

# Home Sweet Home

*Creating a dental home in an SBHC through TeleORALHealth*

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Dani Ford, MHA, RDH

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# Objectives:

- Identify the benefits and uses of TeleOralHealth in a SBHC
- Explore best practices for making a SBHC-School Oral Health Program (SOHP) a patient's dental home
- Show examples of both a synchronous and asynchronous visit being used in a SBHC-SOHP
- Provide resources for workflows and implantation tools
- Review limitations and lessons learned of TeleOralHealth



About me:



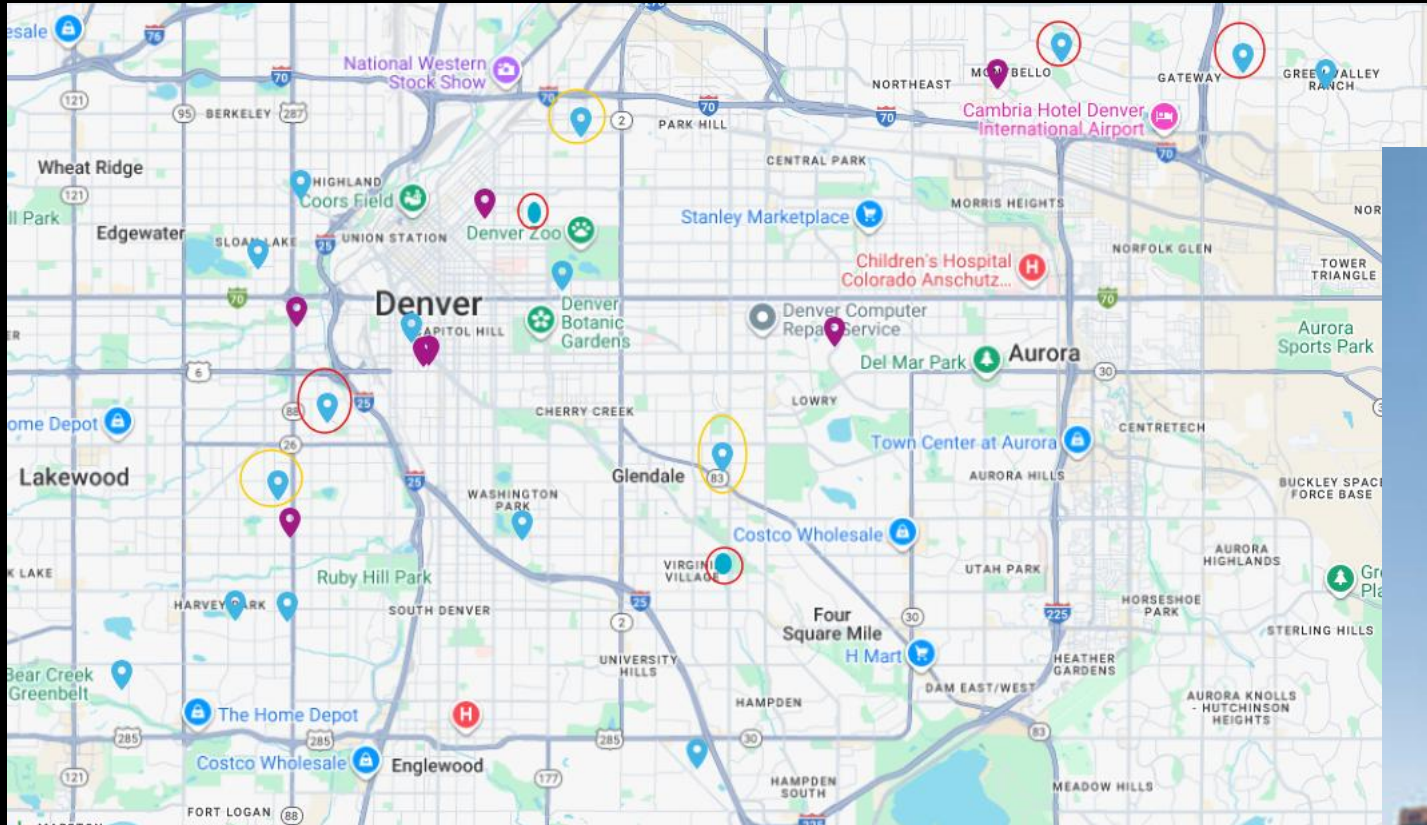
# Quick Survey



<https://www.mentimeter.com/app/presentation/alvit3pt85nqccj92d1pyt951ir8fap2>



# About Denver Health

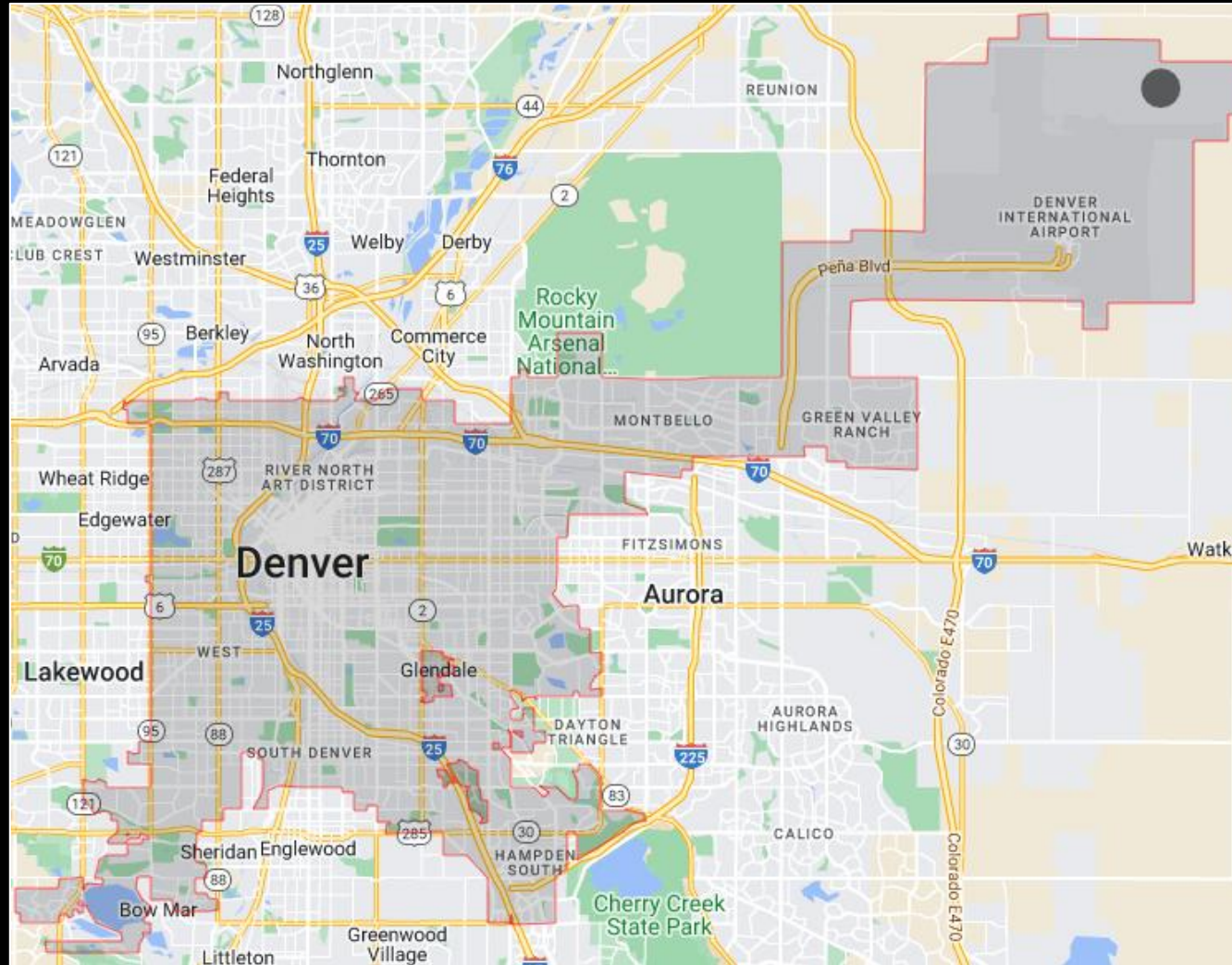


Note. Adapted from *Our Location*, by Denver Health, 2023, <https://www.denverhealth.org/locations>. © 2025 Denver Health.



