Slide 1

Oral
Telehealth:
Assess, Capture
& Connect!

Presented by:
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2020 Dentistry Today CE Leader

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Slide 2

Jo-Anne Jones, RDH

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As a recognized thought leader and award-winning speaker, Jo-Anne Jones has delivered over 1,000 presentations across Canada, the U.S., England, Ireland and Bermuda.

Jo-Anne has been selected as one of DPR's Top 25 Women in Dentistry and joins the 2020 Dentistry Today CE Leaders for the 10th consecutive year. Her frank and open style of lecturing complemented by the provision of clinical resources has earned many loyal followers

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Disclosure Statement and Disclaimer

The speaker is an advisor to Holland Healthcare Inc., developers of TelScope Oral Telehealth System and Throat Scope, the world's first all-in-one illuminated tongue depressor.

This webinar was developed to elevate awareness of the growing use of telehealth and specifically oral telehealth and its integration into clinical practice.

The foundational platform of oral telehealth may be translated to any facet of telehealth.

Disclaimer: Healthcare professionals are advised to consult with respective regulatory authorities to ensure guidelines and standards of practice are adhered to in all facets of telehealth.

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Learning Objectives

Upon completion of the webinar, the participant will be able to;
•Understand the relevancy and benefits of incorporating oral telehealth into clinical practice
•Explain the process of image capture, subsequent assessment and management pathways
•Develop a workflow plan for integration into clinical practice

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What is Oral Telehealth/Teledentistry

"Teledentistry is a rapidly forming subset of telehealth, a field that already has considerable impact on the health care industry. Technologies currently available are beginning to change the dynamics of dental care delivery. It now involves consulting experts using the internet (2000) " [1, 2]

"Teledentistry is the provision of patient dental care at a distance, using information and communication technologies." [3]

Teledentistry initially regarded as a promising path for access to care comparable to face-to-face for oral screening, especially in school-based programs, rural areas and areas with limited access to care, and long-term care facilities. [4, 5, 6]

COVID-19 has catapulted it use well in advance of its anticipated popularity. [7]

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Influencers Dictating Telehealth Use

- In a recent poll, 50% of adults reported they or family member skipped dental and medical visits due to COVID-19 despite a surge of people leaving home more frequently to shop, visit family or work [8]
- Even though majority of dental practices have reopened, industry experts warn that a complete bounce back from the pandemic isn't likely in 2020. [9]
- 75% of public surveyed do not feel safe visiting their dentist for non-urgent dental treatments during the COVID-19 pandemic, according to new data released by an American dental service organization (DSO) [10]
  - Fear of their own personal health safety and infection control concerns dictated this response
- The dental industry has been one of the sectors hardest hit by the pandemic. Almost 50% of dental practices would not be sustainable if forced to postpone all non-emergency treatments for an extended period of time. [11]

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Oral Telehealth Principles

- Through the use of technological advancements, oral telehealth delivers an inexpensive solution to the provision of professional advice and treatment recommendations
- Involves the incorporation of a combination of technologies including telecommunication, digital imaging and video chat.
- Privacy and security must be adhered to in accordance with electronic transmission of healthcare information
- Provision of increased access to care for certain demographics or underserved areas of population
- For many represents an actionable step towards improving oral health that may otherwise not have been initiated

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Oral Telehealth Minimizes Risk

- Redirects hospital emergency visits for dental issues back into the dental practice where they are best handled for several reasons
- Many of our clients have existing medical complications that may place them at increased risk at any time of social interaction and particularly at the present time of the current pandemic
- The most commonly cited comorbidities to experiencing severe complications with COVID-19 include;
  - Hypertension
  - Diabetes
  - Cardiovascular disease
  - Immunosuppression
  - Asthma and/or COPD
  - Cancer patients

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Potential Use of Oral Telehealth

- Consultations
- Review of outstanding treatment plans
- Assessment
  - oral lesions
  - early childhood caries, eruption patterns
- Collaboration with other regulated healthcare professionals
- Screening for disease (perio, caries, oral pathologies)
  - provides record for comparisons
- Screening for individuals in long term care facilities, school settings and public health environments

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The Simplicity of Oral Telehealth

- Eliminates the need for treatment room preparation and infection control measures
- Cumulative time saving measure
- Allows efficiency of scheduling open 10 – 15 minute units otherwise lost
- Ability to 'assess' and 'solve' minor dental issues
  - Abfraction/recession sensitivity
  - Black line stain
  - Dentition eruption concerns
  - Oral lesions/referral management
  - Apthae vs. erythroplakic lesion

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RDH Role in Oral Telehealth
- Adherence to Standards of Practice and the Dental Hygiene Process of Care apply in oral telehealth
  - assessment, dental hygiene diagnosis, planning, implementation and evaluation
- Post-procedural 'care' or follow up interaction
- Capability to communicate with dentists remotely while serving rural communities, caring for patients in long term care facilities, schools, public health
  - RDH records all client information
  - Collaboration with DDS for review and treatment planning
- Eliminates unnecessary trip to the physical setting of the dental practice and limits the requirement for PPE and infection control procedures

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Engagement Opportunities with Oral Telehealth

- Opportunity to review outstanding dental treatment and elevate case
- Alleviate anxiety or apprehension through communication of safety measures and clinical protocols your practice offers
- Elevates comfort of dental visits with ability to connect with a team member
- Provides another revenue stream
- Viral pandemics are expected to be a way of life for several years to come. The practices that are equipped with the capability to offer oral telehealth will be better prepared to adjust to each open/closure cycle providing continuity of care for the patient base

