



# NARA Dental Clinic

## Teledentistry: Providing care during COVID-19 Crisis

Dental COVID-19 ECHO focused on Teledentistry – Native American Rehabilitation Association of the NW (NARA NW)

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# AGENDA



NARA NW : Who we are



The NARA story: Asynchronous and Synchronous



Teledentistry: COVID-19 Workflows



Billing for Teledentistry visits



What's next for us

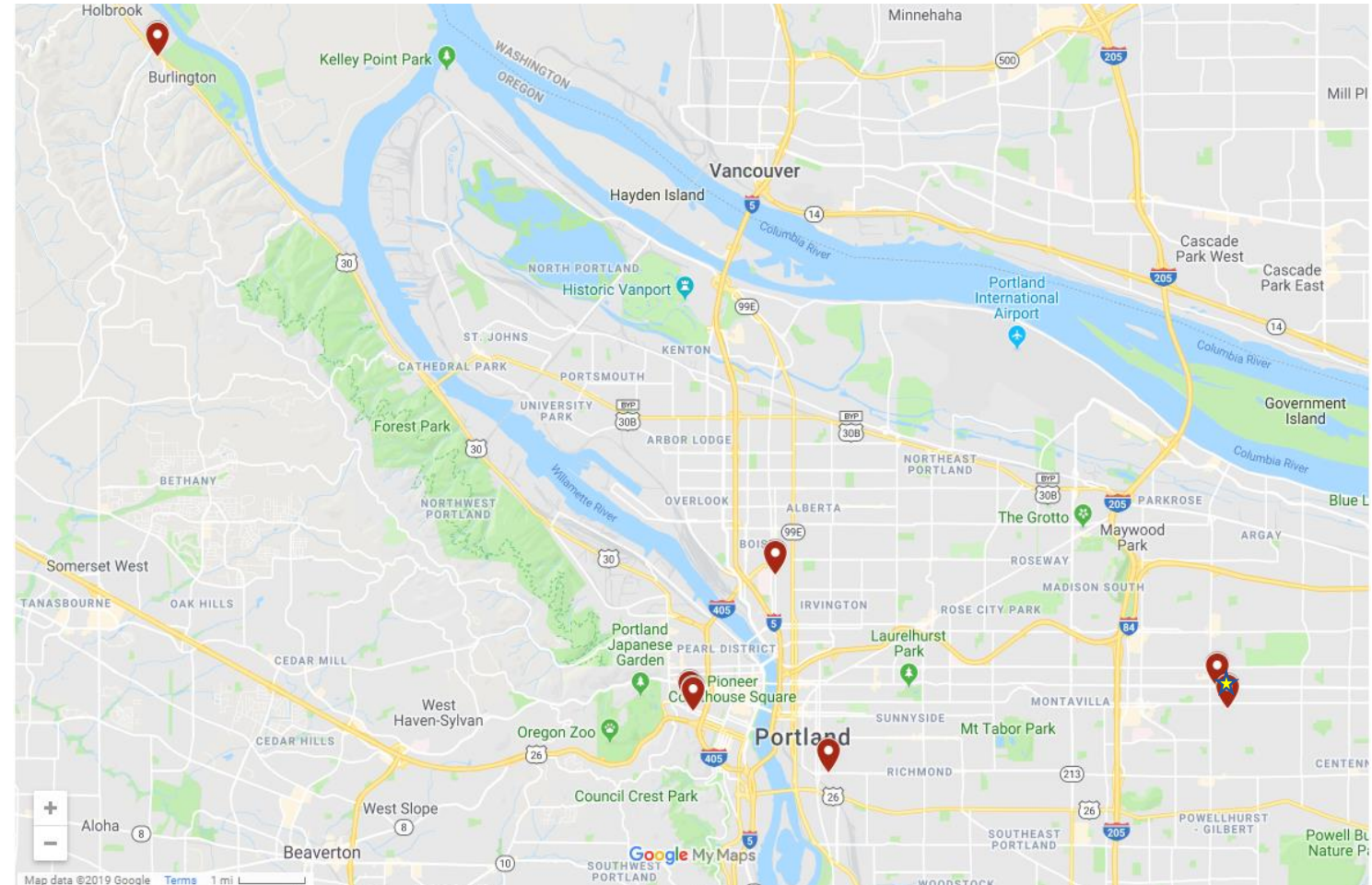


COVID-19 : Dealing with the Unknown

# NARA: Who We are ...



- **10 locations** in the Portland metro area including ...
  - Integrated Medical Clinic (2)
  - Substance Abuse Treatment Clinic (2)
  - Outpatient Treatment
  - Mental Health Treatment Clinic
  - Undisclosed Safe Place for Women
  - Dental Clinic