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# About Denver Health

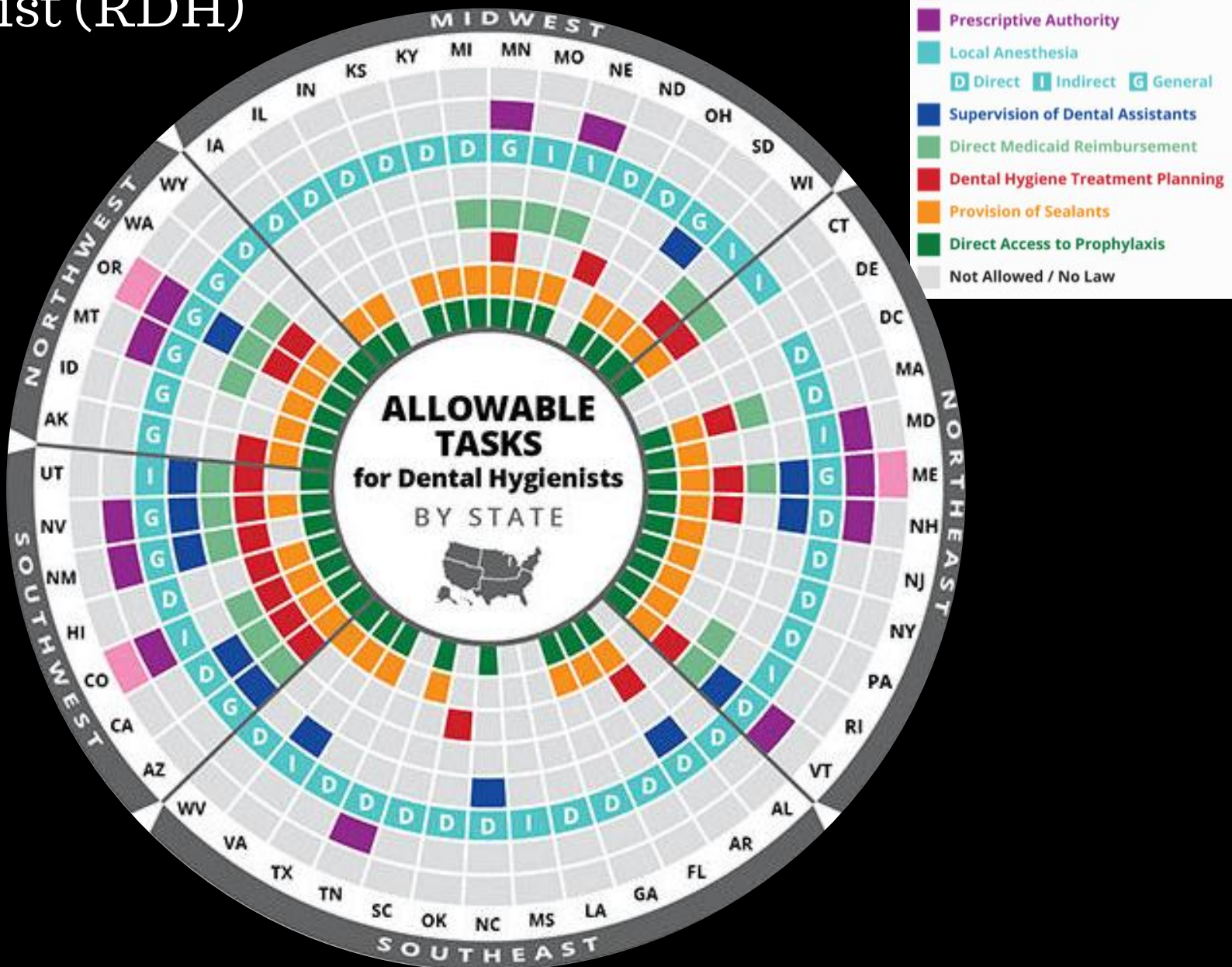


Note. Adapted from *Denver*, by Data Commons, 2021,  
[https://datacommons.org/place/geoid/08031?utm\\_medium=explore&mprop=count&popt=Person&hl=en](https://datacommons.org/place/geoid/08031?utm_medium=explore&mprop=count&popt=Person&hl=en), a Google Company.



# Registered Dental Hygienist (RDH) Scope of Practice

- Supervision Levels
  - Direct Supervision
  - Indirect Supervision
  - Unsupervised



