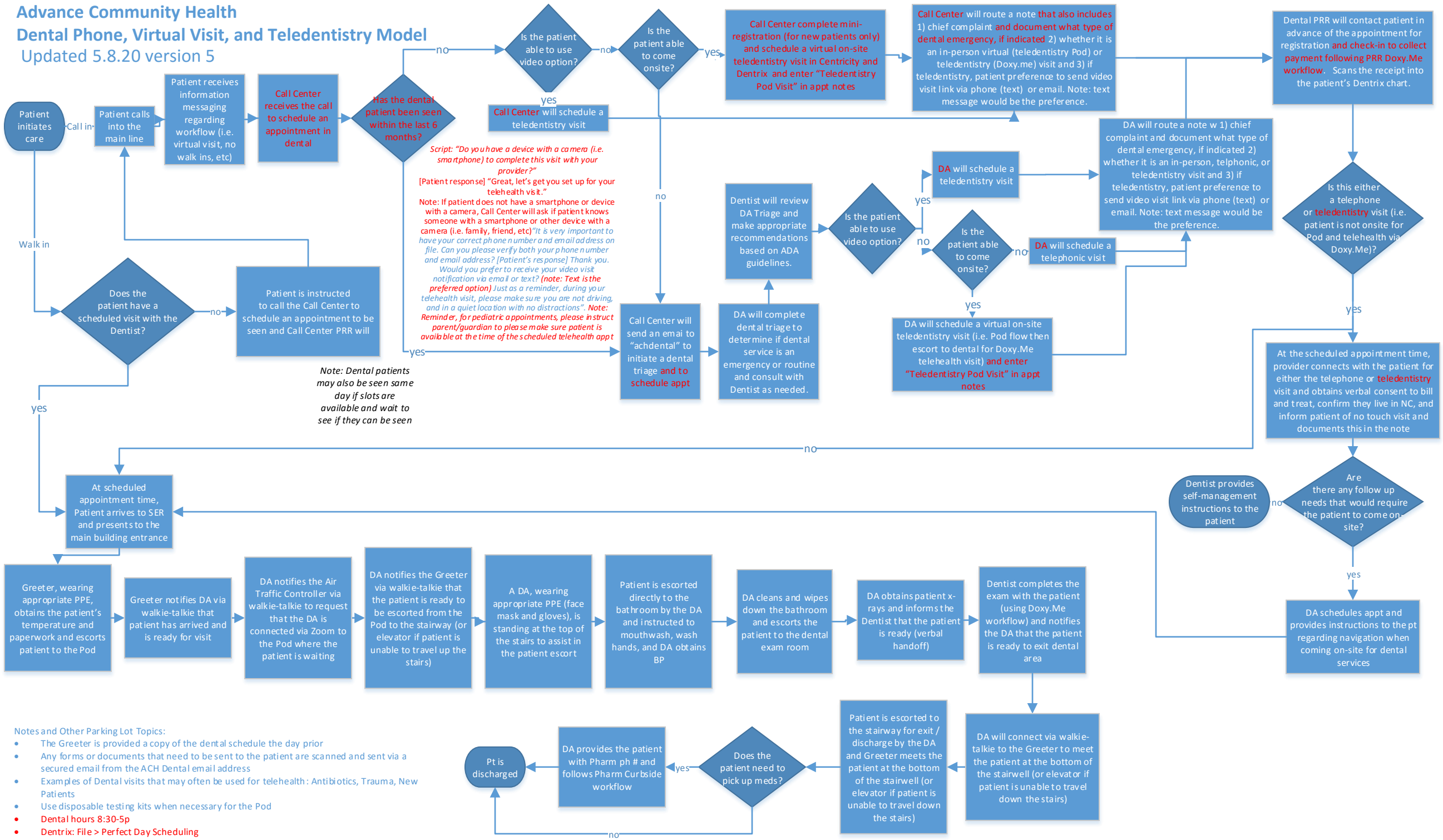


Advance Community Health Dental Phone, Virtual Visit, and Teledentistry Model

Updated 5.8.20 version 5



- Notes and Other Parking Lot Topics:
- The Greeter is provided a copy of the dental schedule the day prior
 - Any forms or documents that need to be sent to the patient are scanned and sent via a secured email from the ACH Dental email address
 - Examples of Dental visits that may often be used for telehealth: Antibiotics, Trauma, New Patients
 - Use disposable testing kits when necessary for the Pod
 - **Dental hours 8:30-5p**
 - **Dentrix: File > Perfect Day Scheduling**

Script: "Do you have a device with a camera (i.e. smartphone) to complete this visit with your provider?"
[Patient response] "Great, let's get you set up for your telehealth visit."
Note: If patient does not have a smartphone or device with a camera, Call Center will ask if patient knows someone with a smartphone or other device with a camera (i.e. family, friend, etc) "It is very important to have your correct phone number and email address on file. Can you please verify both your phone number and email address? [Patient's response] Thank you. Would you prefer to receive your video visit notification via email or text? (note: Text is the preferred option) Just as a reminder, during your telehealth visit, please make sure you are not driving, and in a quiet location with no distractions". Note: Reminder, for pediatric appointments, please instruct parent/guardian to please make sure patient is available at the time of the scheduled telehealth appt

Note: Dental patients may also be seen same day if slots are available and wait to see if they can be seen