



The Birth of Teledentistry at CNDH

Is teledentistry here to stay?

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Nation*

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“ The price of doing the same old thing is far higher than the price of change.”

Bill Clinton



ADA COVID-19 Coding and Billing Interim Guidance: Virtual Visits

- Last Version: May 11, 2020
(Reviewed July 22, 2020)
- Detailed guidance



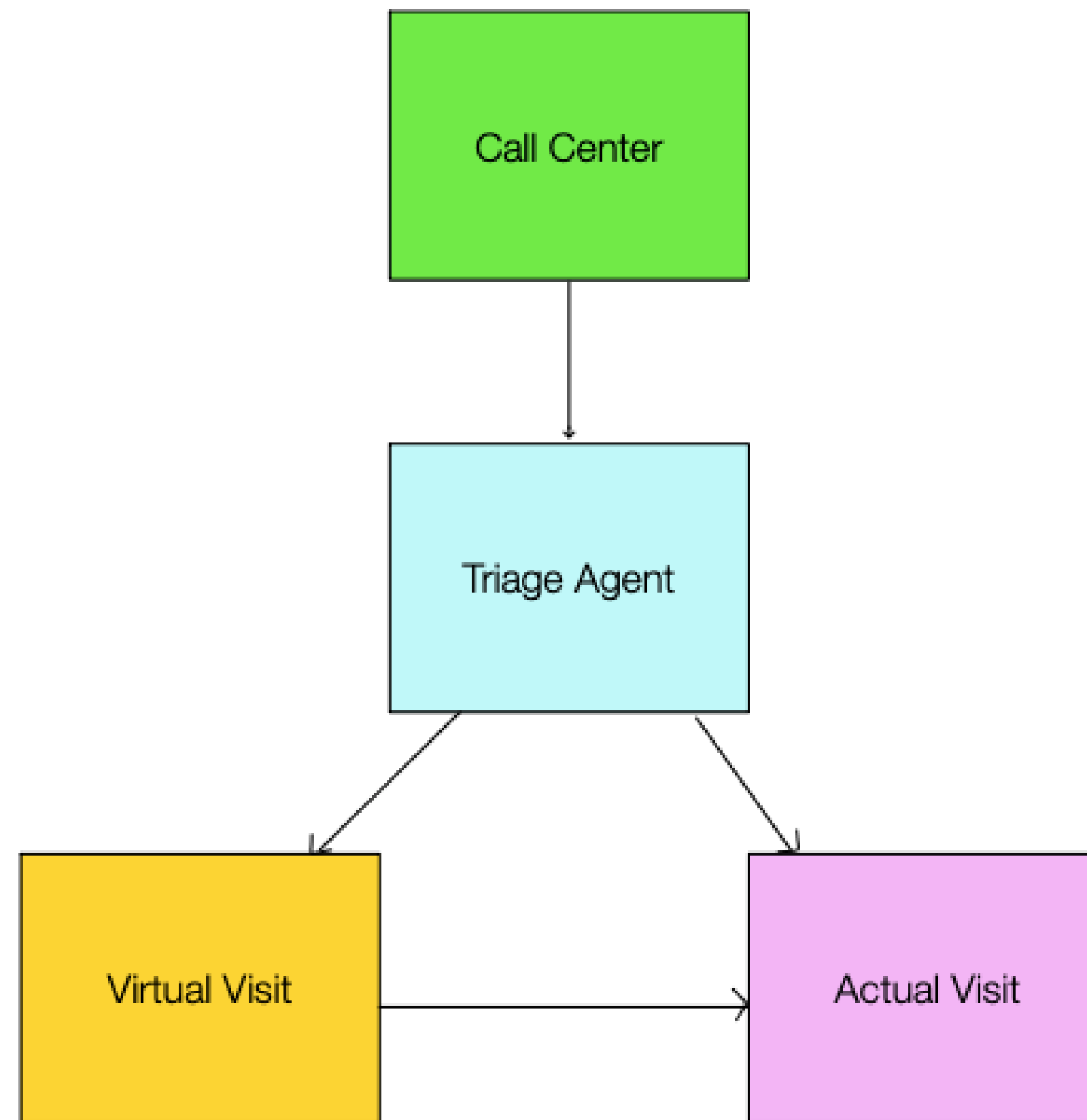
Beginning Obstacles:

- Dentist uncertain about completing virtual visits
- Cost with the audio/visual platform
- Equipment - phone, IT, computer
- Registration - Not having a set process at the beginning
- Standardized notes



Flow Chart:

From the beginning to the end



Coding:

- D9995 - Teledentistry - synchronous; real-time encounter
- D9996 - Teledentistry - asynchronous; information stored and forward to dentist for review.
- D0140 - Limited Oral Evaluation
- D0170 - Re-evaluation - limited, problem focused (established patient)
- D0171 - Re-evaluation - post operative office visit
- D0190 or D0999 - Screening
- D9992 - Dental case management - care coordination
- D9310 – Consultation
- Developed tracking codes



Recent Obstacles:

- Communication.... Communication.... Communication —> Daily Virtual Huddle.
- Pre-registration....
- Assigning Teams....
- Needing a more permanent platform....
- Create a written processSOP.... Guidelines....Competency
- Elders.....Tech - Challenged



Results:

Measured as a success

- Increased confidence on communicating via teledentistry
- The realization that we can treat certain emergencies via virtual visits.
- Decreased amount of PPE utilized.
- Streamlined the referral process to the specialists
- Improved customer service
- Streamlined for a Covid-19 schedule
- FaceTime ---→ Zoom
- Potential revenue source



Post Covid - Teledentistry

Where do we go from here?

- Triage patient for emergency - same day appointments
- Consults with specialist
- Post operative appointments
- Education. Education. Prevention.
- Increase access to care
- Community Outreach - asynchronous
- Long distance patients - initial consultation
- Multidisciplinary Consultation - primary care, pediatrician and etc.
- Uncaptured Appointment - Schedule team to complete virtuals for same-day appointment
- Who is on virtuals?
- Dentist Introduction



“When you’re finished changing, you’re finished.”

Benjamin Franklin

