Teledentistry: Practical Uses for COVID-19
Presented by Dr. Nathan Suter

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Access Teledentistry Consulting Company
**When will this end?**

*Our Pandemic Summer, The Atlantic - Apr. 15, 2020*

Much about that period is unclear, but the dozens of experts whom I have interviewed agree that life as most people knew it cannot fully return. “I think people haven’t understood that this isn’t about the next couple of weeks,” said Michael Osterholm, an infectious-disease epidemiologist at the University of Minnesota. “This is about the next two years.”

The pandemic is not a hurricane or a wildfire. It is not comparable to Pearl Harbor or 9/11. Such disasters are confined in time and space. The SARS-CoV-2 virus will linger through the year and across the world. “Everyone wants to know when this will end,” said Devi Sridhar, a public-health expert at the University of Edinburgh. “That’s not the right question. The right question is: How do we continue?”

How do we continue?

The good ole days  
Business as usual


The next 3-9 months?

https://rarehistoricalphotos.com/london-milkman-1940/

The new normal...

What is teledentistry?

Teledentistry+COVID-19

Google Trends March 2016 – April 12, 2020

Interest over time

- teledentistry

United States. 3/16/16 - 4/12/20. Web Search.

1. Nevada 100
2. Connecticut 96
3. Missouri 76
4. Utah 68
## Applications of Teledentistry

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### Synchronous
- Live and simultaneous
- Uses video conferencing
- ADA CDT: Adjunctive D9995

### Asynchronous
- Store and Forward
- Completed at a separate place or time.
- ADA CDT: Adjunctive D9996
mHealth

• Practice of medicine and public health supported by mobile communication devices, such as mobile phones, tablet computers and PDAs for health services and information.

Live Patient Monitoring

Type of ambulatory healthcare where patients use mobile medical devices to perform a routine test and send the test data to a healthcare professional in real-time.

• Management of Chronic Disease
• Wellness Plans
• Smart Toothbrushes
• Tooth Brushing Apps
• No ADA CDT Code

Important Terms

Legal Definitions - may vary by state

• **Originating site** (location of patient) - The physical location of the patient. This is where diagnostic data is collected in order to communicate to the dentist for diagnosis.

• **Distant site** (location of dentist) - The physical location of the dentist or authorized dental provider providing the dental service to an eligible Medicaid client through teledentistry.

• **Presenter (Patient Presenter):** An individual with a clinical background (e.g., LPN, RN, etc) trained in the use of telehealth equipment who must be available at the originating site to “present” the patient, manage the cameras and perform any “hands-on” activities to complete the tele-exam successfully. In certain cases, a licensed practitioner such as an RN or LPN might not be necessary, and a non-licensed provider such as support staff, could provide tele-presenting functions. Requirements (legal) for presenter qualifications differ by location and should be followed.

[https://thesource.americantelemed.org/resources/telemedicine-glossary](https://thesource.americantelemed.org/resources/telemedicine-glossary)
ADA Resources

- Provider Guide
- Technology Resources
- Clinical Note Documentation
- Recorded CE Webinar
Missouri Telehealth

Not a new procedure, a new way to accomplish the same results

The delivery of health care services by means of information and communication technologies which facilitate the assessment, diagnosis, consultation, treatment, education, care management, and self-management of a patient’s health care while such patient is at the originating site and the health care provider is at the distant site. Also includes asynchronous store-and-forward technology. -Definition from the State of Missouri – SB 579
General Supervision

MO DENTAL PRACTICE ACT - JAN. 1, 2018

• “Patient of record” – One for whom the dentist has obtained a relevant history, performed an examination and evaluated the condition to be treated.
• A supervising dentist may delegate to a licensed dental hygienist the collection of information and measurements necessary for the dentist to perform an examination prior to the dentist performing the examination and evaluation and does not need to be physically present when the information and measurements are collected.

