

# BETTR Telehealth Project

## (Building Equity Through Telehealth Reach)

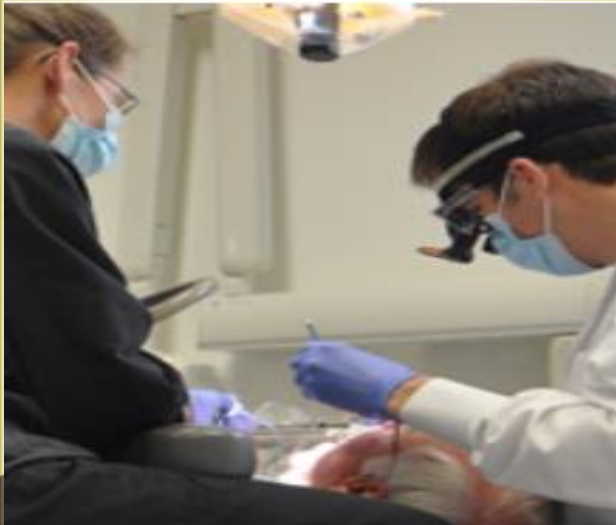
The University of Colorado School of Dental Medicine seeks to demonstrate a sustainable business model for private dental offices, that will:

- result in less “empty chair time” for local dentists
- increase representation of Medicaid patients in local private clinics
- offer a clear return on investment for private dentists



- Grant funded by DentaQuest Foundation (now the DentaQuest Partnership)

# Traditional Dental Office



Operatory One - Dentist



Operatory Two - Hygienist



# Teledentistry Approach

Extends reach to community settings to provide dental care to underserved individuals



Operator One – Dentist



Operator Two – Hygienist



Private Dental Office


Community Site



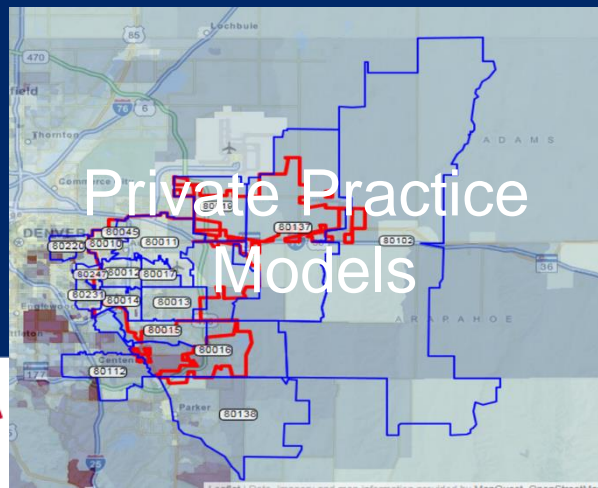
School of Dental Medicine

UNIVERSITY OF COLORADO ANSCHUTZ MEDICAL CAMPUS

# Positive Factors in Colorado

- 
- Broad collaboration among partners
  - Progressive practice act
  - Effective telehealth legislation
  - Desire to increase access to care

