

Patient assessment via asynchronous teledentistry

TIPS

Communication

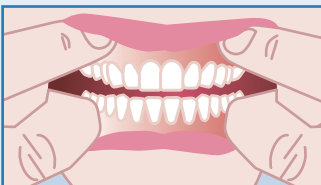
- Make sure the patient knows the name of the provider with whom they are communicating
- Avoid clinical jargon
- Ask the patient open-ended questions
- Summarize your conversation at the end of the exam and include action items for the patient
- If the patient has a guardian or caregiver, communicate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

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



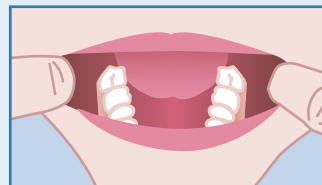
Front teeth

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.