# Teledentistry: The NARA story

## Asynchronous Teledentistry

- Store and forward
- Utilized EPDH and DA at SUD facility
- Bringing care to where people are
- Not doing during this crisis

## Synchronous Teledentistry

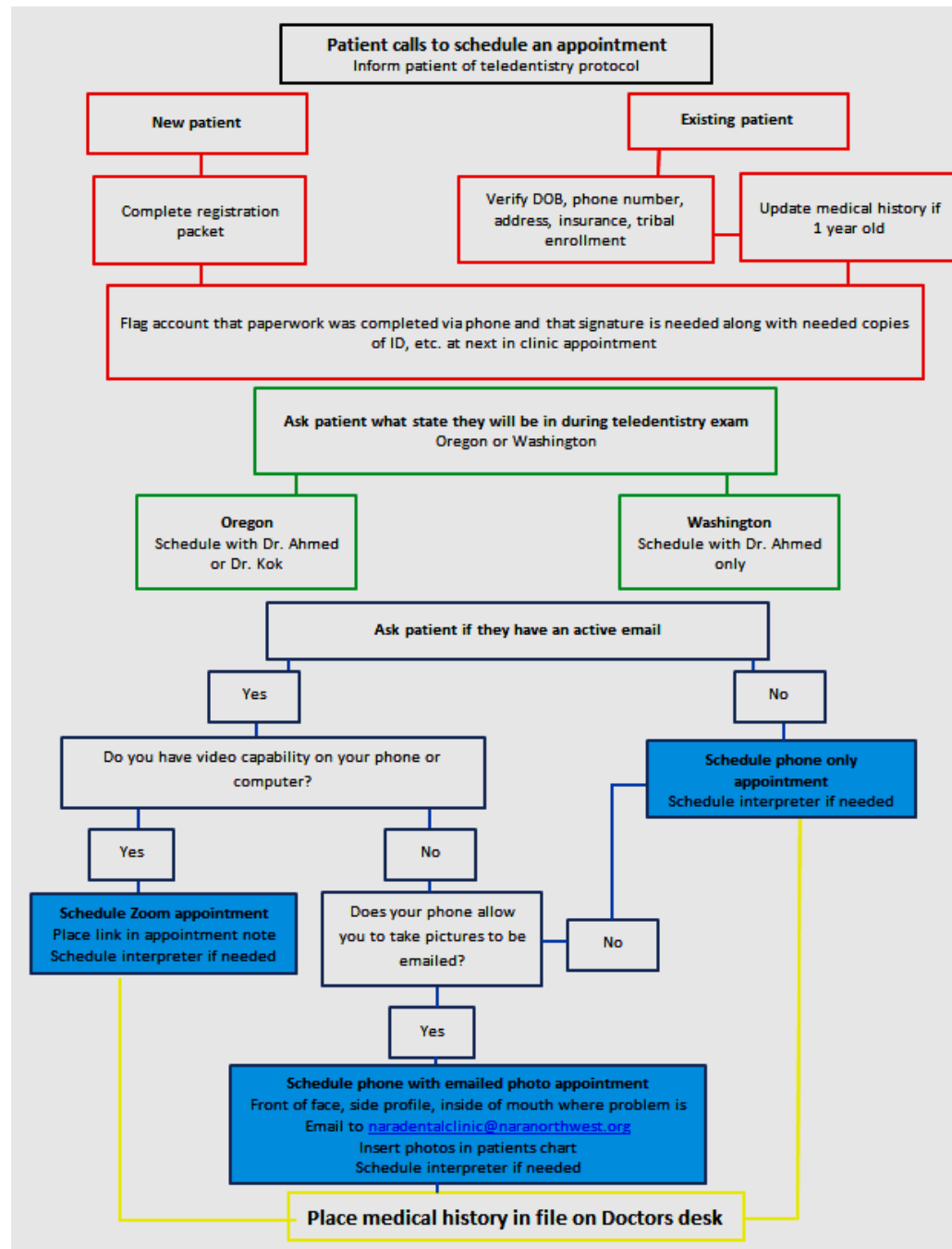
- Real time
- Zoom Video
- Phone + photo
- Phone only



