



# Practical Applications of Teledentistry-Expanding Access to Care

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# Objectives



- Describe teledentistry and how it can be used in public health settings.
- Explain where to find the teledentistry rules and regulations in your state.
- Identify resources that can help support providing education about and implementing teledentistry.

# Teledentistry?



# What is Teledentistry?

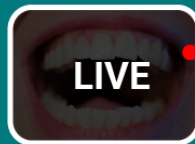
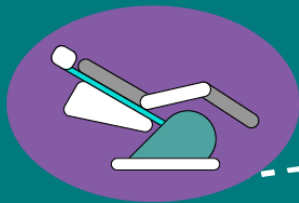


## What is Teledentistry?

Use of communications technology for oral health assessment, consultation, and education.

### Synchronous

A dental provider views a live communications feed to consult and diagnose the patient.



On the other end of the feed, a dental hygienist or other medical practitioner uses digital x-rays, intraoral cameras and other tools to gather information about the patient.



### Asynchronous

Charts and diagnostic material are electronically sent to a dental provider to review at a later date.

Teledentistry allows dental providers in central locations to provide quality assessments and diagnoses to patients in distant locations, like much of rural North Carolina, where communities traditionally lack access.

# How it all started...

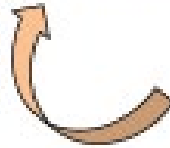
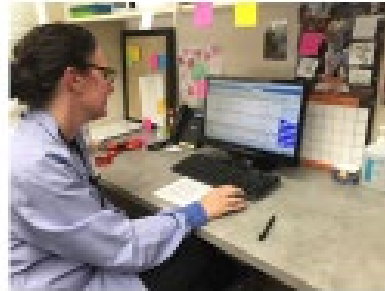
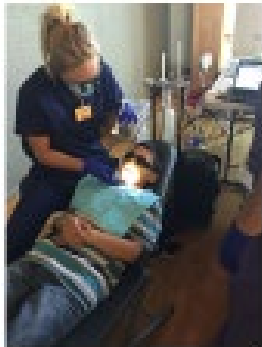


- At NOHC 2011, Dr. Paul Glassman gave a presentation on the Virtual Dental Home model entitled *“Welcome to the Future: Using Telehealth Enabled, Geographically Distributed, Collaborative, Oral Health Systems to Improve Oral Health of Underserved Populations.”*
  - Dentists and allied dental personnel collaborate at a distance
  - Establishes a community based collaborative virtual health home for populations that would otherwise not receive oral health care
  - Brings care to where the people are
  - Allows oral health professionals to work at the top of their profession





# The Virtual Dental Home





VeriSoft - Patient Workflow - Returns: D100285695.COM - Internet Explorer provided by JPL

https://www.verisoft.com/3D/CX/Charting/3DChartMax.aspx

Type	Date	Q. Code	Description	Qty	Unit	Std. Price	Fee	Other
L0006	9/27/2008	2240	Amalgam Over Surface Perforator	1	0	0.00	50.00	JA
L0006	9/27/2008	2240	Amalgam Over Surface Perforator	4	0	0.00	50.00	JA
L0006	9/27/2008	2240	Amalgam Over Surface Perforator	1	0	0.00	50.00	JA
L0006	9/27/2008	2240	Amalgam Over Surface Perforator	2	0	0.00	50.00	JA
L0006	9/27/2008	2240	Amalgam Over Surface Perforator	7	0	0.00	50.00	JA
L0006	9/27/2008	2240	Amalgam Over Surface Perforator	3	0	0.00	50.00	JA
L0006	9/27/2008	2240	Amalgam Over Surface Perforator	3	0	0.00	50.00	JA
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# Results of Pilot



- Over 700 students received oral health care in their schools
- 53% of students had untreated decay which means 47% of students were able to be “kept healthy” in the community setting

› [J Public Health Dent. 2022 Mar;82\(2\):229-238. doi: 10.1111/jphd.12465. Epub 2021 Jun 17.](#)