Kansas Teledentistry


KMAP Teledental-Bulletin 20052

• Effective March 12, KanCare will reimburse for the provision of limited teledental services.
  • Providers appropriate to the services and will be reimbursed the same as face to face services.
  • FQHCs and RHCs encounter rate when distant site.
  • All televideo communication methods must be HIPAA-compliant.
• Allowed codes are:
  • D0140, Limited Oral Evaluation-Problem Focused;
  • D0170, Re-Evaluation-Limited, Problem Focused (Established Patient, not Post-Operative).
Oklahoma Place Holder

Teledental Only Allowed until April 30 at present

SoonerCare Global Message Web Alert
- Effective April 1, 2020, temporarily reimburse for use of the D0140 code when coupled with the D9995 code.
  - Requires live, two-way, audio-visual, interactive encounter between the patient and the provider.
  - Providers must meet the telehealth requirements in 317:30-3-27.
- Providers should comply with the ADA policy on teledentistry.
- Teledentistry may be utilized to determine a patient’s need for urgent or emergency dental care.

HIPAA Compliance

Temporary ease in enforcement!

Notification of Enforcement Discretion for Telehealth Remote Communications During the COVID-19 Nationwide Public Health Emergency

We are empowering medical providers to serve patients wherever they are during this national public health emergency. We are especially concerned about reaching those most at risk, including older persons and persons with disabilities.
- Roger Severino, OCR Director.

OCR will exercise its enforcement discretion and will not impose penalties for noncompliance with the regulatory requirements under the HIPAA Rules against covered health care providers in connection with the good faith provision of telehealth during the COVID-19 nationwide public health emergency.

DEA & Telehealth Guidelines

A live, synchronous interaction is REQUIRED

- The prescription is issued for a legitimate medical purpose by a practitioner acting in the usual course of his/her professional practice
- The telemedicine communication is conducted using an audio-visual, real-time, two-way interactive communication system.
- The practitioner is acting in accordance with applicable Federal and State law.

Provided the practitioner satisfies these requirements, the practitioner may issue the prescription using any of the methods of prescribing currently available adhering to DEA regulations, including issuing a prescription electronically or by calling in a prescription to the pharmacy.


ADA COVID-19 Coding and Billing Interim Guidance

The ADA has compiled a document that goes into great detail on how to bill for teledentistry during the COVID-19 pandemic.

Updated frequently @ ADA.org/virus
Informed Consent

Sample language from ADA

Limited Evaluations and Triage
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### What Constitutes a Dental Emergency?

The ADA recognizes that state governments and state dental associations may be best positioned to recommend to the dentists in their regions the amount of time to keep their offices closed to all but emergency care. This is a fluid situation and those closest to the issue may best understand the local challenges being faced.

#### DENTAL EMERGENCY

This guidance may change as the COVID-19 pandemic progresses. Dentists should use their professional judgment in determining a patient’s need for urgent or emergency care.

**Dental emergencies** are potentially life-threatening and require immediate treatment to stop ongoing tissue bleeding, alleviate severe pain or infection, and include:

- Uncontrolled bleeding
- Cellulitis or diffuse soft tissue bacterial infection with intra-oral or extra-oral swelling that potentially compresses the patient’s airway
- Trauma involving facial bones, potentially compromising the patient’s airway

**Urgent dental care** focuses on the management of conditions that require immediate attention to relieve severe pain and/or risk of infection and to alleviate the burden on hospital emergency departments. These should be treated as medically necessary as possible.

- Severe dental pain from pulpitis or inflammation
- Periodontal or third-molar pain
- Surgical post-operative ostitis, dry socket, dressing changes
- Abscess, or localized bacterial infection resulting in localized pain and swelling
- Tooth fracture resulting in pain or causing soft tissue trauma
- Dental trauma with analgesia/antibiotics
- Dental treatment required prior to critical medical procedures
- Final crown/bridge completion if the temporary restoration is lost, loose or causing gingival irritation
- Biopsy of abnormal tissue

**Other urgent dental care**:

- Extensive dental caries or defective restorations causing pain
- Manage with intravenous sedation techniques where possible (other than fluoride, glass ionomers)
- Future removal
- Dietary adjustment or radiation oncology patients
- Dental adjustments or repairs when function impeded
- Replacing temporary filling on oral access openings in patients experiencing pain
- Draping or adjustment of an orthodontic wire or appliance pieceing or stimulating the oral mucosa

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**DENTAL NON EMERGENCY PROCEDURES**

Routine or non-urgent dental procedures include but are not limited to:

- Initial or periodic oral examinations and recall visits, including routine radiographs
- Routine dental cleaning and preventive therapies
- Orthodontic procedures other than those to address acute issues (e.g., pain, infection, trauma)
- Extraction of asymptomatic teeth
- Restorative dentistry including treatment of asymptomatic carious lesions
- Aesthetic dental procedures

Updated 3/18/2023

For the latest updates, visit ADA.org/Coronavirus
ADA Interim Guidance for Triage

Dental Hygienists have one of the highest non-hospital jobs during a pandemic, scoring close to 100 in all three categories. Bus drivers have a lower score on physical proximity and exposure to disease, but their constant contact with the general public puts them at risk. Economists have one of the safest jobs during a pandemic, scoring a perfect zero in two categories.

<table>
<thead>
<tr>
<th>Occupation</th>
<th>COVID-19 Risk Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dental Hygienists</td>
<td>98.7</td>
</tr>
<tr>
<td>Respiratory Therapy Technicians</td>
<td>95</td>
</tr>
<tr>
<td>Sports Medicine Physicians</td>
<td>94.6</td>
</tr>
<tr>
<td>Dental Assistants</td>
<td>92.5</td>
</tr>
<tr>
<td>Radiation Therapists</td>
<td>92.4</td>
</tr>
<tr>
<td>Oral and Maxillofacial Surgeons</td>
<td>92.3</td>
</tr>
<tr>
<td>Dentists, General</td>
<td>92.1</td>
</tr>
<tr>
<td>Obstetricians and Gynecologists</td>
<td>91.8</td>
</tr>
<tr>
<td>Dermatologists</td>
<td>91.1</td>
</tr>
<tr>
<td>Orderlies (Patient Care Assistants)</td>
<td>90.2</td>
</tr>
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</table>
How I handled my first week in quarantine:

Store and Forward
Limited Evaluation Teledentistry

<table>
<thead>
<tr>
<th>Question</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do you have dental problems now?</td>
<td>Yes</td>
</tr>
<tr>
<td>If yes, please describe:</td>
<td>Lost filling, Pain, Food stuck in cavity</td>
</tr>
<tr>
<td>Upload an image of problem area:</td>
<td></td>
</tr>
<tr>
<td>What best describes you pain?</td>
<td></td>
</tr>
<tr>
<td>Hot or Cold?</td>
<td>No</td>
</tr>
<tr>
<td>Have you noticed mouth odor or bad taste?</td>
<td>No</td>
</tr>
<tr>
<td>Have you noticed any swelling, blisters, or any other oral lesions?</td>
<td>No</td>
</tr>
<tr>
<td>Do your gums bleed or hurt?</td>
<td>Yes</td>
</tr>
<tr>
<td>Does your tooth pain keep you up at night?</td>
<td>No</td>
</tr>
<tr>
<td>Have you noticed any loose teeth or change in your bite?</td>
<td>No</td>
</tr>
</tbody>
</table>

Workflows: Low Cost, Low Tech

This workflow can be implemented quickly

- Initial Contact
  - Letter
  - Office Phone
  - VOIP System
  - Website
  - E-Newsletter
  - Patient Portal
  - Social Media

- Scheduling
  - Staff Member
  - Emergency/Provider
  - Online Scheduling
  - Cloud Office Management Software

- Paperwork
  - Patient Portal
  - Online Form
  - Website Form
  - Paper Notes

- Assessment
  - Smart Phone Call
  - VOIP Messaging
  - Video-Conferencing App
  - Messaging App
  - Email

- Documentation
  - Paper
  - Transcribe Notes
  - Word Document
  - Cloud Dental Record
  - Remote Access to Office

- Care Coordination
  - In Office Care
  - Surgeon
  - Endodontist
  - Pharmacy
  - Follow-Up Call
  - Waiting List

- Billing
  - Paper Record
  - In Office
  - Remote Access to Office
  - Cloud Dental Record
  - Online Software
Workflows: Moderate Cost, High Tech

This workflow has evolved quickly. This illustrates my temporary practice workflow

Website Integration

Online Teledentistry Available

We offer online dental visits to help assess your dental emergencies during the coronavirus outbreak. People are urged to stay at home in order to not spread the disease. If you have a dental emergency it is advised that you remain at home until a dentist can assess if it treatment needed now or if it can wait. We can provide advice for any person regardless of your location. Our staff will assist in referring you to the nearest dental care if you do need to be seen during quarantine restrictions.
Online Scheduling

If you don't have online scheduling you need one.

