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Teledentistry 1-2-3

Teledentistry allows providers in different locations to share important clinical data so that remote consultations, triage and treatment planning can take place. For example, a hygienist who is seeing a patient in a nursing home can provide hygiene services and collect different types of clinical data including intra oral images, x-rays, perio charts and clinical notes. This same technology allows for secure data exchange between medical settings, specialists and all types of dental settings.

The clinical and patient data is then uploaded to the cloud and can be reviewed by a dentist who can create a treatment plan and make necessary referrals.

Teledentistry works by allowing providers in separate locations to share clinical data and collaborate on care. One provider collects the data and shares it with other
How TeleDent Works
The two-part solution

TeleDent is a two-part platform that consists of both a local app and a web app. The two parts communicate through a syncing process that shares data between the local app and the cloud.

Part 1- The web app or cloud. The web app is accessed through your browser (such as Chrome or Firefox) and can be found at teledent.mouthwatch.com. The web app allows you full access to all of the information in your group. From the web app you can manage your account, create and review patient records, review clinical data, create treatment plans, assign tasks and more. The following articles will show you how to navigate and use the cloud...

Part 2- The local app. The local app is installed on your device and is used mainly to collect data. It can be downloaded from the Windows Store here. The local app can be used offline, so you are able to collect data even when you don’t have a reliable internet connection. Details about collecting patient data can be found in this article and information about working offline can be found here. After data is collected and when you have a reliable internet connection, data can be synced to the cloud where it is available for review by other providers.
Setting Up Your Hardware

Before you dive into teledentistry you’ll need to do a few things to make sure your hardware is ready to go. If you’ve already checked everything off the list you can skip ahead to Logging In.

- Make sure you are working on a Windows10 device (this is only necessary if you will be collecting data in the TeleDent local app).
- Connect to a reliable internet source (don’t worry, you can still collect data if you don’t have internet by using Offline Mode).
- Download the TeleDent local app from the Microsoft Store. Find it here.
- Download MouthWatch Button Capture Software so you can easily capture your intraoral photos. The code is YP9RQH in case you misplaced it!
**Logging In**

TeleDent is HIPAA compliant platform that allows each user to review, collect and share data securely. In order to do this, both the local app and the web app are password protected.

You will receive a unique username and password, collectively referred to as your credentials, which will allow you access to both parts of TeleDent.

To login to the web app you will need to launch your browser (we recommend Chrome or Firefox). Go to [https://teledent.mouthwatch.com](https://teledent.mouthwatch.com) and enter your username and password. Click login.

To login to the local app you will need to launch the application by clicking the icon in your tool bar or start menu. If you haven’t downloaded the local app yet you can find it [here](https://teledent.mouthwatch.com). Enter your username and password and click the login button.
Offline Mode

We know that you aren’t always going to have access to a reliable internet connection while you are seeing patients and collecting clinical data, which is why TeleDent the ability to work in offline mode. TeleDent is the only teledentistry platform that allows you to collect data without being connected to the internet.

While working in offline mode you will have access to the data that has been stored locally on your computer and you will also be able to create new patient records and collect clinical data.

In order for Offline Mode to have your previous data, you must first login to the TeleDent local app on your device while you have an internet connection.

Sync your data by clicking the sync button, which will download all of your patient information and download new data from the cloud and store it locally on your device.

When you close the local app DO NOT LOG OUT, just close the application. When you are ready to work offline, launch the TeleDent local app and instead of entering your credentials, click offline mode. This will open the app to last user (this is why you don’t logout) and you will have access to all of the stored data.
You can then create patients records and collect data.

Please note: The data created and collected in offline mode will not be available in the cloud until you sync!

When you are ready to upload all of the data you have collected in offline mode you will need to connect to the internet. Launch TeleDent, enter your username and password, click login. It is important that you enter your credentials because this will reestablish your connection to the cloud!

After you have logged in to the local app, click the sync button and allow the sync to complete. Your data will now be available in the cloud.
What’s on the Dashboard

Cloud Dashboard

Top bar from left to right.
1. MouthWatch logo: Brings you back to the dashboard
2. Dashboard Tab: Brings you back to the dashboard
3. Patients Tab: Takes you to the patient section. See a list of patients, search for patients, view patient record which includes Patient details, Appointments, Collected Data, Postings, Treatment Plans and Tasks. (link to corresponding articles)
4. Tasks Tab: View and create tasks
5. Appointments Tab: View, search and create appointments
6. Search bar: Search entire site for Patients, Appointments and Tasks
7. Quick Create: Quickly create a new patient, appointment or task
8. Notifications: Be alerted to new tasks, request for live video and see a list of recent activity

Quick Actions- Allow you to quickly perform an action by clicking the button on the dashboard
1. New Patients
2. Video Conference
3. New Appointment
4. Tasks
**Upcoming Appointments** - Running list of upcoming appointments

**Tasks** - Running list of providers assigned tasks

**Shortcuts** - Click icon to initiate video conference

**Local App Dashboard**

The local app dashboard is very similar to the cloud dashboard with a few key differences.