## **Training dental hygienists to place interim therapeutic restorations in a school-based teledentistry program: Oregon's virtual dental home**

[Richie Kohli](#)<sup>1</sup>, [Jennifer Clemens](#)<sup>2</sup>, [Linda Mann](#)<sup>3</sup>, [Meagan Newton](#)<sup>3</sup>, [Paul Glassman](#)<sup>4</sup>, [Eli Schwarz](#)<sup>1</sup>

Affiliations + expand

PMID: 34142372 DOI: [10.1111/jphd.12465](#)



# Expansion to other sites



# Other avenues of Teledentistry



**Thank you for Scheduling Your Child's Virtual Dental Visit!**

We look forward to meeting you. Please accept this package in preparation for the appointment.

**YOUR PACKAGE INCLUDES:**

- An educational brochure with tips on how to keep your mouth and your child's mouth healthy.
- Toothbrushes and toothpaste for your family.
- A package of fluoride varnish. During the virtual visit, you will be instructed how to properly place this fluoride treatment on your child's teeth. Photos have been included to help guide you.

**Fluoride Varnish Application Instructions**

**Step 1: Position the child—knee-to-knee**

- For an infant or toddler, place the child on the adult's lap with the head on their knees and the legs around the waist.
- Or, place the young child on a flat surface and work from above the head.
- Or, adopt a method that works for you.

**Step 2: Apply the fluoride varnish**

- Peel back top of fluoride packet.
- Soak fluoride with brush for a few seconds.
- Open the child's mouth.
- Dry the teeth with gauze.
- Apply a thin layer of the fluoride varnish to all surfaces of the teeth.
- Once it is applied, the fluoride varnish sets quickly with contact of the saliva. Ask child to close and swallow.

**Step 3: After Care Instructions**

- \*Your child may eat and drink any time after the fluoride is placed - Cool, soft things only!
- \*Child should eat a soft diet for the rest of the day. Avoid hard and crunchy foods.
- \*Avoid hot drinks for the rest of the day.
- \*Do not brush or floss until the next morning.

Gentle Dental  
Capitol Dental Cares  
SmileKeepers DENTAL

**A Healthy Smile is Part of a Healthy Body**  
Your oral health influences your overall health and wellness.

Schedule your appointment today!  
Gentle Dental  
SmileKeepers DENTAL  
800-525-6800

Capitol Dental Cares

Capitol Dental Cares About Your Oral Health

**5 Basics of Oral Health**

- Baby Teeth Are Important ✓
- Water for Thirst ✓
- Tooth Healthy Foods ✓
- Brush, Floss, Swish ✓
- Going to the Dentist ✓

**We offer TeleDentistry**  
Can't make it into the office in person? No problem. Schedule a TeleDentistry appointment with us. We can do video calls right from the comfort of your home or wherever it is convenient.

Capitol Dental Care®, SmileKeepers™ and the Gentle Dental® logo are registered service marks of Inland Empire Service Corporation. Inland Empire provides business support services to independent dentists, but does not practice dentistry.

# Supportive Documents



- ADA policy

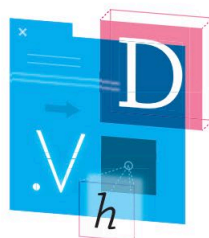
“The ADA believes that examinations performed using teledentistry can be an effective way to extend the reach of dental professional, increasing access to care by reducing the effect of distance barriers to care.”

[ada.org/about/governance/current-policies/ada-policy-on-teledentistry](https://ada.org/about/governance/current-policies/ada-policy-on-teledentistry)

- Accuracy and effectiveness of teledentistry: A systematic review of systematic reviews

“Current evidence supports teledentistry as an effective means for dental referrals, treatment planning and compliance and treatment viability.”