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Oral Telehealth in a Post-COVID World

- Inactive Clients
  - Incomplete treatment such as periodontal therapy
  - Change in employment affecting their dental benefits
- Current Clients
  - Enables follow up without chair time
  - Minor concerns addressed without chair time
  - Anxious clients able to address their concerns
- Future Clients
  - Ability to connect with 'shoppers' or clients wishing a 2nd opinion
  - Emergency appointments
  - Clients seeking specialty dental treatments – ability to market practice brand

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Capture &
Connect

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Oral Telehealth Communication Methods

a. Synchronous – Live, real-time interaction between clinician and client; video chat

b. Asynchronous – Transmission of recorded health information to a clinician to evaluate a client's condition outside of real-time or live interaction (referred to as 'store and forward')

c. Remote client monitoring – personal health, medical and dental data collection from one location and transmitted to a provider (ex. RDH working in a long-term care facility)

d. Synchronous – Live, two-way interaction with use of a delivery mechanism to obtain and deliver intraoral images to a clinician via email. Images are then integrated into secure software management system.
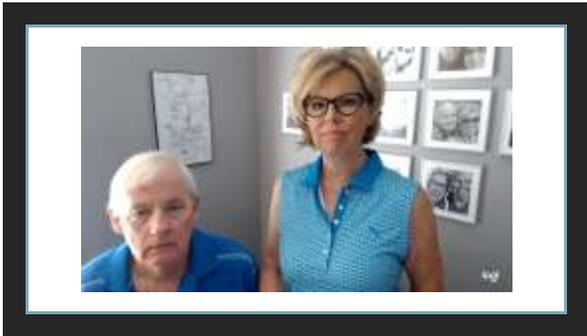
16
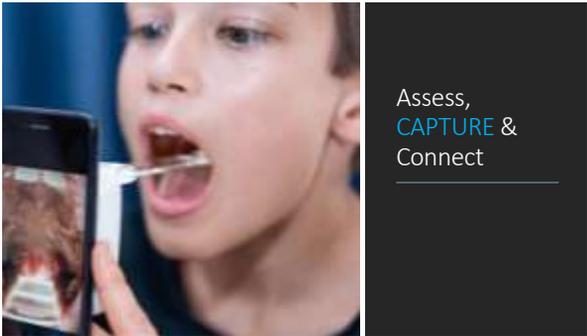
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How Does TelScope Work?

- The TelScope app works together
  with the TelScope handle which
  is the illuminating tongue depressor
  handle that attaches to your
  smart device.
- An intraoral image may be captured
  while lighting the oral cavity and
  depressing the tongue using one
  hand
- Rechargeable universal handle
  attaches to any smart device

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Ability to take high
resolution images inside
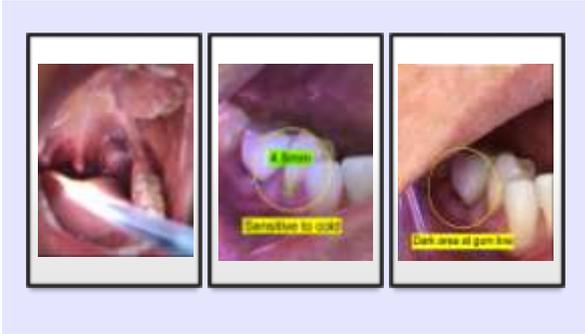the oral cavity and throat

Measure, circle and
annotate
areas of concern

Securely send to a Dr. or
DDS instantly

Works with iOS or android

New Message

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TelScope FAQ

Is the data stored securely on the app or servers within the company?
Data is stored on the user's device using encryption and accessible only by the app. Data is not accessible by other apps on the device.
Does the client have to send the images acquired by the app through a separate method?
No. The images may be sent using the built in OS share feature.
Does the app facilitate 2- way engagement in a telehealth consultation?
At this time, the app is strictly a delivery method with enhanced capabilities of delivering superior intraoral photography and annotation capabilities.
Does the professional receiving the image also need the app?
No. Only the user taking the image needs the app.
How do I access the app? *Available via Google Play and the Apple App Store.*

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TelScope Ordering Information
www.hollandhealthcareinc.com

TelScope: Oral
Telehealth System

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Oral Telehealth Process

1. Client will complete an online form
2. Team member will contact to set up an appointment time
3. Scheduled video chat (images sent to healthcare professional via delivery method if available)
4. Customized treatment plan developed

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Oral Telehealth Reimbursement Guidelines

Teledentistry itself is not a specific service. It represents an alternative method of delivering care.

Specific codes have been allocated for synchronous/asynchronous telehealth client conferencing

A limited oral examination, consultation or re-evaluation code may be used in conjunction with the telehealth code as applicable

Disclaimer: A registrant is required to consult with their specific regulatory authority and association for specific guidelines and fee structure. Note that examination, consultation or re-evaluation codes often may only be used if the DDS and/or independent practitioner performed the service.

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In Summary

- In a COVID world, a post-COVID world or a COVID-free world, implementing telehealth into your practice is a decision you will never regret
- It is a value added service that will decrease overhead expenses, open up chair time and provide sustained contact with your client base
- Acknowledge change and embrace it!

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"THE SECRET OF CHANGE IS TO FOCUS ALL OF YOUR ENERGY, NOT ON FIGHTING THE OLD, BUT ON BUILDING THE NEW."
— SOCRATES

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