**Global Sync** - When working in the local app all data is stored locally on your device and will not be visible in the cloud until you sync. The Global sync button will initiate the sync and push data up to the cloud. While the data is syncing you will have “view only” access to data so that no new data is created while the system is syncing. You will receive a notification when your sync is complete.

There are some variations in how you will interact with the features in the local app. These differences are intuitive but required due to the restrictions found in building local Windows applications.
**Patient Tab**

The Patient Tab is located in the top bar on the dashboard in both the cloud and the local app. This is where you will find all of the information connected to a patient record. When you open the tab you will see a search bar and a list of patients at the left. You can use either one of these tools to find a specific patient record or click Create New Patient to add a new patient record.

When you select a patient name you will see the entire patient record and within that you will see six tabs.

**Patient Details:** This is where you will find the patients contact information, insurance information, general health information, health history, attached documents and notes.

**Appointments:** Any appointment that has been created for this patient can be found here. The list can be filtered by upcoming, past or all appointments.

**Collected Data:** All data will be displayed in this tab. Data is organized by the date it was collected. You can limit the amount of images visible by time.

**Posting:** Post new procedures for patient and view all previous postings.

**Treatment Plan Builder:** Create a customized visual treatment plan to share with your patients. Include images, notes and procedures to help understand the treatment they need and why.

**Tasks:** Create new task associated with the patient and view all previous task associated with the patient.
Creating a new patient record

Creating and maintaining patient records within TeleDent 2.0 will be essential for your workflow. A patient record must be created before any data can be collected.

There are 3 different ways to create a new patient record.
1. From the dashboard, click the New Patient button in the Quick Actions section
2. From the top bar you can click the Quick Create button and select Patient from the drop down
3. From the patients tab, click Add New Patient, which can be found at the top of the patient list on the left.

To create a patient record you must enter the required fields of Name and Birthdate. All other fields are optional, and you can add the following:

- Contact Information,
- Emergency contact information,
- insurance information,
- General Health Information
- Medical Alerts
- Consent forms
- Other uploaded documents
Attaching Documents to Patient Record

Documents can be added directly to the patient record and viewed within the Patient Details. You can add a variety of documents including, but not limited to:

- Health History
- Consent Forms
- HIPAA Forms
- Medical Releases/Restrictions
- Medication Lists

To add a document to the patient record:
1. Click Patients tab
2. Select patient name from list or search for patient
3. Within the Patient Details tab, scroll down until you reach the Documents section
4. Click Add Document from the right side of the Documents bar
5. Select file from your computer and click Open

Your document will then be visible and accessible in the Documents section.
The appointment is where most of your teledentistry work will happen. This is where you will collect your clinical data and also where you will review the data. Each appointment will be attached to a patient and assigned a time, location and type. Within the appointment you have the ability to collect clinical data, add codes and manage tasks.

A list of appointments can be viewed on the dashboard as well as in the appointments tab. Appointments can also be accessed from the patient’s record in the Appointments tab.

Creating an appointment is simple and can be done three different ways, from the Quick Actions button on the dashboard, from the Quick Create button on the top bar, and in the Appointments tab.
Tasks

Tasks are an essential part of a teledentistry workflow. With multiple providers in multiple locations, tasks keep everyone on track and prevent important action items from falling through the cracks. Each task will be assigned to a provider, have a due date and priority rating of High, Medium or Low.

Your task will be displayed on the right side of your dashboard and also in the Tasks tab.

Tasks can be created from multiple different locations to ensure that assigning tasks fits easily into your workflow. You can create a task by:

- Clicking the Quick Actions Tasks button on the dashboard
- Clicking the Quick Add button in the top bar and selecting tasks
- Clicking the Tasks tab and clicking Add new task
- From a patient record:
  - Click the Tasks tab
- From an open appointment:
  - Click the Manage Tasks tab
Collecting data

A key step in your teledentistry workflow is collecting clinical data. This is done within an Appointment. You will be able to collect:

- **Documents**
- **Media**
  - Intraoral images
  - Extraoral images
  - Videos
  - Radiographs
- **Assessments**
  - Perio Charts
  - Head and neck exam
  - Caries risk assessments
Capturing Images

Capturing intraoral images is quick and easy within an appointment. To enter an appointment you can select it from the list on the dashboard, the list in the Appointments tab or from the appointments tab within a patient record. Once you are in the correct appointment, click the plus button under images. This will launch your camera (make sure your intraoral camera is plugged in!) and you can start capturing images. *Make sure you have Button Capture Software installed and set to “TeleDent”

If your intraoral camera does not automatically connect you will need to adjust the settings in your browser.