[nature.com/articles/s41432-022-0257-8](https://www.nature.com/articles/s41432-022-0257-8)



# Using Telehealth Technologies to Improve Oral Health for Vulnerable and Underserved Populations

PAUL GLASSMAN, DDS, MA, MBA; MICHAEL HELGESON, DDS; AND JENNY KATTLÖVE

**ABSTRACT** Telehealth refers to the use of technology to provide health care at a distance. The important and increasing role of telehealth in the delivery of health care has been recognized for several decades. Although there are fewer reports on the use of telehealth to deliver oral health services, evidence is emerging that these technologies can enhance the ability of the oral health delivery system to reach vulnerable and underserved populations.



# Legislative action



- Senate Bill 786 from the 2017 session- requires the Oregon Board of Dentistry to allow oral health care providers to use telehealth when dental care provider determines telehealth is appropriate. Requires board to treat provision of dental care service in same manner regardless of method of delivery of dental service.



# Teledentistry Rules by State



## Comparison of State Statutes and Regulations That Address Requirements and Permissible Practices for Teledentistry or Telehealth Conducted by Oral Health Practitioners

The chart below provides guidance to whether or not a regulations include the to "no" means that state sta that state laws and regula and does not include ana This document is intende providers. Because this ar that apply to other group This document is meant t Please refer to the comp

Research is current as of November 2022. This document is intended for educational purposes only and should not be considered legal advice. Please contact Phil Mauler at [pmauler@adea.org](mailto:pmauler@adea.org) with any updates or information that may be relevant to this document.

State	Is Teledentistry Defined	Telehealth Laws and Regs Include Oral Health Professionals	Synchronous	Asynchronous	Remote Monitoring	Out of State Practitioners	Requires Provider Patient Relationship	Requires Informed Consent	Allows Specified Practices to be Delegated to Members of Dental Team
Alabama	Not addressed	Not addressed	Not addressed	Not addressed	Not addressed	Not addressed	Not addressed	Not addressed	Not addressed
Alaska	No	See note <sup>1</sup>	Yes	Yes	Not addressed	Not addressed	Not addressed	Not addressed	Not addressed
Arizona	Yes	Teledentistry is separate from other state telehealth laws	Yes	Yes	Not addressed	No	Not addressed	Yes	Yes
Arkansas	No	Yes	Yes	Yes	Yes	Permitted to provide "episodic consultation"	Yes <sup>2</sup>	Yes	Not addressed
California	No	Yes	Yes	Yes	Not addressed	No	Yes <sup>3</sup>	Yes	Yes
Colorado	"Telehealth supervision" is defined in dental practice act	Yes	Yes	Yes	Yes	No	See note <sup>4</sup>	See note <sup>5</sup>	Yes
Connecticut	No	Yes <sup>6</sup>	Yes	Yes	Yes	Yes	Yes	Yes	Not addressed
Delaware	Dental board regulations define telehealth and telemedicine	Yes	Yes	Yes	Yes	No	Yes <sup>7</sup>	Yes	Not addressed
District of Columbia	No	Yes <sup>8</sup>	Yes	Not addressed	Not addressed	Not addressed	Not addressed	Medicaid patients only	Not addressed
Florida	Yes	Yes	Yes	Yes	Yes	Yes <sup>9</sup>	No	Not addressed	Not addressed

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## Compilation of State Laws and Regulations Addressing Teledentistry or Telehealth Conducted by Oral Health Practitioners

### States O-W

This document is a compilation of state statutes and regulations that address teledentistry or telehealth conducted by oral health practitioners. Each state's laws and regulations may be divided into three parts: requirements and permissible practices, Medicaid reimbursement and private payer reimbursement. Some states do not address all three of these topic areas and, as a result, a state may have fewer sections.

Because this analysis only focuses on laws as they apply to oral health care providers, it may not include telehealth policies that apply to other groups of health care practitioners.

