



HOSPITAL EMERGENCY DEPARTMENT DIVERSION:

COVID-19 DENTAL EMERGENCY RESPONSE PROGRAM

Providing Access to Dental Care during the Pandemic

Terrisa Singleton, MHSA
Foundation Director

Advancing the Oral Wellness of all Oklahomans.

NON-EMERGENCY DENTAL VISITS TO HOSPITAL ED



Very expensive,
very ineffective
long-term



No
hospital-based
dental clinics



Antibiotics,
pain relievers,
referrals



Patient frequently
returns



COVID-19 DENTAL EMERGENCY RESPONSE PROGRAM

PURPOSE & PARAMETERS

- ED diversion and referral:
 - Divert patients with **non**-life-threatening urgent needs
 - Prevent return ED visits
- Help patients afford their care (not a “free” program)
- Short-term program
- Urgent care only (appointments within 1-3 days)
- Limited to extractions, fillings, anterior root canals

COMPONENT #1

DENTAL CARE NAVIGATOR

- Dental HelpLine: 405-607-4747
- Performs intake process (honor system)
 - Guide patient to “best fit” resource (free clinics, CHCs, etc.)
 - Qualify patient for Dental Emergency Fund use
 - Refers DEF patients to Par Clinic; coordinates care
- Provides some case management

