

TELEDENTISTRY OVERVIEW & INTO PRACTICE

EOCCO Summit

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Disclosures

- Employee of Advantage Dental from DentaQuest
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Learning Objective

- Explain teledentistry
- Outline teledentistry modalities and types
- Apply modalities and types into practice
- Illustrate the benefits of teledentistry in Oregon

Teledentistry Defined

“Teledentistry refers to the use of telehealth systems and methodologies in dentistry. Telehealth refers to a broad variety of technologies and tactics to deliver virtual medical, health, and education services. Telehealth is not a specific service, but a collection of means to enhance care and education delivery.”

D9995 and D9996 ADA Guide – Version 2 – March 27, 2020 – Page 1 of 10
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D9995 and D9996 – ADA Guide to Understanding and Documenting Teledentistry Events

Developed by the ADA, this guide is published to educate dentists and others in the dental community on these procedures and their codes first published in CDT 2018 and effective January 1, 2018.

Introduction

Teledentistry provides the means for a patient to receive services when the patient is in one physical location and the dentist or other oral health or general health care practitioner overseeing the delivery of those services is in another location. This mode of patient care makes use of telecommunication technologies to convey health information and facilitate the delivery of dental services without the physical constraints of a brick and mortar dental office.

The two full CDT Code entries are:

D9995 teledentistry – synchronous; real-time encounter

Reported in addition to other procedures (e.g., diagnostic) delivered to the patient on the date of service.

D9996 teledentistry – asynchronous; information stored and forwarded to dentist for subsequent review

Reported in addition to other procedures (e.g., diagnostic) delivered to the patient on the date of service.

Teledentistry Modalities

- Live Video (synchronous)
- Store-and-forward (asynchronous)
- Remote patient monitoring
- Mobile health (mHealth)

Considerations with Teledentistry



Leadership



Infrastructure



Workforce



Scope of
practice



Licensing and
credentialing



Billing



Workflows



Technology



Evaluation



Community
Partnerships



Patient
Engagement

Types of Teledentistry Visits

- Patient to Dental Team Member (DTM)
- DTM to DTM
- Medical Provider to DTM
- Allied Health Provider to DTM
- DTM to Specialist

Teledentistry Applications

- Limited Evaluation and Triage
- Examinations and Diagnosis
- Hygiene Assessments
- Satellite Clinic Coverage
- Patient Consultations
- Community Care Sites
- Specialist Consultations
- Medical-Dental Integration
- Care Coordination
- Translation

TELEDENTISTRY IN PRACTICE

Asynchronous (Store & Forward) Focused Teledentistry

Type:

- Dental Team Member to Dental Team Member

Use Case:

- Hygiene Assessments
- Examinations and Diagnosis
- Satellite Clinic Coverage
- Limited Evaluation and Triage
- Patient Consultations
- Specialty Consultations

On-Call Emergency Care (Synchronous)

Type:

- Patient to Dental Team Member (direct to patient)

Use Case:

- Limited Evaluation and Triage
- Patient Consultations
- Specialty Consultations

Community Care (Asynchronous/Synchronous)

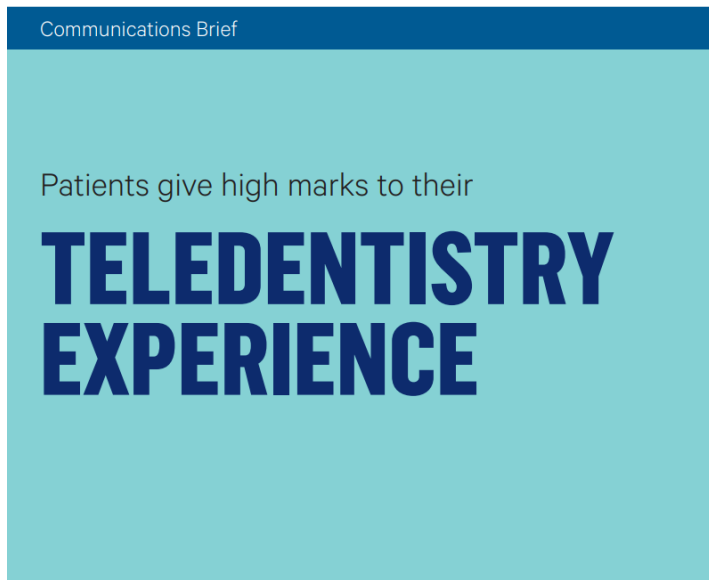
Type:

- Dental Team Member to Dental Team Member

Use Case:

- Limited Evaluation and Triage
- Examinations and Diagnosis
- Hygiene Assessments
- Medical-Dental Integration
- Care Coordination
- Translation

Patient Experience



SUGGESTED CITATION:

DentaQuest Partnership for Oral Health Advancement. June 2020. *Patients Give High Marks to Their Teledentistry Experience*. Boston, MA. DOI:10.35565/DQP.2020.2012.

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“Until recently, little was known about how patients would rate their teledentistry experience, in part because dental providers have moved more slowly than their medical peers to embrace telehealth. COVID-19 has put telehealth in the spotlight, demonstrating a more urgent reason to adopt these technologies for patient care continuity. Now, recent survey data indicates most patients want teledental-enabled care and may even prefer it.”

Advantage Dental 
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