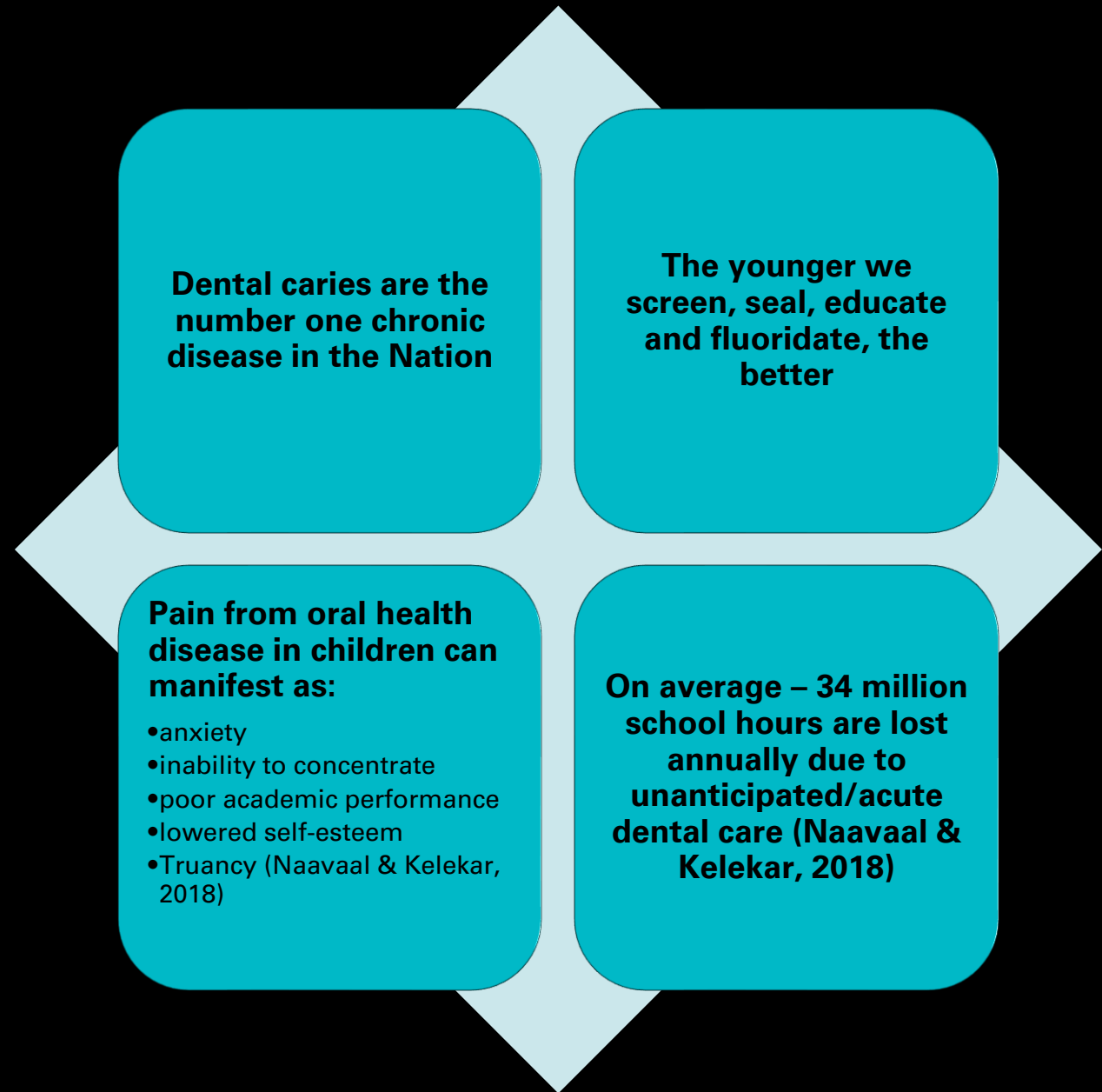
Note. Adapted from *Allowable tasks for Dental Hygienists State*, by The Oral Health Workforce Research Center. Last updated 2024 <https://oralhealthworkforce.org/resources/variation-in-dental-hygiene-scope-of-practice-by-state>. © 2025 Oral Health Workforce Research Center

# RDH Scope of practice in Colorado

| Function                                                | Supervision Required              | Practice Act Citation                               | Rules and Regulations Citation                   | Most Recent Legislative Change        |
|---------------------------------------------------------|-----------------------------------|-----------------------------------------------------|--------------------------------------------------|---------------------------------------|
| Prophylaxis                                             | None                              | 12-220-122 (1)(a) - Pg. 18                          |                                                  |                                       |
| Radiographs                                             | None                              | 12-220-122 (1)(d)(V) - Pg. 18                       |                                                  |                                       |
| Local Anesthesia                                        | Indirect, Direct, or Telehealth   | 12-220-123 (1)(f) - Pg. 20                          | Page 31 - Rule XIV (F)<br>Page 33 - Rule XIV (H) |                                       |
| Topical Anesthesia                                      | None                              | 12-220-122 (1)(e) – Pg 18                           |                                                  |                                       |
| Fluoride Application                                    | None                              | 12-220-122 (1)(c) and (g) – Pg 18-19                | Page 26-28 - Rule XIII                           | 2014 – Limited Prescriptive Authority |
| Pit/Fissure Sealants                                    | None                              | 12-220-122 (1)(c) – Pg 18                           |                                                  |                                       |
| Scaling and Root Planing                                | None                              | 12-220-122 (1)(a) – Pg 18                           |                                                  |                                       |
| Soft Tissue Curretage/Removal of Granulation Tissue     | None                              | 12-220-122 (1)(b) – Pg 18                           |                                                  |                                       |