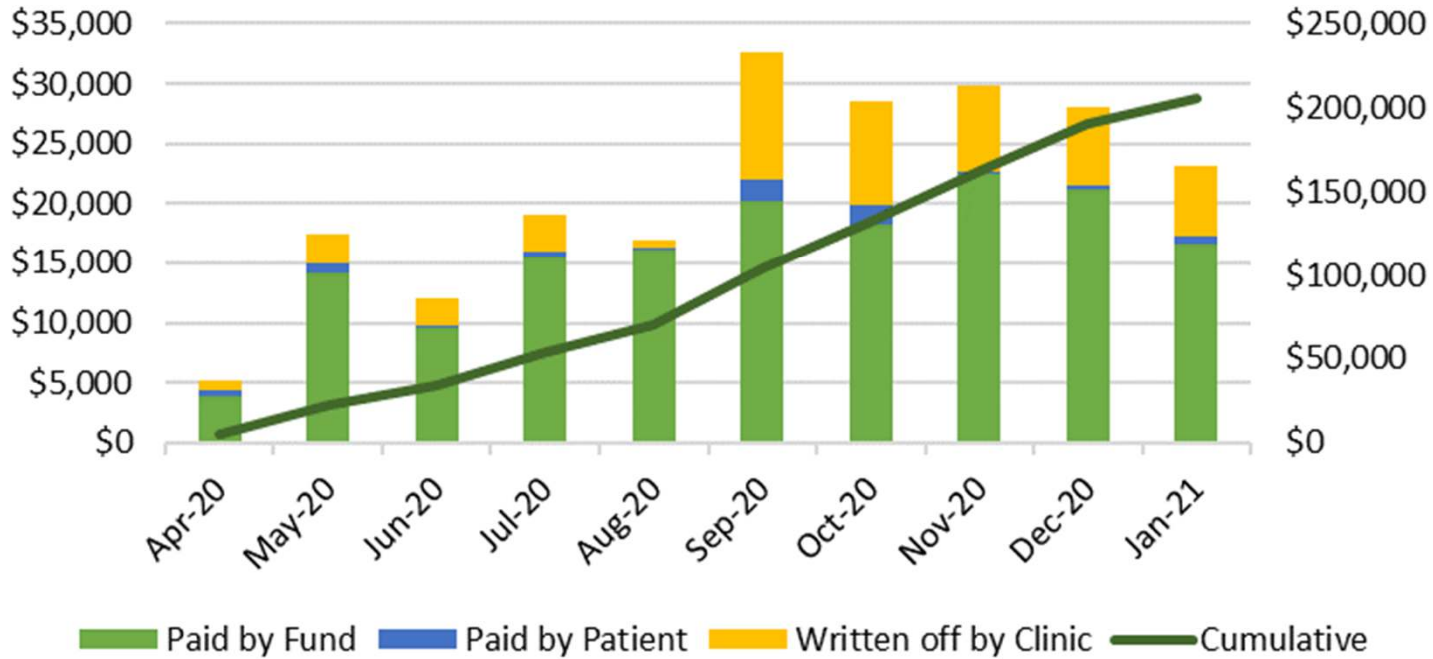
COMPONENT #2

DDOKF COVID-19 DENTAL EMERGENCY FUND

- Initial commitment: \$250,000
- Used to make restricted “DEF” grants to nonprofit Participating Clinics:
 - OU College of Dentistry
 - Variety Care and NSO Dental Clinic in OKC
 - Morton and Community Health Connection in Tulsa

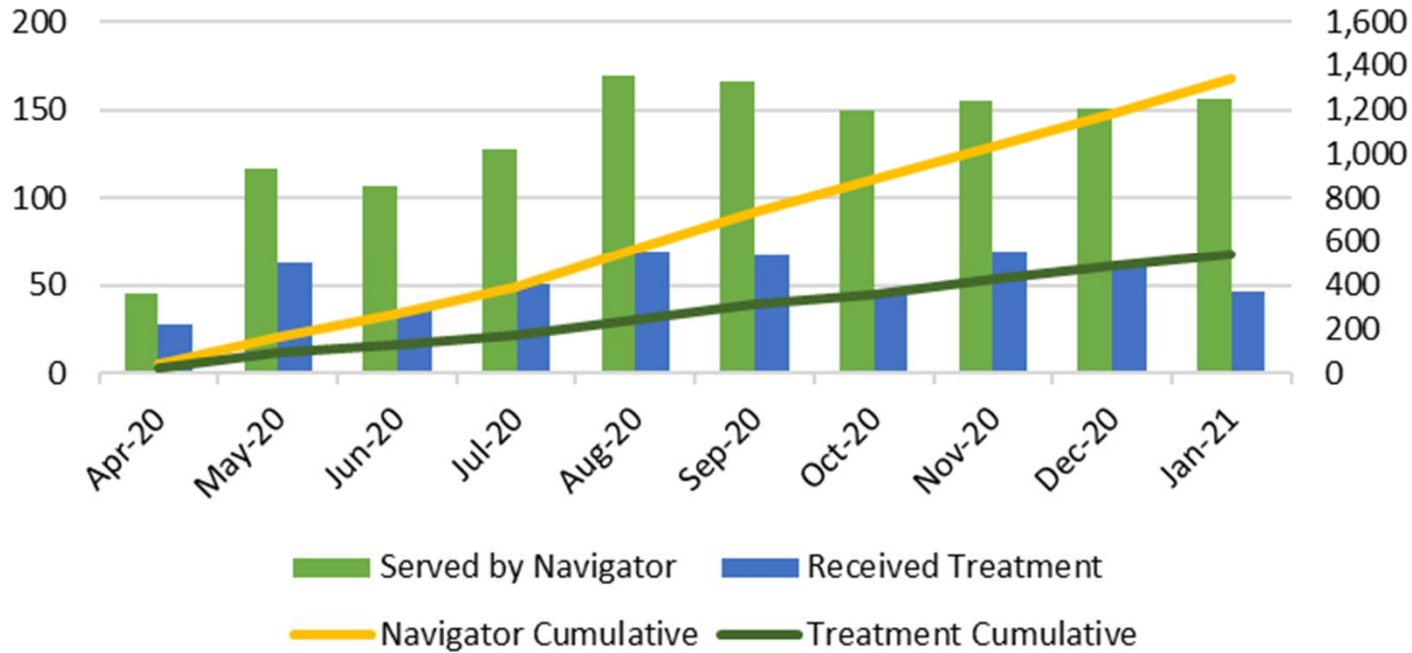
Fund	\$160,750
Patient	7,053
Written off	59,653
VALUE	\$227,456

