Sample Workflow for Teledentistry Visits

Front Desk

- Patient schedules an appointment
- Verify technology & interpretation
- Confirm appointment
- Mail pre-visit packet, including fluoride varnish
- Appointment reminder
- Prepare visit

Dental Assistant

- Initiate connection
- Visit begins with introductions (Dentist, Assistant, Patient)
- Ensure video-audio is working
- Identify patient and caregiver
- Obtain consent
- Covid19 screening questions; offer follow-up care if needed
- Conduct Risk Assessment (Using MI)
- Address Fluoride status
- Proper positioning of the child (knee to knee exam)
- Age appropriate tooth brushing prophylaxis
- Fluoride Varnish application

Dentist

- Explain why a video visit is needed and services offered at this time
- Review Medical/Dental history via Motivational Interviewing
- Chief complaint
- Decide if video visit is clinically appropriate
  - No → Schedule follow-up or alternative appt
  - Yes →

Dentist and Dental Assistant Together

- Dental exam via live video and photo review
- Oral assessment/diagnosis
- Caregiver education:
  - Nutritional counseling based on dental history
  - Home care instructions based on tooth brushing
- Treatment plan
- Behavior plan - develop self-management goal
- Plan for next visit and patient schedules next appointment (as needed)

Visit wrap-up

- Record patient notes, clinical notes, images, and follow-up in EDR
- Send patient education materials prescribed by the DDS during the call
- Record pharmacy notes in EDR and call in Rx as needed
- Send patient satisfaction survey
- Record visit time stamp in EDR
- Dentist completes and signs the CRA form
- Posts visit codes
- Dentist signs and locks the chart

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