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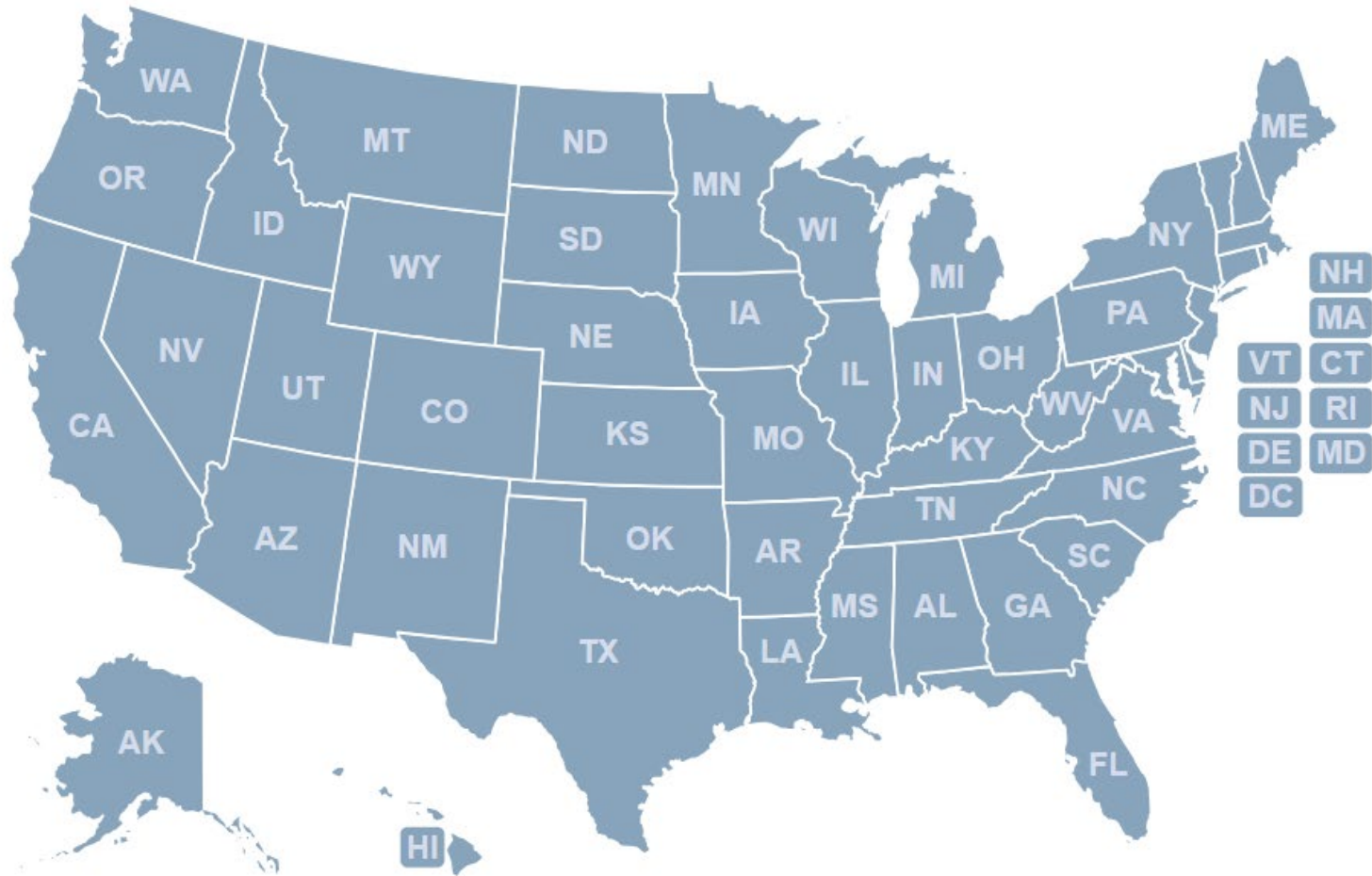
Research data are current as of September 2021. This document is intended for educational purposes only and should not be considered legal advice. Please contact Phil Mauler at [pmauler@adea.org](mailto:pmauler@adea.org) with any updates or information that may be relevant to this document.