**COVID-19 Dental Emergency Response Program
Value of Dental Care Delivered**



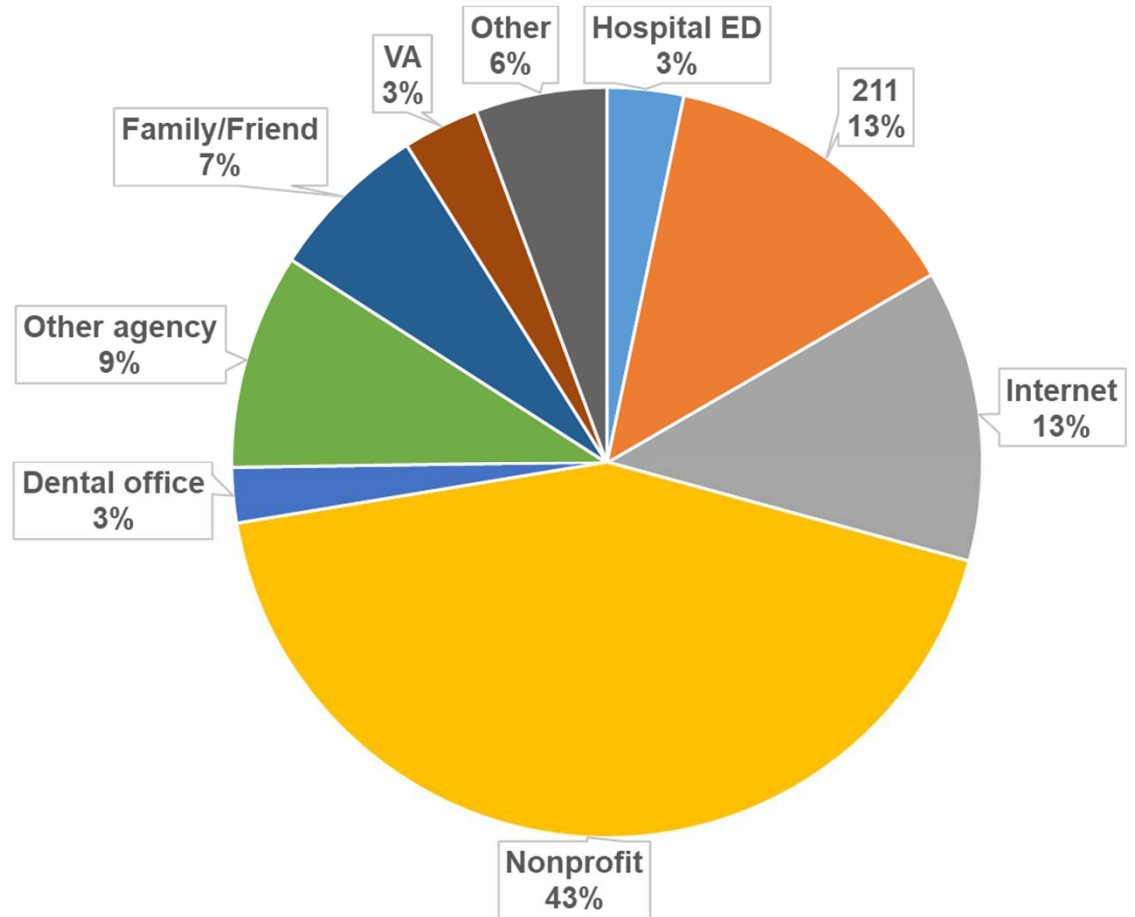
# Served	1,344
# Qualified	879
# Treated	547