# Teledentistry: Workflow for front office team



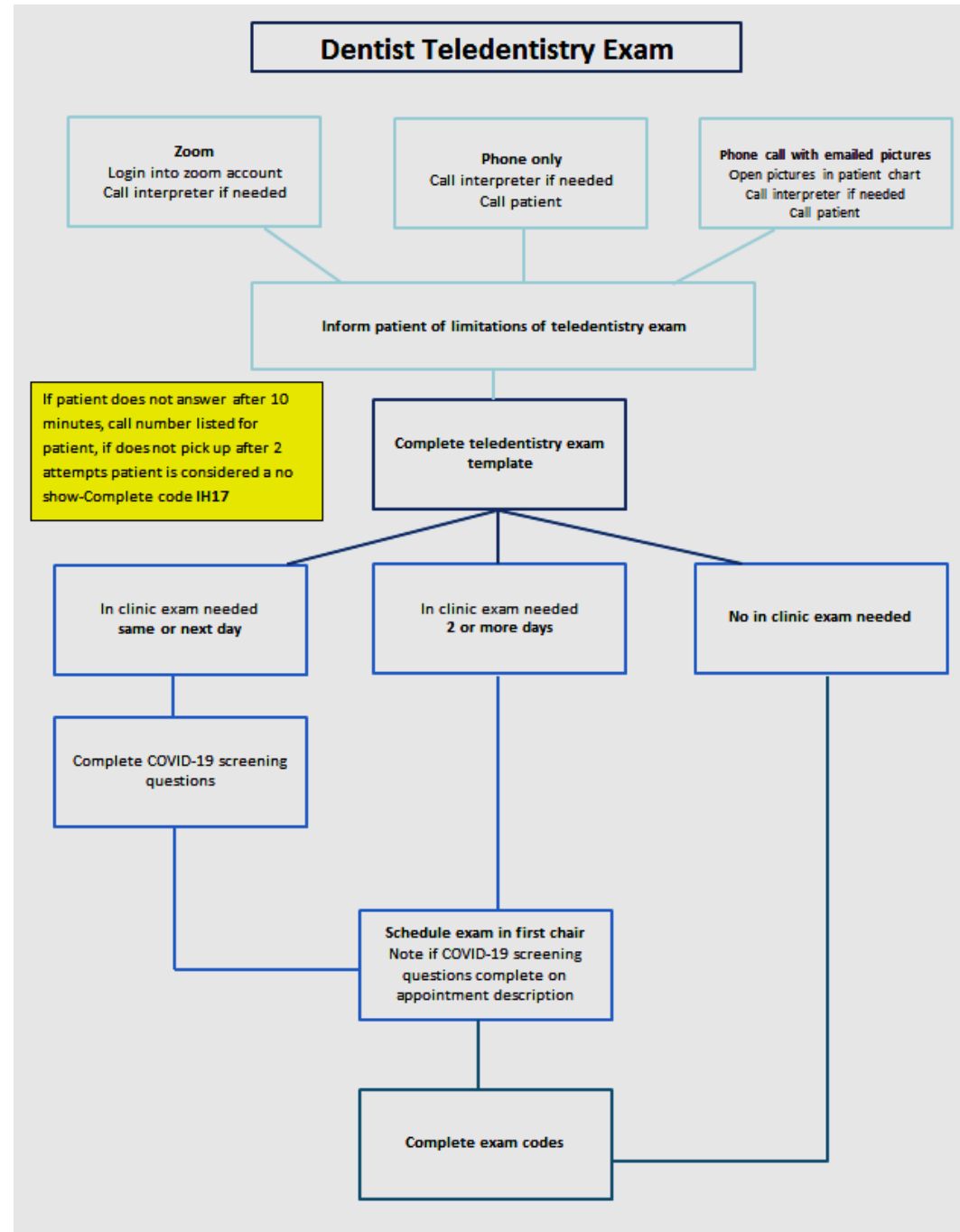
NARA  
*Dental Team*



# Teledentistry: Workflow for the dentist



NARA  
*Dental Team*



# Teledentistry: Checklists



## COVID-19 Checklist for Dentist: Teledentistry

- Call the patient on zoom or telephone
- Turn the appointment to green (Ready)
- If patient does not answer on zoom after 10 mins, please call their phone. If no answers after 2 attempts, 5 minutes apart, document in chart, complete IH17 (N/S Teledentistry COVID-19) code
- Verify the state that patient is currently located. If they are in a state that you do not hold a dental license, please do not proceed.
- Verify 2 identifiers for the patient – to verify that we have the correct patient
- Make sure the patient knows who you are: “Dr... from NARA Dental Clinic calling for a Teledentistry visit .....”
- Make sure the patient understands limitations of this Teledentistry visit
- Enter Medical history
- Follow the note template prompts
- Check for photographs in the patient chart, add “photographs reviewed” and any diagnostic comments regarding based on photographs - if any photos are present
- If determined that patient needs an in person visit, and it is determined that they will come back the same day or following day, please complete the COVID-19 screening questions
- Schedule patients for in person visit on your first chair
- Complete codes
  - Complete appropriate codes for initial teledentistry exam
    - o 0000- First Visit or 0190- Re-visit
    - o D9995- Teledentistry-synchronous; real-time encounter
    - o D0140- Limited oral evaluation- problem focused
  - Complete appropriate codes for re-evaluation teledentistry exam
    - o 0000- First Visit or 0190- Re-visit
    - o D9995- Teledentistry-synchronous; real-time encounter
    - o D0170- Re-evaluation-limited, problem focuses (not post-operative visit)
- Sign note



## COVID-19 Checklist for Front Desk: Teledentistry

- Patient informed of financial responsibility
- Paperwork is completed and/or patient information is updated in the computer
- Flag that paperwork completed via phone and signatures needed placed on account
- Patient asked what state they will be in during teledentistry visit
- Patient asked if they have an active email
- Patient asked if they have video or picture capability on their phone or computer
- Patient with active email and video capability scheduled for a Zoom appointment