| Nitrous Oxide Administration                            | Direct                            | 12-220-146 (4)(a) – Pg 41                           | Page 33 - Rule XIV (G)                           |                                       |
| Study Casts                                             | None                              | 12-220-122 (1)(d)(II) – Pg 18                       |                                                  |                                       |
| Dental Hygiene Diagnosis                                | None                              | 12-220-122 (1)(f) – Pg 18                           |                                                  |                                       |
| Dental Hygiene Treatment Planning                       | None                              | 12-220-122 (1)(f) – Pg 18                           |                                                  |                                       |
| Dental Hygiene Assessment                               | None                              | 12-220-122 (1)(f) – Pg 18                           |                                                  |                                       |
| Prescriptive Authority                                  | None*                             | 12-220-122 (1)(g) – Pg 18                           | Page 26-28 - Rule XIII                           | 2014                                  |
| Laser Use                                               | Indirect, Direct, or Telehealth   | 12-220-106 (1)(a)(I) – Pg 6                         | Page 62-63 - Rule XXIV                           | 2017                                  |
| Silver Diamine Fluoride                                 | Indirect*, Direct, or Telehealth* |                                                     | Page 65 - Rule XXVI                              | 2018                                  |
| Interim Therapeutic Restorations (ITR)                  | Indirect, Direct, or Telehealth   | 12-220-123 (1)(i) – Pg 20<br>12-220-128. – Pg 24-25 | Page 63-65 Rule XXV                              | 2015                                  |
| Identify Dental Abnormalities for Referral to a Dentist | None                              | 12-220-122 (1)(f) – Pg 18                           |                                                  |                                       |
| Own a Dental Hygiene Practice                           | None                              | 12-220-122 (3) - Pg 19                              |                                                  |                                       |