Chrome
Click the camera icon on the right side of your browser bar.
This will open your camera settings. Click the manage button.

Select USB Video Device (or desired camera) from the drop down menu.

You might need to refresh the webpage to implement the change in settings.

Firefox
The first time you launch the capture feature Firefox will ask for permission to access your camera. Make sure that USB Device is selected from the drop down menu and click Allow.
To **record a video** follow the same steps listed above. After the camera launches, select the video button and begin recording video. If you are using a MouthWatch intraoral camera, you will be able to start and stop your video with the capture button. When you are finished recording the video click save.

Extra oral images and radiographs taken outside of TeleDent can be imported from your device into TeleDent.
Attaching Documents and Images to Appointments

Sometimes you will need to import external images and documents into an appointment.

To import images:
- Click plus button or Capture New Images
- Click Import button
- Select file from device
- Click open

To import documents:
- Scroll down to the Documents section
- Click Add
- Select file from device
- Click Open
Sync

When data is collected in the local app it must be synced to the cloud before the data, tasks and appointments created will be visible to your team. Before the data is synced it is stored locally on the device within the TeleDent app. To sync, simply click the Sync button in the top bar and wait until you receive a message stating that your sync is complete.

Two important thing to remember about syncing to the cloud:

1. You MUST be connected to the internet and signed into TeleDent (you can’t be in offline mode)
2. You must allow the sync to complete before all of the data will be visible in the cloud
Interrupted Sync

Oh no! My sync was interrupted! What now?

The sync process can be interrupted due to a loss of internet connection, closing the app, or computer crash. Don’t panic if this happens to you, just reestablish your internet connection and login to TeleDent. Your sync will automatically resume. You don’t need to restart the sync, it will pick up where it left off and notify you when it is complete.
**Reviewing Data**

After the clinical data has been collected in an appointment it can be reviewed by a remote provider. Typically the remote provider will be assigned a task letting them know the data is ready to be reviewed.

The clinical data is reviewed in the same appointment where it was collected. To access the appointment, go to the patients tab, select your patient, click the appointments tab and then click on the appointment that needs to be reviewed. Additionally, a Task created during the appointment would link directly to the appointment.

Images and videos will be visible in the camera roll.

Notes on the clinical images and videos can be viewed by clicking View in the blue box to the right of the image/video. Media notes can be added by clicking the Add button next to View.
Clicking an image, adding a note or viewing a note will enlarge it to full screen. Notes can be added to the image in the full screen view by clicking in the toolbar at the top. You can also click through images using the arrow in the same toolbar.
Clinical notes taken during the appointment and uploaded files/documents are accessible from the respective sections below the camera roll.

Additional media, notes and documents can be added by the reviewing provider directly in the appointment.
Assigning Tasks

Throughout your teledentistry workflow you will need to assign tasks to other members of your group. Tasks are an easy and streamlined way to keep your team accountable and make sure that nothing falls through the cracks because someone thought someone else was taking care of it. Each task will be assigned a provider, due date and priority.

Tasks that have been assigned to you will be visible on your dashboard and Tasks tabs. You will receive an email notification when a new task has been assigned to you in TeleDent.

You can create a task from various places so that it is always convenient to assign tasks no matter which page you are on. Create a task from:
- Quick Create button on the dashboard
- Tasks tab
- Quick Create button in top bar
- Within an appointment under the Manage Tasks tab
- Within a patient record under the Tasks tab

Be sure to mark complete when you have completed a task!
Visual Treatment Plan

Visual treatment plans allows you to communicate with patients in a way that dental jargon does not. When you are proposing treatment to a patient visual treatment plans allow you to SHOW your patient what they need and why they need it instead of listing tooth numbers and surfaces that don’t make any sense to them.

Handing patients a treatment plan with photos will boost case acceptance because they no longer just have to take your word for it and their spouse/partner/parent/child will be able to also understand the need for treatment even if they weren’t present at the appointment.

Visual treatment plans allow you to add images, notes and proposed procedure codes so that your patients can make a fully informed decision.

Creating the visual treatment plan is simple and quick. Go to the Treatment Plan Builder tab within a patient record. Check the types of information you would like to include from the list on the left.

After you have selected the types of information you want to include you will need to go into each section and edit the information you want to include. You do this by clicking the Edit button next to each type of information.