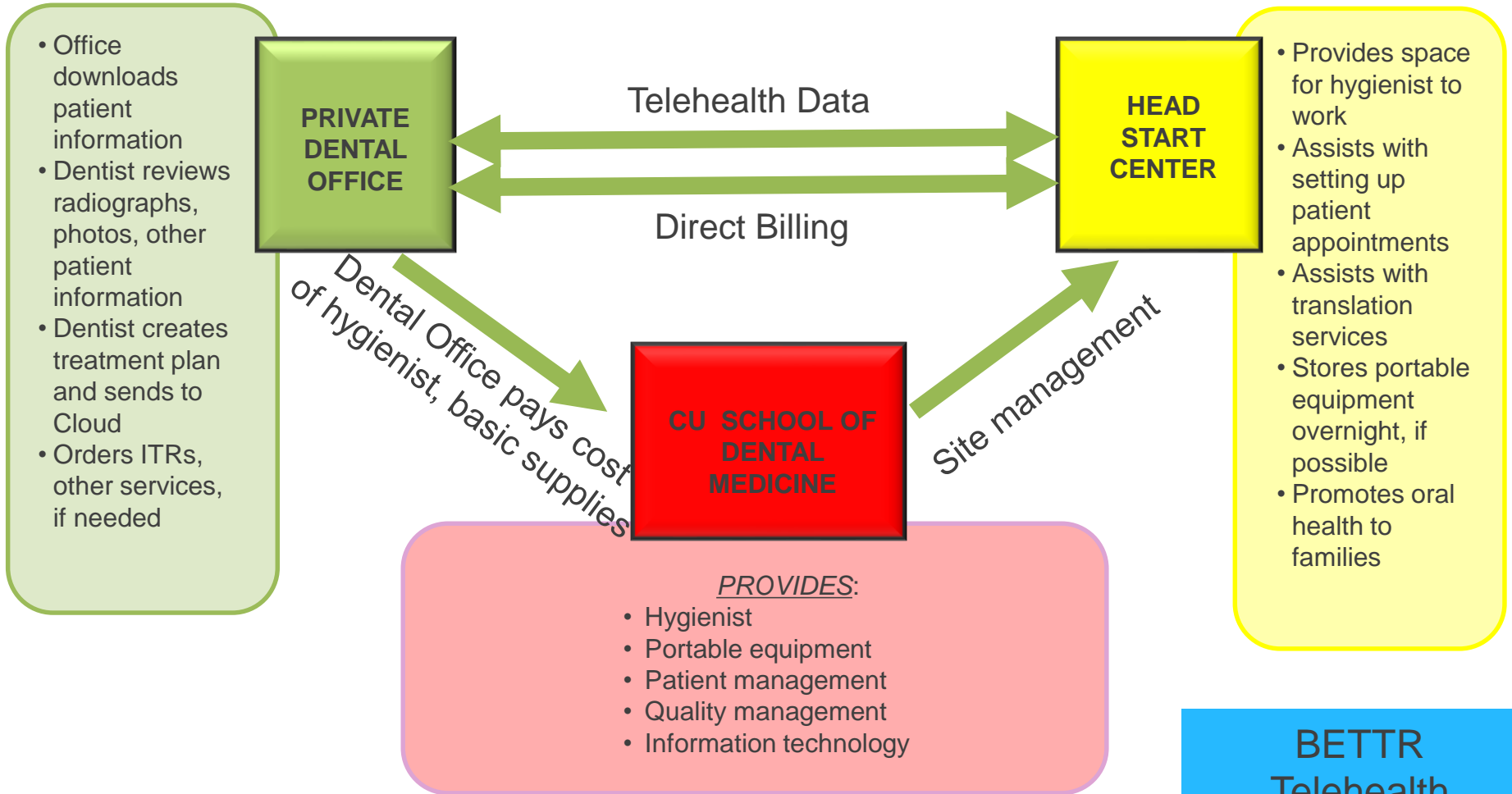




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Project



# BETTR Teledentistry Concept



- Office downloads patient information
- Dentist reviews radiographs, photos, other patient information
- Dentist creates treatment plan and sends to Cloud
- Orders ITRs, other services, if needed

- Provides space for hygienist to work
- Assists with setting up patient appointments
- Assists with translation services
- Stores portable equipment overnight, if possible
- Promotes oral health to families

- PROVIDES:*
- Hygienist
  - Portable equipment
  - Patient management
  - Quality management
  - Information technology

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# Non-traditional Sites

# BETTR Teledentistry Concept

Early Childhood Learning Centers



School settings



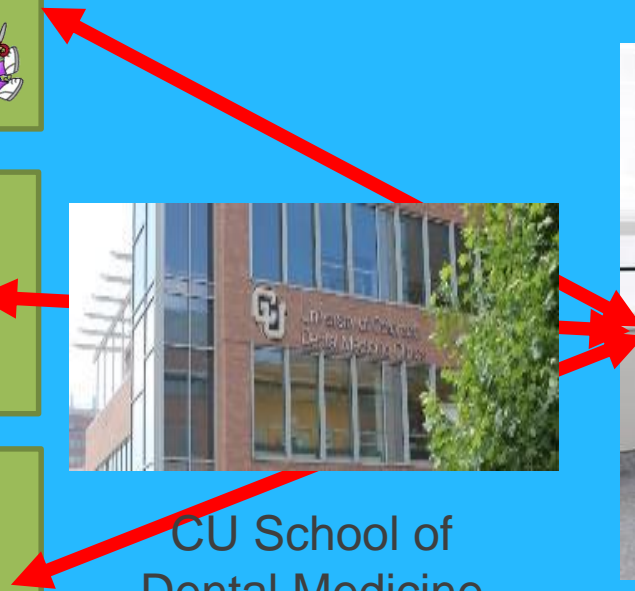
Long term care settings



CU School of  
Dental Medicine  
(CUSDM)



Private Dental Office



GOALS:

Access to  
Care



Disease  
Management



Office  
Productivity



## Non-traditional Sites

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# Non-traditional Sites

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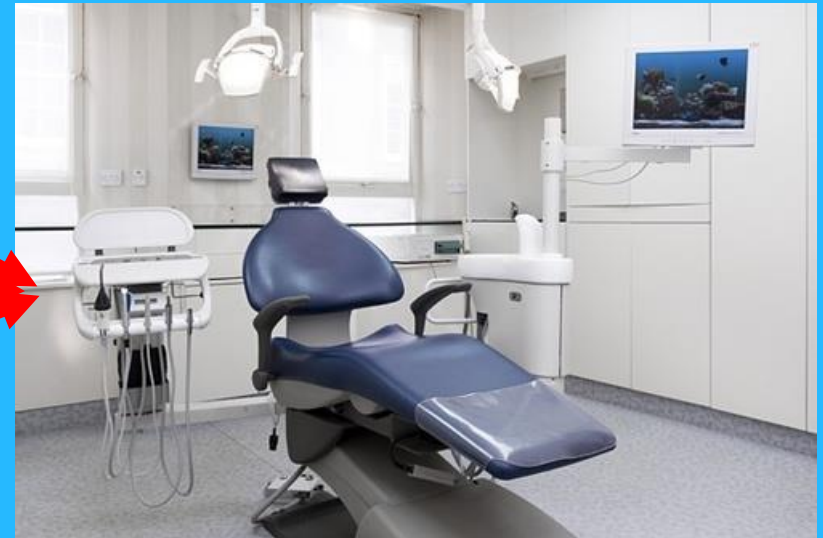
School settings



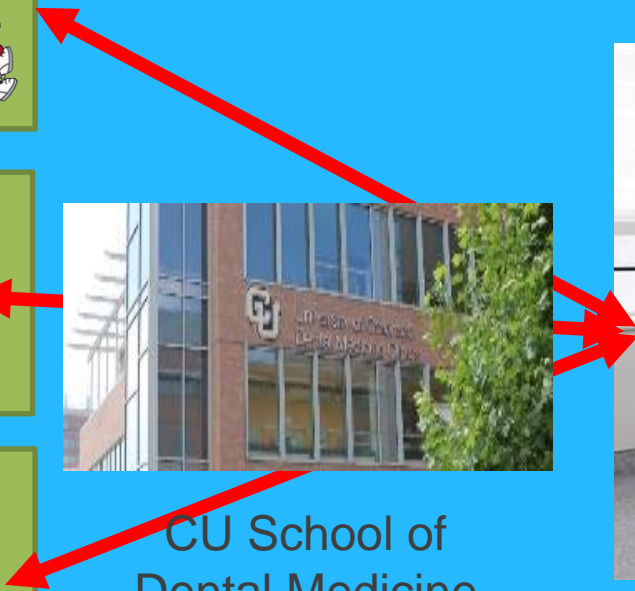
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Office Productivity



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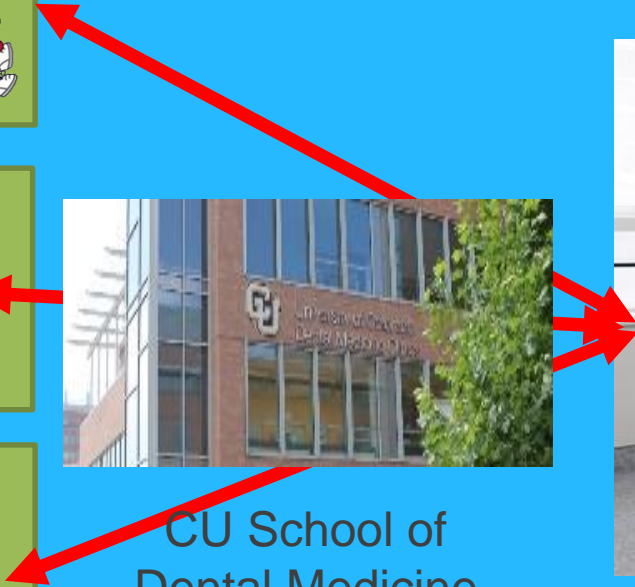
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# Non-traditional Sites

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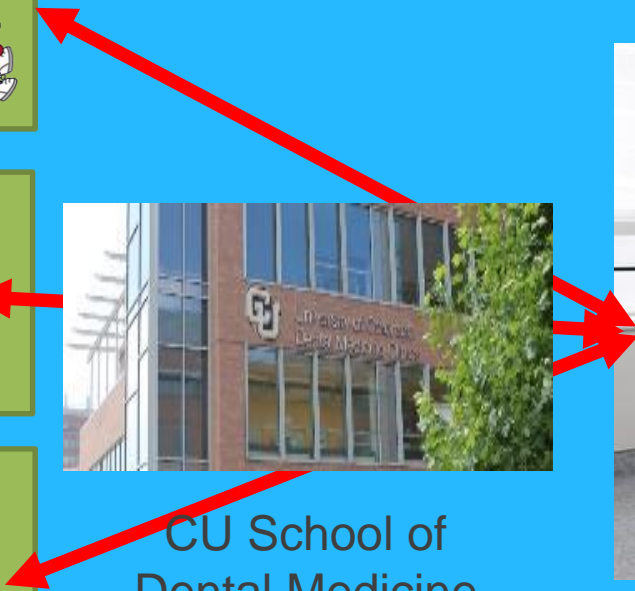
Long term care settings



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GOALS:

