Short-Term COVID-19 TeleDentistry Telephone Appointment Workflow

**Patient**
- Calls for appt
- Use telephonic interpretation
- Answers pt call or calls pt at appt time; let's patient know we are seeing urgent appts only

**Front Desk**
- Patient calls for appt
- Use telephonic interpretation
- Make teledentistry appt on standby schedule and check in
- Determine if teledentistry appt is needed e.g. pain, bleeding, swelling?
- Looks up pt in Epic; builds registration if needed
- Call patient to schedule f/u visit, if needed
- Connect dentist to call if available, or send secure chat to dentist with patient phone and MRN for dentist to call within 30 mins
- Use new teledentistry visit types [121] or [934]

**Dentist**
- Connects with patient (if no answer, send secure chat to FD to cancel appt)
- Reviews chart and x-rays (if established)
- Complete Rooming tab
- Go to Notes tab; enter .mcteledentistry in body; complete note
- Determine f/u care needed; enter treatment plan and send scheduling instructions to front desk
- Enter D0140 or D0170 WITH D9995
- Sign visit; let patient know front desk will call to schedule appt within 30 minutes, if needed

*This workflow has been developed for short term COVID-19 pandemic response. It omits many steps that would otherwise be necessary for a long-term teledentistry approach.*

April 2020