Note. Adapted from *Scope of Practice Info Sheet*, by The CODHA. Last updated 2021. <https://codha.org/wp-content/uploads/2021/07/Scope-of-Practice-Info-Sheet-updated-07.2021.pdf>. © 2022 Colorado Dental Hygienists' Association

# Our Why



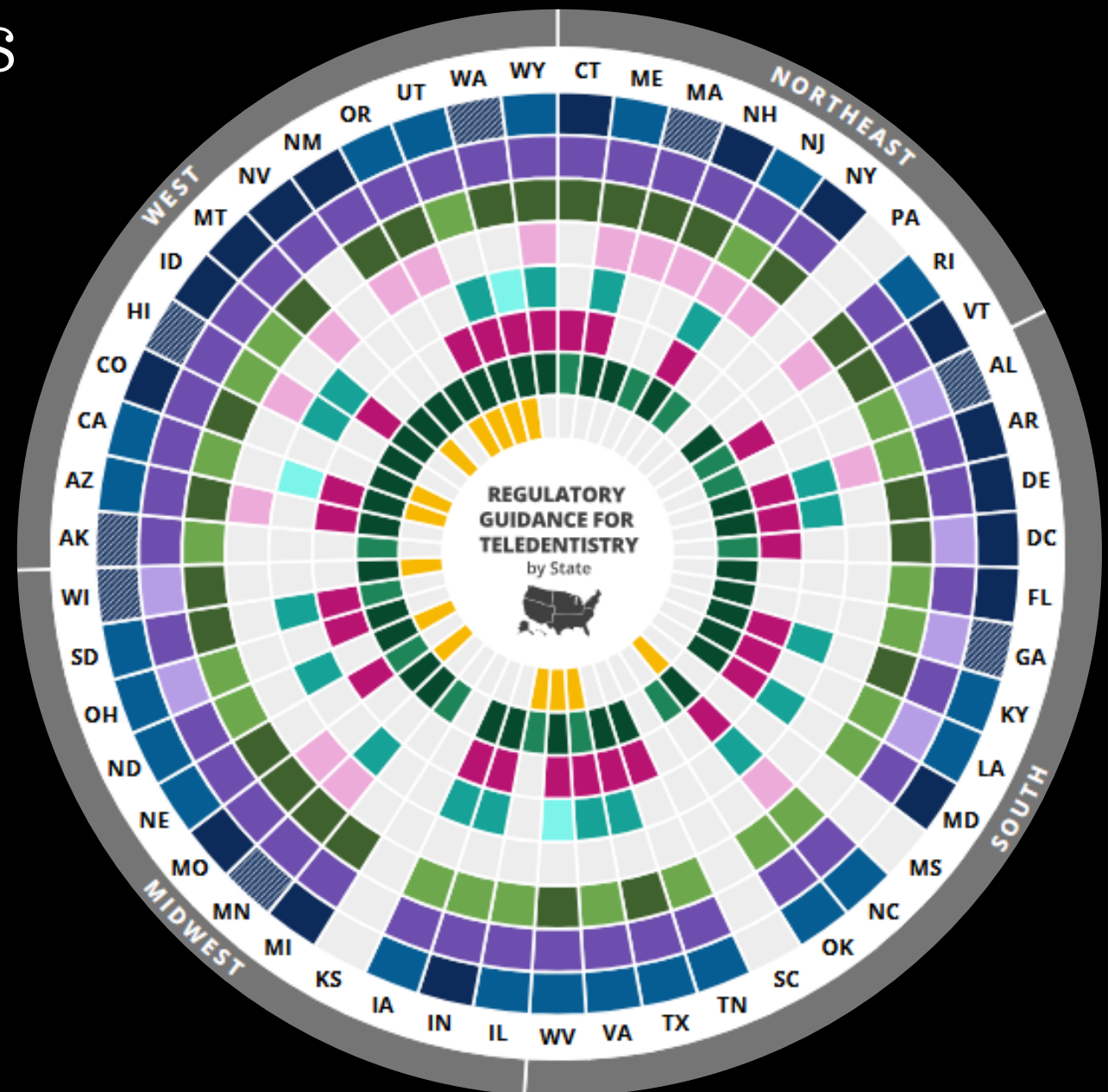
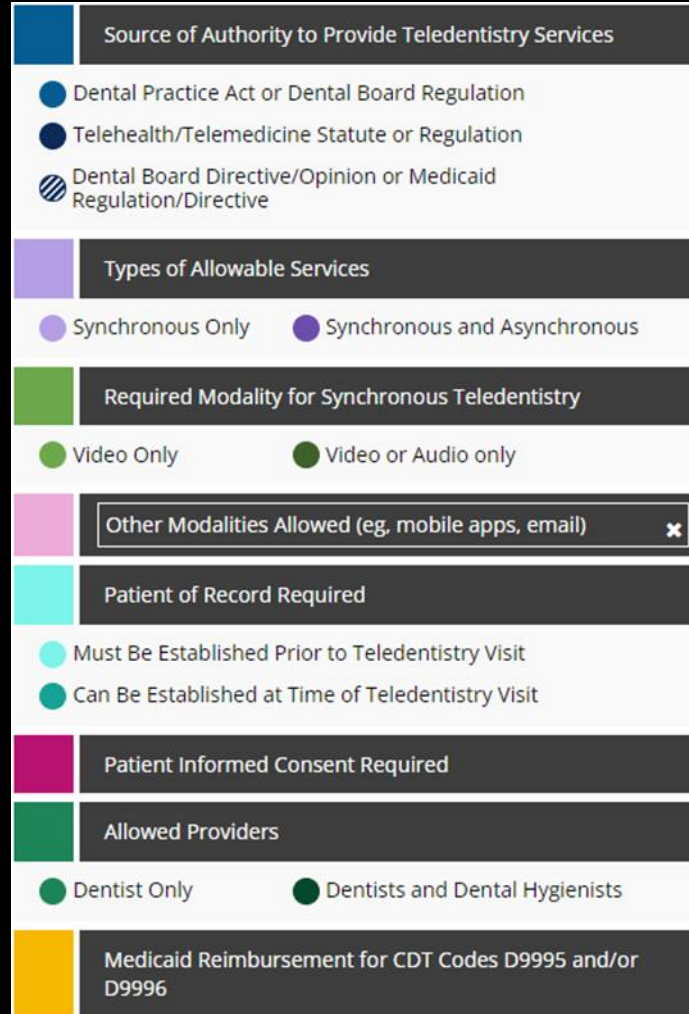
# Our Services