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Disease Management



Office Productivity



# Advantages associated with providing care at community site

## BETTR Approach

- Brings care to patients
- No overhead for dental home
- Few/no missed appointments
- Can deliver preventive services and recall appointments to patients on schedule in accordance with risk status



# Aspects of our model

- Private-public collaboration
- Hygienist is not employee of dental home (private practice)
- Not at-distance care (community site as close as possible to dental home)



# Legal Considerations

- Structuring this type of health care
- Formal type of agreement(s)
- Liability issues
- Other items

# IT Issues

- Connectivity between dental home and community site
- IT equipment
- Cloud technology
- Platforms for saving and transferring patient data

# Billing Issues

- Colorado Medicaid codes are helpful
- Private dental insurance
- High risk patients
- Fee-for-service versus encounter rates
- Uninsured patients

# Equipment Issues

- Imaging systems are exceptional
  - NOMAD
  - Intraoral / extraoral photos
  - Digital sensors and radiology
- Portable equipment needs upgrading
- Storing equipment at site is optimal
- Sterilization logistics



# Evaluation

1. Does it work for patients, families, health professionals and host community sites?
2. Does this model reduce barriers and increase access to dental care?
3. Is this approach economically feasible for private dental practitioners?



For every hour hygienist provides treatment at community site,  
dental office pays \$60 to CU SDM

# BETTR Approach



Private Dental Office

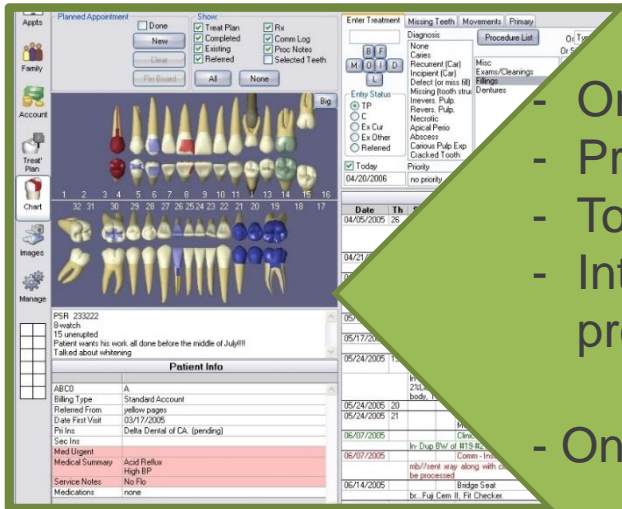
Dental Office  
pays  
CU SDM for  
RDH hours



CU SDM

# Sustainability, per patient example: First Visit, child

## BETTR Approach



- Oral/facial photographic image \$ 29.89
- Prophylaxis child \$ 39.21
- Topical fluoride varnish \$ 15.94
- Interpretation of diagnostic image taken by other provider \$ 78.63
- One hour hygienist time - \$60.00
- \$ 93.81

Private Dental Office

Community Site

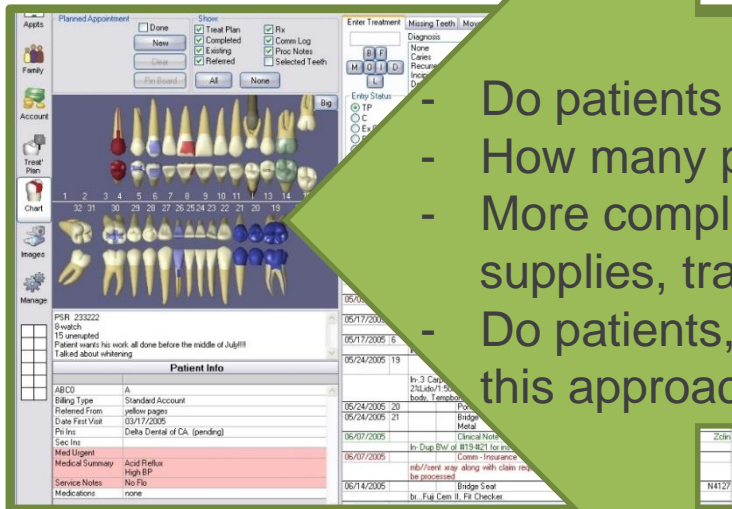


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# Sustainability: Ongoing basis

## BETTR Approach



Private Dental Office



Community Site

- Do patients receive needed care?
- How many patients per day to cover hygienist costs?
- More complete evaluation needed considering supplies, travel time, and other factors.
- Do patients, community sites and providers like this approach?

# Building Equity Through Telehealth Reach (BETTR)

1. Is integrating teledentistry into private practices and non-traditional settings a viable business model?
2. To what extent does it work for patients, families, health professionals and host community sites?
3. Does this model reduce barriers and increase access to dental care?
4. Does teledentistry have the potential to improve the oral health of underserved populations?

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