  - Zoom link emailed to patient
  - Interpreter scheduled
- Patient with active email and picture only capability asked to email picture of front of face, side profile, and inside of the mouth where problem is and scheduled for phone w/emailed photo appointment
  - Photos uploaded to patients chart
  - Interpreter scheduled
- Patient with no email or no video/picture capability scheduled for phone only appointment
  - Interpreter scheduled
- Medical history placed in file on Doctors desk





# Teledentistry: Billing

## Initial teledentistry exam

- **0000**-First Visit or **0190**-Re-visit
- **D9995**-Teledentistry-synchronous; real-time encounter
- **D0140**-Limited oral evaluation- problem focused
- **IH17**- N/S Teledentistry COVID-19 (code we created to track patients that do not answer teledentistry exam)
- Tx Note needs documentation of patient location

## Re-evaluation teledentistry exam

- **0190**-Re-visit
- **D9995**-Teledentistry-synchronous; real-time encounter
- **D0170**-Re-evaluation-limited, problem focuses (not post-operative visit)
- Tx Note needs documentation of patient location





# Teledentistry: What's next for the dental team and virtual dental visits?



## Future

- Working with our Residential sites to set up teledentistry
- Tracking patients who do not require in clinic appointments after initial teledentistry exam
  - These patients will be contacted once routine services are allowed to see if they would like to schedule any needed services
- How do we make synchronous teledentistry sustainable past COVID-19 situation?





# Teledentistry: Dealing with the Unknown

## What worked well

- Staff was nimble and adapted well to evolving scenarios
- Patients were understanding with changes
- Reduced time patients are in the clinic- decreasing exposure to staff and patient
- Easy to follow quick reference workflow and checklist

## Things we learned the hard way

- Patients not understanding how Zoom meetings work
- Patients not calling in for appointment (no show code)
- Only one Zoom account for entire office
- Unable to verify patients insurance





**WE SURVIVED ANOTHER WEEK!!**

**YOU ALL DID AN AWESOME JOB BEING FLEXIBLE WITH THE LATEST WORKFLOW, SO I WANTED TO DO SOMETHING FUN FOR YOU ALL.**

**INSIDE THE OFFICE (NOT IN THE LOBBY THOUGH) YOU WILL FIND EGGS HIDDEN WITH YOUR NAME ON THEM. THERE ARE 3 EGGS FOR EACH OF YOU.**

**HAPPY HUNTING!!!!**



# Questions?