Health History & Consent

Consider an electronic form system to screen patients and gain updated information.
Instructions for use

Your health history and patient information form was received!

Before your appointment please review these Zoom instructional videos.

If you are having a medical emergency that cannot wait call 911 immediately.

If you are experiencing any issues connecting or would like to reach an客观 please call the office line and leave a message at (555) 678-0122.

Video instructions: How to join a Zoom telemedicine visit from your computer.

Zoom Consultation
Workflow with Optimized Telehealth Systems

Systems that consolidate some segments of the workflow.

Initial Contact
• Letter
• Office Phone
• VOIP System
• Website
• E-Newsletter
• Patient Portal
• Social Media

Scheduling
• Staff Member
• Emergency Provider
• Online Scheduling
• Cloud Office Management Software

Paperwork
• Patient Portal
• Online Form
• Website Form
• Paper Notes

Examination
• Smart Phone Call
• VOIP Messaging
• Video Conferencing App
• Messaging App
• Email

Documentation
• Paper
• Transcribe Notes
• Word Document
• Cloud Dental Record
• Remote Access to Office

Care Coordination
• In Office Care
• Surgeon
• Endodontist
• Pharmacy
• Follow Up Call
• Waiting List

Billing
• Paper Record
• At Office
• Remote Access to Office
• Cloud Dental Record
• Online Software

This solution still requires some work to get patients enrolled in the patient portal.

Recap for today's technology environment

1. Traditional EDR that have teledentistry features
   • This is not an option at the moment
   • Some EDRs have add-ons that can fill some gaps

2. “Optimized” Teledentistry Platforms:
   • Teledentistry software platforms that can address multiple steps of a teledentistry evaluation

3. Alternatives: Re-purposing available tools
   • Email and text + patient generated photographs
   • Off-the shelf/low-cost/free separate tools:
     • scheduling/video/forms/payment
     • Copy and paste all activity into one record or into EDR
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Using Teledentistry to Mitigate Risk

- Reduce human-human contact
- Have patients stay outside the office
- You may not be able to don/doff your PPE for hygiene checks
- The dentist may be exposed or infected after re-opening
  - This would mean quarantine for an additional 14 days
- Consider separating into teams
  - Diagnostic Team
    - Hygienist and support team
    - Assessments and Radiographs
    - One day COVID on demand testing
  - Treatment Team
    - Dentist and dental assistant
    - Urgent care only initially
    - Prioritize and screen who you treat

OSHA Guidance on Preparing Workplaces


ADA Interim Guidance for Triage

- Safely engage with potential new patients that are not sure that it is safe to come to the dentist.
- Emergencies only and delayed treatment.
- Hygiene only days separate from treatment
  - Use teledentistry
  - No ultra-sonic scalers (temporarily)
  - Limits potential risk of exposure
  - Separate staff members
  - Separates treatment patients from hygiene
- Hygiene only days for satellite offices
  - Use teledentistry
  - Opens access when the dentists time will be in short supply

ADA Interim Guidance + Teledentistry
ACCESS TELEDENTISTRY'S FOUR PHASES APPROACH

1: Care Coordination  
2: Data Collection

3: Examination  
4: Follow Up

Traditional Teledentistry Tools

- Extra-Oral Camera: Dine Digital
- Intra-Oral Camera: Mouth Watch
- Cheek Retractors: Generic
- Intra-oral Mirrors: Generic
Traditional Teledentistry: Radiographs

Traditional Teledentistry: Extra-Oral Photographs
Traditional Teledentistry: Photographs (Intraoral)

Traditional Teledentistry: Intra-oral Videos

- Quadrant Videos
- Courtesy of Dr. Scott Howell at ATSU ASDOH
Traditional Teledentistry: Digital Scans

Traditional Teledentistry: Periodontal Chart
Traditional Teledentistry: Tooth Chart

