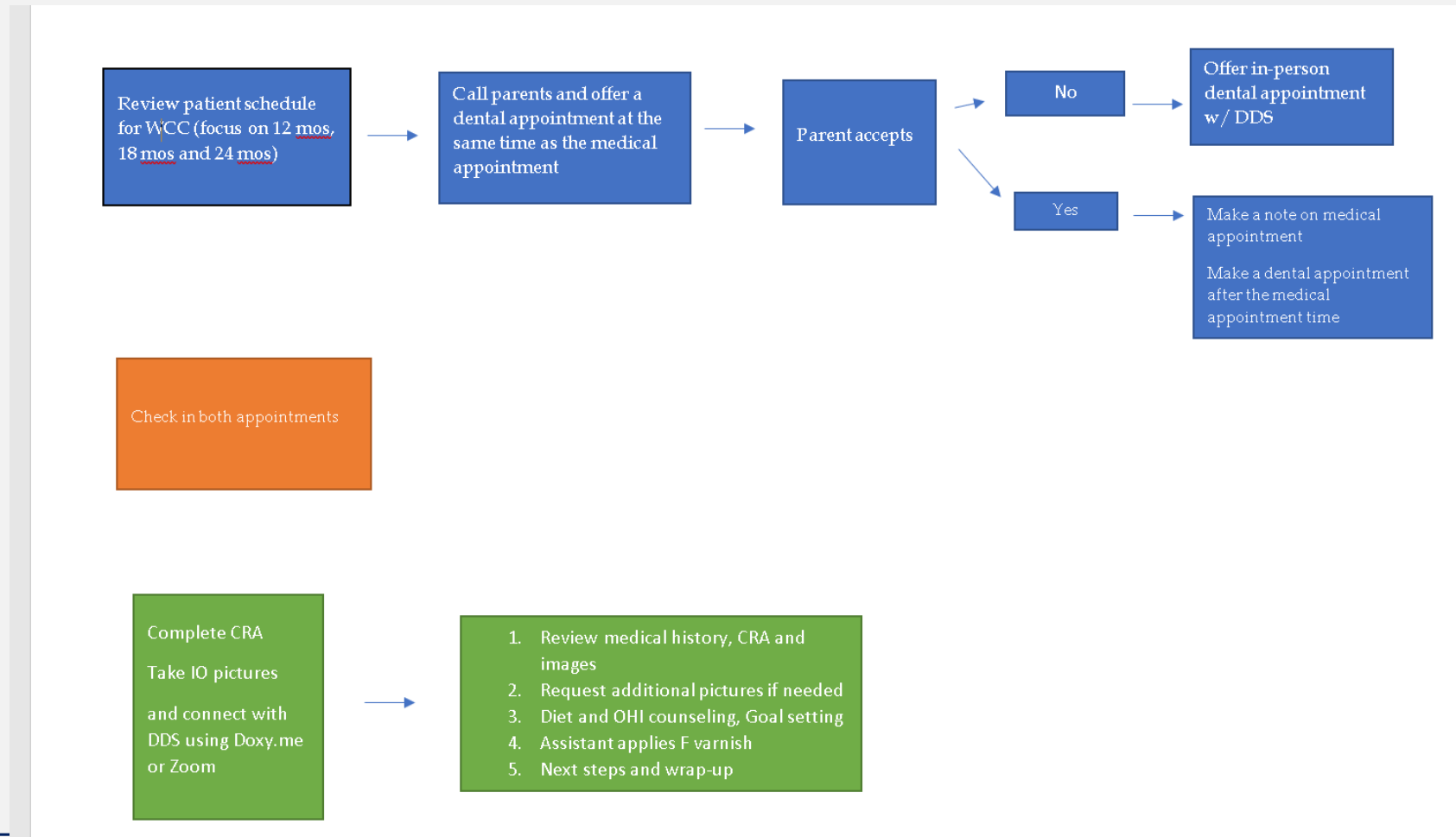


Medical Dental Integration

- Medical and dental co-visits
 - Assistant performs risk assessment, connects the family to the DDS using live TD platform.
 - Assistant takes pictures/x-rays of teeth as needed/directed and applies F varnish
 - DDS discusses goal setting, treatment plan and next steps



Integrated medical-dental visit workflow



Other opportunities:

- Medical consult



- Managing oro-facial trauma



Workforce

| | Front desk | DA (care coordinator) | DDS |
|--------------------------|---|--|---|
| Traditional dental visit | <p>Schedule appointment</p> <p>Check/Confirm insurance</p> <p>Send reminders to confirm appointment</p> <p>Send text confirmation</p> | <p>Seat the patient</p> <p>Review Health History, medications, chief complaint</p> | <p>Performs the exam/scheduled procedure</p> |
| Tele-dental Visit | <p>AND</p> <p>Send patients information on preparing for the visit (Email/text)</p> <p>Send/receive information from the patient (photos)</p> | <p>AND</p> <p>Ensure connectivity day of the visit</p> <p>Transfer patient images in the patient's chart</p> | <p>Performs the exam, reviews next steps,</p> |



High patient satisfaction
Ease of use if there is familiarity with technology
Clear patient-provider expectations
Reduced no-shows for dental treatment appointments
Increased treatment plan completion rates

STRENGTHS

Technology
Are the DDS prepared for the change?
Are the dental insurances ready for the change?
Dental reimbursement is for surgical procedures.

WEAKNESSES

OPPORTUNITIES

Increased demand for dental services
Patients and providers have all been exposed to tele-medicine
May be a way to increase access to preventive services

THREATS

“Dentistry is a surgical specialty” mindset
Reimbursement of tele dentistry services after the National Emergency is unclear
Staffing





Questions & Discussion



Contact Us!



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