Preventive oral health care with Registered Dental Hygienists (RDH)

- Local anesthesia (with a permit)
- Diagnosis and treatment within scope
- Radiography
- Oral cancer screenings
- Interim Therapeutic Restorations (ITR)\*
- Sealant placement
- Silver fluoride application (and other related medicaments)
- Virtual Dental Homes
  
- Limited restorative care with a rotating pediatric dentist



# Teledentistry Policy in the US

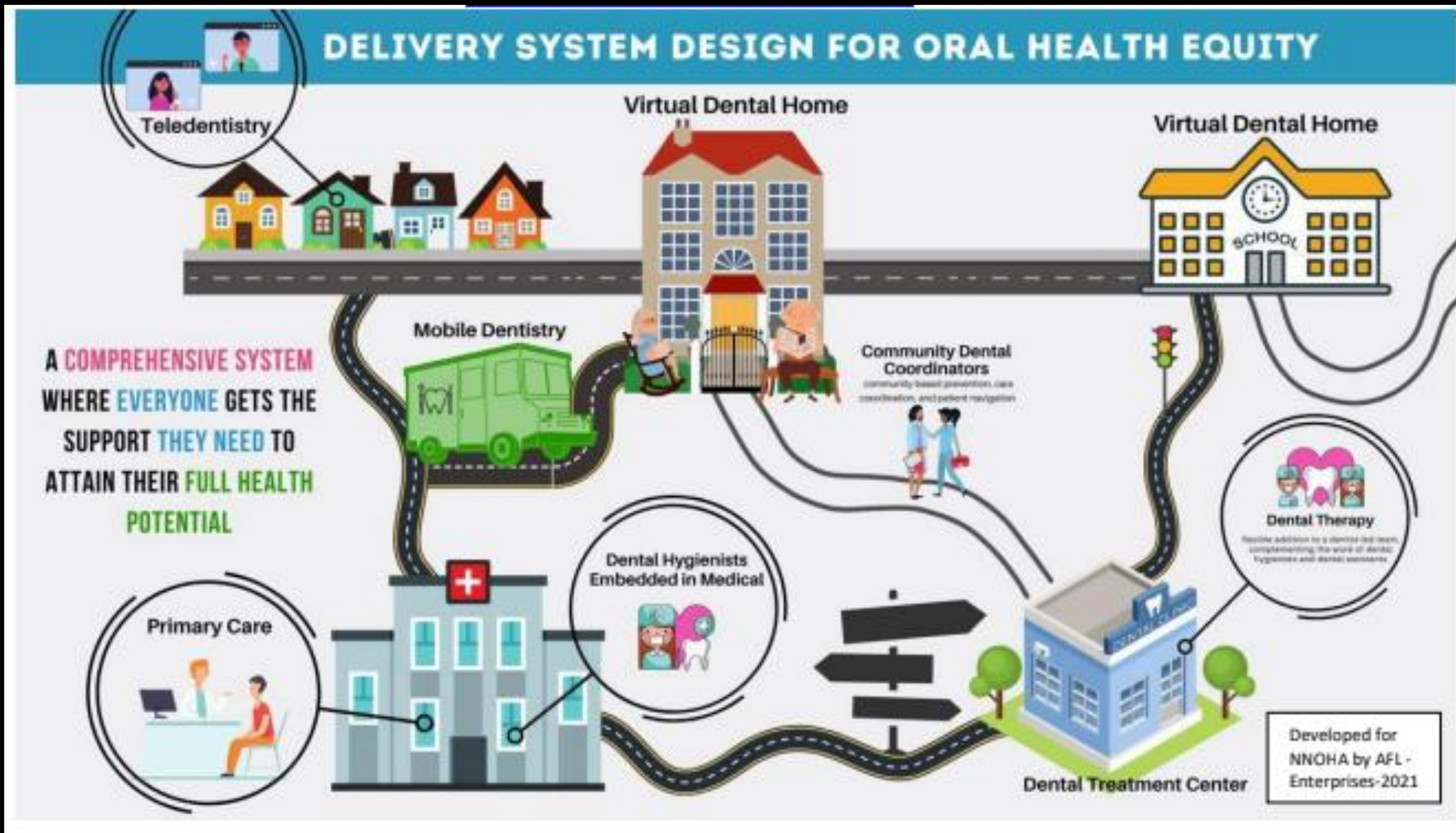


<https://oralhealthworkforce.org/infographics/variation-in-teledentistry-regulation-by-state/>

# Teledentistry Scope in Colorado

| COLORADO    |                                                                                                               |
|-------------|---------------------------------------------------------------------------------------------------------------|
| <div></div> | <b>Source of Authority to Provide Teledentistry Services</b><br>Telehealth/Telemedicine Statute or Regulation |
| <div></div> | <b>Types of Allowable Services</b><br>Synchronous and Asynchronous                                            |
| <div></div> | <b>Required Modality for Synchronous Teledentistry</b><br>Video or Audio Only                                 |
| <div></div> | <b>Other Modalities Allowed (eg, mobile apps, email)</b>                                                      |
| <div></div> | <b>Patient of Record Required</b>                                                                             |
| <div></div> | <b>Patient Informed Consent Required</b>                                                                      |
| <div></div> | <b>Allowed Providers</b><br>Dentists and Dental Hygienists                                                    |
| <div></div> | <b>Medicaid Reimbursement for CDT Codes D9995 and/or D9996</b><br>Yes                                         |

Note. Adapted from *Variation in Teledentistry Regulation by State*, by The Oral Health Workforce Research Center. Last updated 2024 <https://oralhealthworkforce.org/regulatory-guidance-for-teledentistry-by-state/>. © 2022 Oral Health Workforce Research Center



Note. Adapted from *Oral Health Care Delivery System Design for Health Equity*, by NNOHA. Last updated 2020  
[https://drive.google.com/file/d/1aPXqUeLLOKQeD486Rm0GcYlt8\\_W9FAa0/view/](https://drive.google.com/file/d/1aPXqUeLLOKQeD486Rm0GcYlt8_W9FAa0/view/). © Copyright 2021. National Network for Oral Health Access (NNOHA)