Financial Considerations
Tangible Financial Impact

- Bill for Limited Evaluations during Stay-at-Home Orders
  - D0140
- Run a hygiene team separate from treatment team
  - Minimizes exposure and risk of infection
  - Periodic ** + Preventive + Radiographs
- Ramp up with extended hygiene hours
  - 2-4 months of recall that is backlogged
  - Keeping the dentist on treatment
  - Minimizes exposure and risk of infection
  - Periodic ** + Preventive + Radiographs

**Some states or payors may not allow/pay for more than limited evaluations

Intangible Financial Impact

- Engage existing patients during Stay-at-Home
- Patients may be scared
- Find new patients
  - I have had more new than existing at my practice
- Limit Exposure and Risk
  - Messaging patients before and after appointments
  - Triage the treatment you choose
  - Fill consent forms before appointments
  - Accept payment before appointments
  - Keep the waiting room empty
- Increased Productivity
  - You can offer convenient hygiene hours
- Technology makes you “cutting edge”
Financial Assistance

- EIDL Small Business Loan Program
- USDA Telehealth Grants
- MTN Free Zoom Licenses
- (NEW) FCC COVID-19 Telehealth Program

Financial Assistance – Free Licenses

- Missouri Telehealth Network
- Providing Free ZOOM licenses
- HIPAA Compliant
FCC COVID-19 Telehealth Program

- Telecommunications Services and Broadband Connectivity Services: Voice services, and Internet connectivity services for health care provider or their patients.
- Information Services: Remote patient monitoring platforms and services; patient reported outcome platforms; store and forward services, such as asynchronous transfer of patient images and data for interpretation by a physician; platforms and services to provide synchronous video consultation.
- Internet Connected Devices/Equipment: tablets, smart phones, or connected devices to receive connected care services at home (e.g. broadband enabled blood pressure Federal Communications Commission DA 20-394 4 monitors; pulse-ox) for patient or health care provider use; telemedicine kiosks/carts for health care provider site.
- Purchases of items above by providers after March 13, 2020 in response to COVID-19 are eligible for this program

https://www.fcc.gov/covid-19-telehealth-program

FCC COVID-19 Online Application

https://www.fcc.gov/covid-19-telehealth-program
FCC COVID-19 Telehealth Program

- Eligible Applicants
  - Health Care Providers
  - Approval and Registration of several government agencies
    - Universal Service Administrative Company
      - FCC Form 460 (Eligibility and Registration Form)
    - Commission Registration System
      - FCC Registration Number (FRN)
    - National Provider Identifier (NPI)
    - Federal Employer Identification Number (EIN)
    - Data Universal Number System Number (DUNS)

- Required Information
  - Applicant Information
  - Contact Information
  - Health Care Provider Information
  - Medical Services to be Provided
  - Conditions to be Treated with COVID-19 Telehealth Funding
  - Additional Information Concerning Requested Services and Devices
  - Requested Funding Items
  - Supporting Documentation

https://www.fcc.gov/covid-19-telehealth-program

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FCC COVID-19 Telehealth Program

Are personnel, IT, administrative, and training costs eligible for support?
No. The COVID-19 Telehealth Program provides funding for eligible telecommunications services, information services, and connected devices that eligible health care providers need in order to provide connected care services to their patients to address the COVID-19 pandemic.

Funding will not be provided for personnel costs (including but not limited to costs for IT staff, project managers, or medical professionals), marketing costs, administrative expenses, or training costs. Vendors and service providers can elect to provide training and other IT support at no cost to health care providers participating in the program. Eligible health care providers should not include the cost of ineligible items in their funding application.

https://www.fcc.gov/covid-19-telehealth-program
Prepare for a “new normal”

We will not be returning to business as usual

- We don’t know what dentistry will look like as we recover
- Two things are for certain
  - Infection control will change
  - Telehealth will be more prevalent

“The difference between a problem and an opportunity is what you make of it.” - unknown
Consultation and Webinar Service Available

Visit our website for more information accessteledentistry.com

I do have some availability but each day there seems to be more people seeking information on teledentistry.

We have three main services at the moment:
- Teledentistry Planning & FAQs
  - 30 minutes
- Teledentistry Implementation Assistance
  - Varies
- Teledentistry Training Webinars
  - 60 minutes

Reach Out to Us

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