

To meet the needs of your patients during the Coronavirus Disease 2019 (COVID-19) Pandemic, you may consider developing your practice's Teledentistry capabilities.

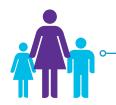


## What is Teledentistry?

Telehealth is the use of technology to deliver virtual patient care. The American Dental Association defines Teledentistry as the use of telehealth in dentistry<sup>1</sup>. Two modalities commonly used include:

- Live video (synchronous): Live, two-way interaction between the patient/ caregiver and provider using audio-visual technology.
- Store-and-forward (asynchronous): Transmission of recorded health information (e.g., photographs, video) through a secure electronic communications system to a provider for use in patient evaluation or to render a service (not real-time).

During this epidemic, it is likely patients using Teledentistry will do so from their homes. In the future, you may consider using these modalities in an office setting with a dental hygienist present as a means of expanding the geographic reach of your practice.



## **Practice Considerations:**

- You must continue to operate within scope of practice and licensure requirements.
- Video capabilities must be real-time and through a secure service.
- You may consider establishing referral protocols for when a
  patient has an urgent need to be seen (if you do not offer after
  hours/weekend services).



## **Provider Resources:**

LIBERTY Dental Plan has partnered with the following vendors and recommends them to our network providers. Additional resources on these vendors can be found on the LIBERTY website:

- 1. **Teledentistry** LIBERTY's after hours emergency dental provider (www.teledentistry.com). Your office may choose to contract with Teledentistry to provide after hours support to your patients.
- 2. Virtual Dental Care, Inc. Provides the technology platform and technical assistance for providers interested in deploying Teledentistry services (Virtualdentalcare.com).

ADA, https://www.ada.org/en/about-the-ada/ada-positions-policies-and-statements/statement-on-teledentistry