

Standard Operating Procedure: COVID-19 Teledentistry Consults

Developed By	Clinical Operations
Audience	Doctors, Clinical Teams, Office Managers, Regional Leadership, Market Leadership
Effective as of	4/2020 <i>Last reviewed: 10/2020</i>



I. Purpose

North American Dental Group affiliated practices strive to be available for all patients to provide regular and emergent oral healthcare. As the COVID-19 pandemic escalates, there will be scenarios that arise that allow doctors to perform TeleDentistry consults to help triage the clinical needs of patients during these times. This standard operating procedure is to provide directions on important actions to follow should the need arise.

TeleDentistry, according to the ADA’s Comprehensive Policy Statement on TeleDentistry, refers to the use of telehealth systems and methodologies in dentistry. TeleDentistry can include patient care and education delivery using, but not limited to, the following modalities: mobile communication such as cell phones, live video, and remote patient monitoring. Further details explaining TeleDentistry can be found [here](#).

II. Scope

Due to the COVID-19 national public health emergency, providers are encouraged to serve patients wherever they are during these challenging times. The following Notification of Enforcement Discretion by Health and Human Services (HHS) [link](#) provides further details on empowering providers.

The following scenario prompt a TeleDentistry consult:

- Patient calls practice/Patient Service Center (PSC) to schedule an appointment for emergency care and the team is uncertain if true emergency is present

II. Procedure: PSC and Practice

1. Scheduling:

- i. Patient calls practice/PSC to schedule an appointment for emergency appointment (i.e., severe pain)
 - a. If patient has true emergency, practice/PSC team schedules patient for appointment
 1. Patient Service Representative or Scheduler in practice is to ask patients the following screening questions:
 - i. Have you traveled in the past 30 days?
 - ii. To your knowledge, have you been in contact with a COVID-19 patient?
 - iii. Are you experiencing any of the following flu-like symptoms:
 1. Shortness of breath? Fever? Or Cough?
 2. If patient answers “No” to all questions, proceed with scheduling emergency appointment.
 3. If patient answers “Yes” to any of the questions, please proceed with the following:

- i. “I am going to help schedule your visit at least two weeks from today. For your safety, if you are still not feeling well, please give us a call and we can push your visit back until you feel better.”
- b. If patient has no pain, patient is scheduled for appointment after local regulations are lifted
- c. For unsure cases only, (i.e. patient states key words “mouth swollen, had accident, trauma, broken tooth but no pain”):
 - 1. Ask patient, “Would you like a TeleDentistry consult? I see that you’re a patient of Dr. [insert doctor’s name]. We are operating on an essential/emergency services model only. Dr. [insert doctor’s name] office may be closed temporarily. We are extending this service to help address any emergency patient needs.”
 - i. If patient answers “Yes,” explain to the patient that a doctor will call them back within 4 hours to assess their concerns further.
 - 1. Verify patient’s call back number and demographics
 - 2. Schedule patient in scheduling system and indicate reason for TeleDentistry consult
 - ii. If patient answers “No.” kindly ask patient for availability after local regulations are lifted and schedule appointment.

III. Procedure: Clinical Practice and Documentation
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1. Review TeleDentistry Schedule:

Doctor working inside Practice:

- i. Doctor logs in remotely to clinical scheduling system (Log Me In, Open Dental, etc.)
 - a. If not on NADG enterprise, please coordinate locally
- ii. Doctor reviews TeleDentistry Consult Schedule to review patients requiring call back
 - a. Doctor calls patient via telephone at number provided, to discuss clinical concerns
 - b. Doctor to use discretion whether or not to use live, two-way interaction with patient via mobile device.
 - 1. Doctor chooses to use app such as FaceTime, WhatsApp to quickly video conference with patient
 - 2. Have patient text a picture of the problem area (tooth, mouth, swollen area, etc.)
- c. If patient has true emergency, doctor instructs the scheduling team inside the practice to schedule an appointment for patient to come in for an appointment.
 - 1. Doctor then completes a consult note
 - 2. If doctor has access to scheduling rights in Open Dental or Cloud 9, doctor can “drag” appointment from “TeleDentistry schedule” to open available slot “Walk-In” (or appropriate schedule), then inform patient of time to come in.
- d. If no emergency, doctor completes consult over the phone and provides instructions/guidance to the patient
- e. Complete a detailed note:
 - 1. Detailed notes should include:
 - i. Patient’s name, DOB

- ii. Reason for consult
- iii. Save picture sent by patient
- iv. Instructions given to patient
- v. Select either of the following CDT codes with D0140 as appropriate:

CDT Code	Description
D0140	Limited Oral Examination
D9995	TeleDentistry – synchronous; real-time encounter
D9996	TeleDentistry – asynchronous; information stored and forwarded to dentist for subsequent review

Doctor working Remotely only (not physically inside of practice):

- i. Doctor is on standby, and logs in remotely to clinical scheduling system (Log Me In, Open Dental, etc.)
 - a. If not on NADG enterprise, please coordinate locally
- ii. Doctor constantly reviews TeleDentistry Consult Schedule to review patients requiring call back as they appear on the schedule.
 - a. Doctor calls patient via telephone at number provided, to discuss clinical concerns
 - b. Doctor to use discretion whether or not to use live, two-way interaction with patient via mobile device
 - 1. Doctor chooses to use app such as FaceTime, WhatsApp to quickly video conference with patient
 - 2. Have patient text a picture of the problem area (tooth, mouth, swollen area, etc.)
 - c. If patient has true emergency, doctor instructs the scheduling team to schedule an appointment for patient to come in for an appointment.
 - 1. Doctor then completes a consult note
 - 2. If doctor has access to scheduling rights in Open Dental or Cloud 9, doctor can “drag” appointment from “TeleDentistry schedule” to open available slot “Walk-In” (or appropriate schedule), then inform patient of time to come in.
 - d. If no emergency, doctor completes consult over the phone and provides instructions/guidance to the patient
 - e. Complete a detailed note:
 - 1. Detailed notes should include:
 - i. Patient’s name, DOB
 - ii. Reason for consult
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IV. Revenue Cycle Billing

1. Claim Submission:

- a. Work with your respective billing team to ensure claims are submitted timely.
- b. A claim submission includes the services provided to each patient. Each claim detail line identifies the procedure and the date it was delivered to the patient. D0140, D9995, or D9996 are reported to be included on the claim submission. Please ensure billing codes reflect services rendered.

V. Information Technology – Remote Access Request

If not physically working in the practice, doctors will require remote access to Open Dental/Cloud 9 via LogMeIn in order to gain access to patient records. If not on NADG enterprise systems, please coordinate locally.

1. Please contact the IT Service Desk at (724) 698-2650, Option 2 to request LogMeIn access.
2. The IT Service Desk will open a ticket and send you a LogMeIn form to complete your request.
3. Once the form is returned and your request has been processed, you will receive an email invite to create your LogMeIn account.
4. IT Service Desk will call you to walk through the remainder of the remote access setup.