Patient Profile: automatically populates if selected.
Summary: Enter notes into text field and click Update Treatment Plan
Images: Click on thumbnail images to select, you can select multiple images. Selected images will be highlighted. Scroll down to the bottom of the camera roll and click Update Treatment Plan.
Procedures: Click the procedures you would like to add to the treatment plan and click Update Treatment Plan.

Click Finalize Plan to save the Visual Treatment Plan as a PDF to the Collected Data tab. From here it can be exported and shared.
**Video Conferencing**

Video conferencing is what we refer to as Live Video or synchronous teledentistry. This is when you have a live video feed (think FaceTime™) between providers as well as a live feed from the intraoral camera. This combination of webcam and intraoral camera enables the remote provider to perform a very thorough examination. Video conferencing also allows providers to share their screens securely allowing multiple providers to jointly view records, images, documents and scans. Video conferencing is a powerful and useful tool which allows for immediate triage, diagnosis and authorization of treatment.

Logistically, video conferencing can be complicated so be sure that the provider you want to connect with is available before launching the video conference session.

**Initiate a Video Conference**

From the dashboard in the cloud app or local click the Video Conferencing button in the Quick Actions section. (You must have an internet connection to participate in a live video conference)

You will then need to select the provider or providers that you want to invite to the session and click Create Video Session.
This will launch the Video Session and you will need to click Go To Video Session to enter your video conferencing dashboard.

Once you are in the dashboard you will need install VSee if you don’t have it installed on your device. (If accessing video conferencing through your smartphone, download the VSee Messenger app)

The other provider must enter the waiting room before you click Connect.
You will know that the other provider is in the waiting room when you see the Connect button turn blue and you see In Waiting Room when you hover your mouse over the button.

When the Connect button turns blue, click to enter the video conference.

**Join a Video Conference**

If you receive a notification that a video conference has been requested, you will need to be in the cloud app to join. From the top bar click and select the correct session from the Activity Feed. You will see the date and time of the request.
This will launch your videoconferencing dashboard. Click Enter Waiting Room.

If you do not have VSee installed on your device you will need to install before you enter the waiting room.

After you click Enter Waiting Room, you will automatically be connected to the video conference where you will wait for the other provider/providers to call in.

To add an intraoral camera feed to your conference, click on the gear in the VSee window and select Add Another Camera > USB Video Device
How do Groups and Practices work?

Within TeleDent every group has the ability to create individual practices. This allows a group to restrict which providers can see which groups of patients.

For example a TeleDent group sees patients at two different retirement facilities. Dr. J only see patients from Retirement Facility 1 and Dr. K only see patients at Retirement Facility 2. Hygienist L see patients at both facilities. The group can create two separate practices for Retirement Facility 1 and Retirement Facility 2 and then grant access to providers as needed. The privileges would be as follows:

Dr. K - Retirement Facility 1 (she can only see the records of patients assigned to this practice)
Dr. J - Retirement Facility 2 (He can only see the records of patients assigned to this practice)
Hygienist L - Retirement Facility 1 & 2 (She can see all records of patients assigned to both practices)

Providers can be granted privileges at a practice and group level. There will also be Admins assigned at the practice and group level. Those with Admin privileges are able to manage Groups, Practices and Accounts, depending on their level of access. They are able to:

- Manage Groups
- Manage Practices
- Add/Manage locations
- Manage accounts
  - Change emails/names/passwords
  - Grant access to practices
  - Deactivate account
Group and Practice Administration

The Group Admin has the ability to create locations and accounts for the group. Group Admins also have the ability to change the information and settings within practices, locations and accounts.

All of the group admin tools are found in the menu located in the upper right hand corner in the cloud app (all admin changes must be made in the cloud).

Creating Locations

Within the admin tools, click the Locations button. This will take you to the Manage Locations page where you will see a list of existing locations. Click Create Location to add a new location for you group. First select the practice you would like to apply the location to, enter a name and as much additional information as you would like (only a practice and name are required) and click save.

After a location has been saved you can edit the location by clicking the Locations button and selecting the location from the list.

Creating Accounts

Click the Accounts button within Admin Tools. Click create account. Creating an account requires the following information:

- Username
- Password
- First and Last name
- Email address
After this information has been entered you will need to assign roles and practice privileges by checking the boxes and adding or removing practices.

- Can Video Conference

Roles:
- Group Admin
- Specialist
- Provider
- Assistant

Practice(s):
- Practice 3
- Practice 2
- Practice 4
- Practice 5
- Practice 1

Be sure to click Create to save the new account.

After you have created an account you can always go back in and edit or adjust the account and privileges.

**Deactivating a Provider**

It may be necessary to deactivate a provider who is no longer with your group. To do this, select the account from the Accounts page, change their password and email. They will no longer be able to access your group.