**COVID-19 Dental Emergency Response Program
Individuals Served / Patients Treated**



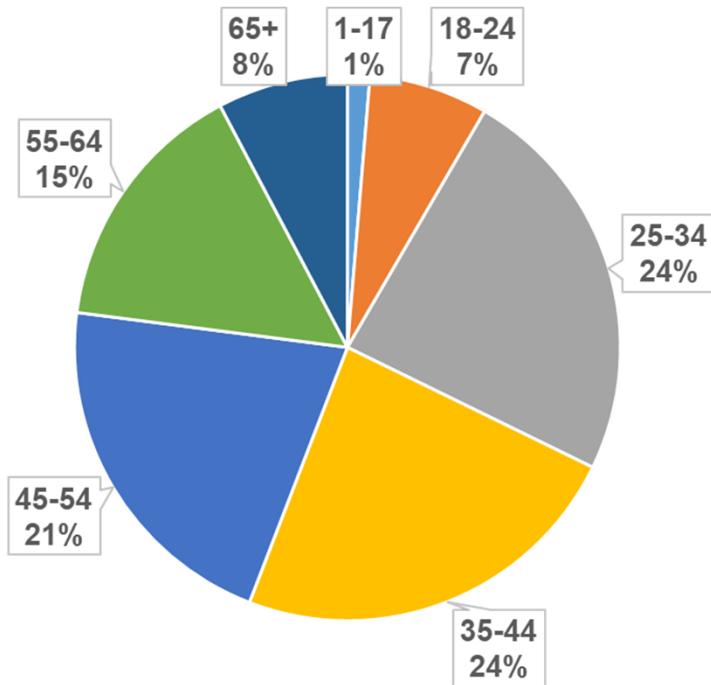
Evidence of barriers
beyond cost:
332 Not Treated

REFERRAL SOURCES



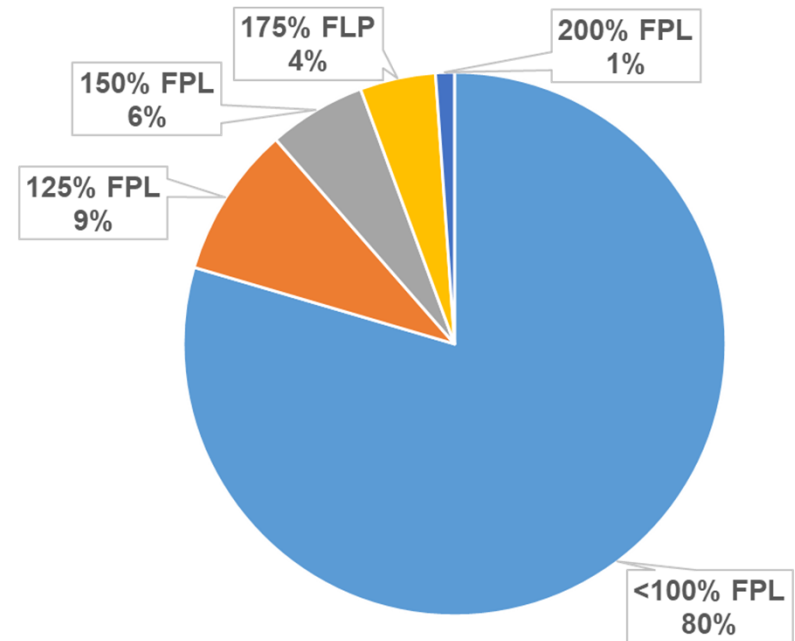
AGE

91% WORKING-AGE ADULTS



INCOME

95% UNDER 150 % FPL



MORE DATA

- 74% Self-reported pain level 6-10
- 51% Self-reported swelling/infection
- 96% Uninsured
- 70% Unemployed (some on disability)
- 33% Lost job or hours due to pandemic
- 32 Veterans served

COVID-19 DENTAL EMERGENCY RESPONSE PROGRAM

FUTURE CONSIDERATIONS

- Current estimate for program end: June 2021
- Possible transition to ongoing program being considered
 - Wider geographic reach
 - More treatment options (Preventive? Root canals?)
- Increase intake proof requirements
- Increase patient contribution (more case management)
- Increase capacity of low-cost clinics
- Increase direct cooperation with hospital EDs



CONTACT



Terrisa Singleton, MHSA
Foundation Director
Delta Dental of Oklahoma Foundation
16 NW 63rd Street
Oklahoma City, OK 73116
Phone: 405-607-4772
Email: tsingleton@DeltaDentalOK.org
Website: DDOKFoundation.org