Patient assessment via asynchronous teledentistry

Steps

01. Use the TeleDent messaging to communicate with the patient
02. Send patient the TeleDent “Patient Instructions Guide” for better pictures and concern details
03. Review the patient’s medical history
04. Have the patient describe their concerns in as much detail as possible
05. Request photos from the patient (our guide may help with this)
06. If needed, schedule a live video call with the patient
07. Remind the patient to avoid touching any surfaces and to immediately wash their hands
08. Encourage the patient to use the patient portal for ongoing communication

Requesting these types of photos, and any others as needed, from your patients will:

- Allow you to visualize their concerns
- Aid you in emergency triage and diagnosis
- Help facilitate provider-to-provider consultation through secure sharing of photos

Front teeth
1. Open your mouth slightly.
2. Pull your cheeks back and flip your upper lip up and your lower lip down.
3. Look straight at the camera.

Upper back teeth
1. Open more than halfway.
2. Pull your cheeks out.
3. Tip your head slightly down.
4. It can help to kneel on the top ground to that you can tip back more.

Bottom back teeth
1. Open more than halfway.
2. Pull your cheeks out.
3. Tip your head slightly down.

Focus on the problem
If there is one tooth with a problem:
1. Open enough to see tooth.
2. Pull lips or cheeks back.
3. Focus camera on the tooth.

Communication
- Make sure the patient knows the name of the provider with whom they are communicating
- Avoid clinical jargon
- Ask the patient open-ended questions
- Summarize your conversation at the end of the exam and include action items for the patient
- If the patient has a guardian or caregiver, communicate all findings with them

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