

# Teledentistry Workflow for Technology-Restricted Patients

*This workflow is for patients with dental concerns that need photo/video consult with their provider but do not have the ability to do this at home (i.e. patient does not have a camera/smart phone or wifi). The goal of this method is to minimize health center staff and patient interaction.*

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## **Steps for How to Conduct a Teledent Visit in the Clinic Parking Lot**

1. Patient contacts provider/clinic with a dental concern.
2. Clinic schedules an appointment. Patient receives specific instructions of date, time, and location to park in parking lot (e.g., appointment is on Monday, April 13th at 2PM. Please park in labeled SPOT B in parking lot and call upon arrival).
  - a. Prior to arrival to the clinic, (if possible) the patient completes:
    - i. a screening on the phone with a medical or dental provider
    - ii. COVID-19 screening
    - iii. virtual consult consent form
3. When the patient arrives for their appointment, the patient calls the clinic to notify a staff member they have arrived.
4. A clinic staff member, in appropriate PPE, brings the patient an iPad/tablet, mask and gloves. (iPads/tablets are fit with barriers that can either be wiped down with disinfectant and/or disposable barriers that can be removed and replaced between each use.)
5. Patient signs into virtual consult platform (e.g., Zoom, Mouthwatch, Google Hangouts)
6. Provider gives virtual consult to patient while the patient remains in their car.
7. Clinic staff member is available to provide the patient with technical assistance if needed.
8. If care can be provided outside of the clinic (e.g., vaccine, COVID-19 screening), the patient receives in the parking lot with the provider taking appropriate, modified precautions.
9. If in-person care is needed, the patient goes inside the clinic to receive care (or schedules a future appointment).

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## **Key considerations**

- Use disposable barriers on iPad/tablet
- Appropriate PPE for runners
- Availability of masks and gloves for patients as needed
- Connectivity availability (i.e., internet connection)
- Integration with EHR/EDR (i.e., how will this visit be documented)
- Transition to care in clinic ASAP from car, if needed (e.g., provider recommends extraction of tooth immediately)
- Completion of consents prior to virtual visit, completion of consents prior to in person treatment can all be completed on iPad/tablet

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