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- [https://adea.org/uploadedFiles/ADEA/Content\\_Conversion/advocacy/Teledentistry-Requirements-and-Permissible-Practices-Chart.pdf](https://adea.org/uploadedFiles/ADEA/Content_Conversion/advocacy/Teledentistry-Requirements-and-Permissible-Practices-Chart.pdf)
- <https://adea.org/uploadedFiles/ADEA/Download/ADEA-Compilation-of-State-Teledentistry-Laws-and-Regulations-StatesO-W.pdf>

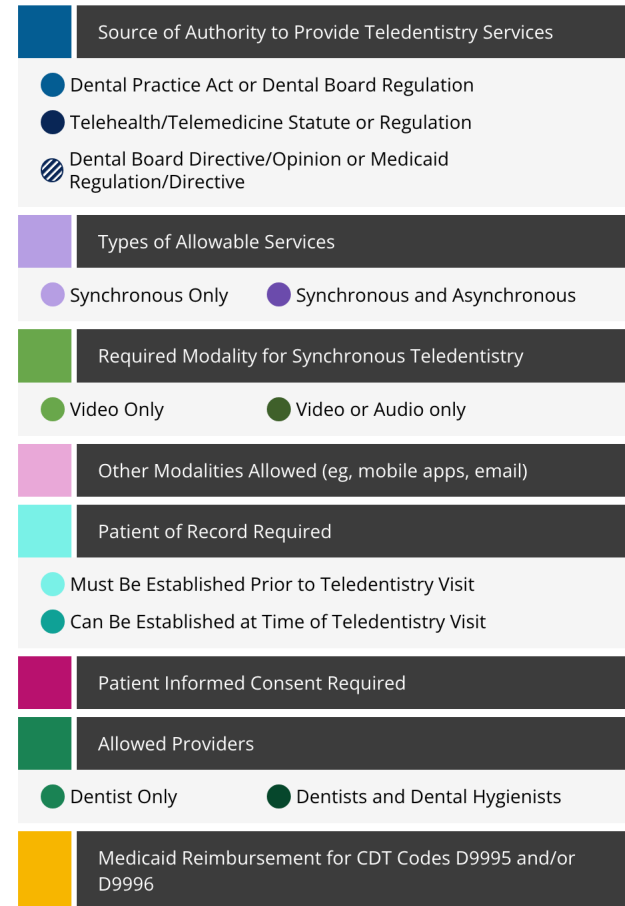
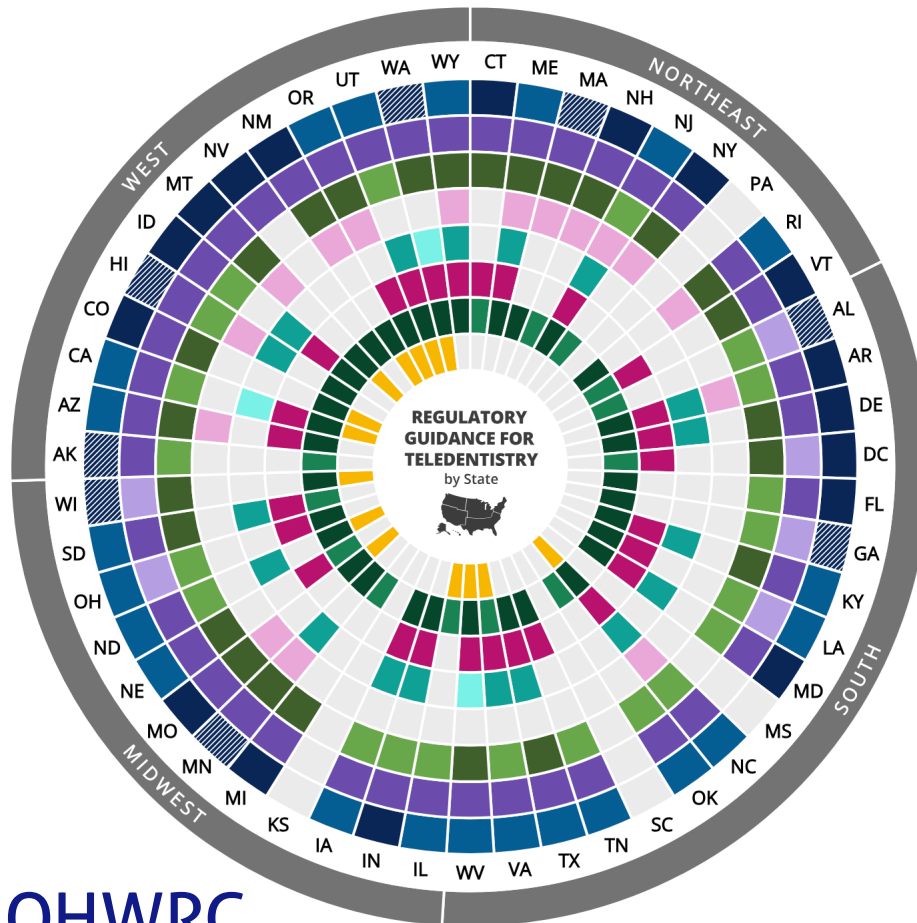
# Teledentistry rules by state, cont.



<https://www.mouthwatch.com/teledentistry-in-your-state-regulations-quick-facts/>



# Teledentistry Regulations by State





# What's next?



- Expansion to more sites (Hospitals, Substance abuse recovery centers, Care homes for Seniors and those with disabilities)
- Incorporate 3D scanners



# Resources



## Using Teledentistry to Provide Care for Children

This Brush Up on Oral Health tip sheet for Head Start staff shares basic information about how teledentistry works, using teledentistry in public health settings, the benefits of using it in Head Start programs, and tips for getting started.

### Background

Everyone deserves to be healthy – a healthy mind, a healthy mouth, a healthy body. Good oral health is important for health. Yet millions of Americans do not have access to oral health care. Disparities in health continue to exist, particularly for people with low incomes, those with disabilities, and those who are members of ethnic minority groups or who do not speak English. Teledentistry can facilitate the delivery of oral health care, including education, disease prevention, and a full range of restorative care. It has been successful in many states, including California, Maine, Oregon, and Puerto Rico. Since the coronavirus (COVID-19) began in 2019, use of teledentistry has grown substantially throughout the United States, increasing access to care for those who need it most.

### How Teledentistry Works

Teledentistry uses telecommunication technology to allow a dentist to provide care to a patient in one location while the dentist is in another location. When used, oral health professionals use telecommunication technology to provide care to patients.



Best Practice Approaches for State, Community and Territorial Oral Health Programs

Date of Report: December 2021

Best Practice Approach  
Teledentistry: Opportunities for Expanding the Capacity and Reach of the Oral Healthcare System

### Executive Summary

#### Background and Rationale

#### Best Practice Oral Health

#### Research Evidence

#### State Practice

#### Acknowledgments

#### References

### Executive Summary

Teledentistry is a key oral healthcare delivery model that provides a range of services to patients. The American Dental Association and state agencies are considering teledentistry and state agencies are using telecommunication technology to provide care to patients.

### Best Practice Approach

#### Healthcare System

### Research

## Two Teledentistry Models for the Provision of Essential Oral Health Care Services in Rural School Settings

Marcia M. Ward, PhD, Divya Bhugananda, MPH, PhD, Fred Ullrich, Kimberly A.S. Mendham, MA, Christopher L. Meyer, Sarah Worocha, JD, MPH, Emma Reynolds

### Abstract

**Purpose:** Access to oral health care is a challenge for rural and underserved living conditions. This study examines the quality of health care for students in rural school settings.

**Results:** Both VDH and VDH models were used through a dental hygiene program. One half of the students in rural health care settings received care through telehealth, but it is still being used in dental care and office settings.

**Keywords:** telehealth, rural, underserved, dental care, oral health

### Introduction

Dental care is a challenge for rural and underserved living conditions. This study examines the quality of health care for students in rural school settings.

### What We Do = Virtual Dental Home

## Virtual Dental Home

Do you have questions about Maine's Virtual Dental Home initiative and how you might get involved?

Contact: Becca Matusevich  
(becca@mainecohn.org)

Bringing the Virtual Dental Home model to Maine: a better way to reach more kids

What is the Virtual Dental Home (VDH) model & what does it accomplish? The VDH model was developed by Dr. Paul Glassman of the University of the Pacific. School of Dentistry and replicated in multiple states. VDH is a community-based oral health care delivery system in which care is provided by a team of dental professionals.

Teledentistry Learning Collaborative

Teledentistry User Guide

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<https://eclkc.ohs.acf.hhs.gov/oral-health/brush-oral-health/using-teledentistry-provide-care-children>

<https://www.astdd.org/bestpractices/teledentistry-bpar-2021-final.pdf>

<https://jd.h.adha.org/content/96/6/43>

<https://www.mainecohn.org/what-we-do/vdh>

<https://www.nnoha.org/teledentistry>

# Questions



(i



A large, abstract, light blue graphic that resembles a stylized letter 'C' or a flowing ribbon, positioned on the left side of the slide.

# Thank you!

Linda Mann, EPDH

Director, Community Outreach

[mannl@interdent.com](mailto:mannl@interdent.com)

# Check out CE Smart from ADHA!

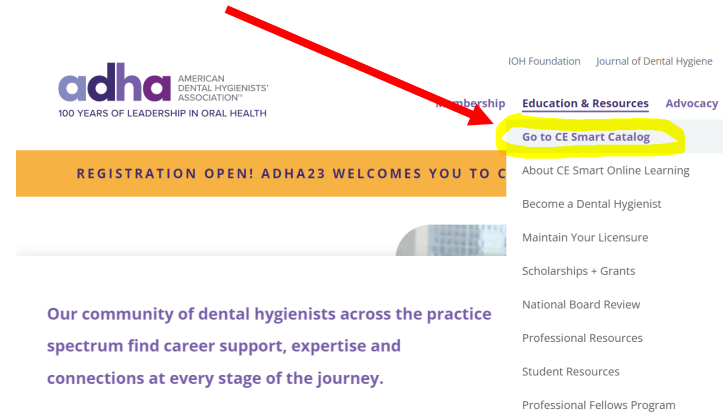
[https://mymembership.adha.org/ce\\_smart#](https://mymembership.adha.org/ce_smart#)

## All ADHA members have access to:

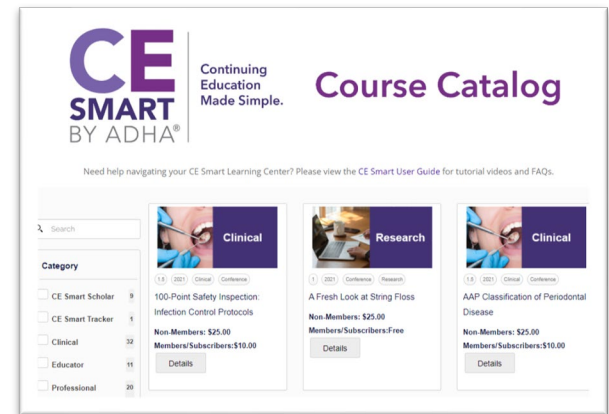
- Unlimited access to FREE and highly discounted CE
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Recorded: <https://survey.alchemer.com/s3/7563734/13a9d1c67abb>