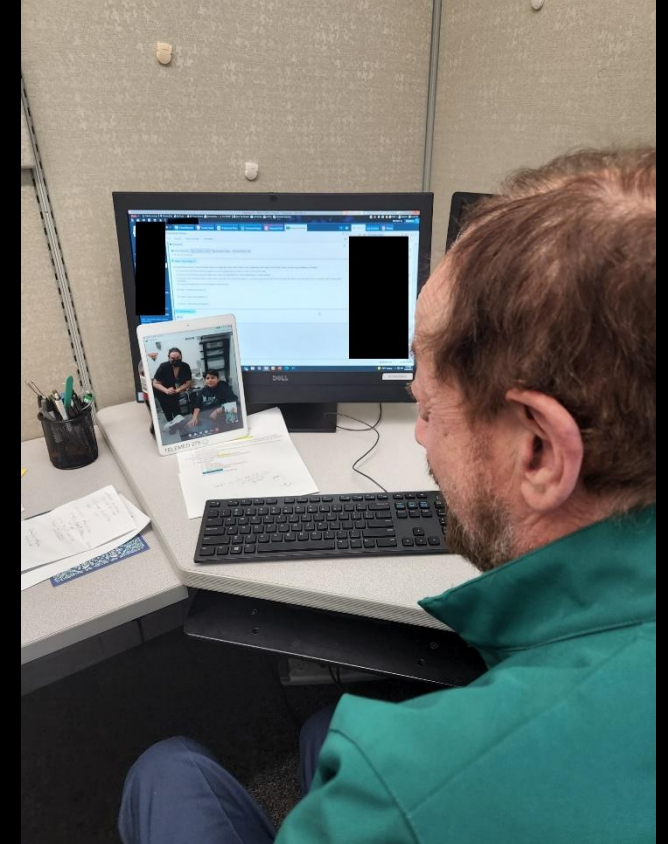
# Our Virtual Dental Home History

- Started in 2021 at one School-based Health Center SOHP
  - One RDH
  - One patient navigator
  - One dentist
  - Program manager oversight
- Evolution
  - All five RDH participate
  - Two patient navigators
  - Participation from the entire pediatric dental residency program residents and faculty
  - Piloting in the School-based Virtual Health Centers



# Formats

- Synchronous, asynchronous or both
  - Both
    - Asynchronous + Synchronous
      - RDH   Dentist   RDH   Patient
    - Synchronous ONLY
      - RDH   Patient
    - Asynchronous Only (ITR)
      - RDH   Dentist
  - Platform
    - Epic (Wisdom, Epic Care, Haiku/Canto)



# Processes

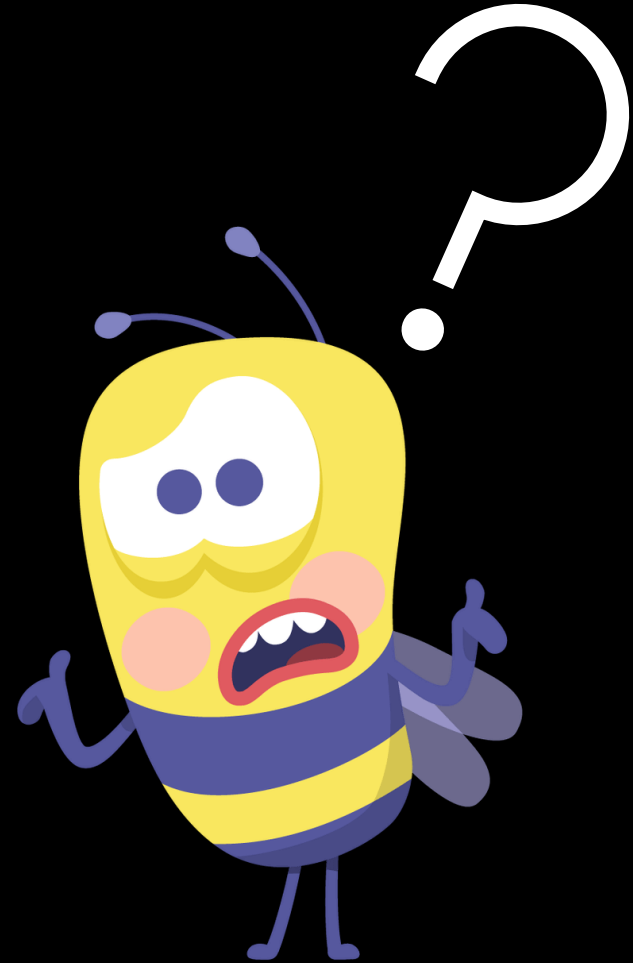
- Documentation
  - All done in patients Electronic Health Record (EHR)
- Expectation of RDH
  - IO Photos needed (occlusion, arches, airway, quadrants)
  - Radiographs needed (modified FMX)
  - Odontogram documentation (caries)
  - Follow-up within 10 business days after returned e-consult
  - Determine referral route
- Expectation of Dentists
  - 72 business hour turn around of asynchronous exams
  - Details on next visits
  - Plan treatment on odontogram

# Armamentarium

- **PC or Laptop that is secure**
- **EHR Software for secure transmission and information sharing**
- **Cheek Retractors**
- **Tongue Depressors**
- **Gauze**
- **Digital radiography options**
  - **(digital sensors or varied sizes OR Optime Phosphorus Plate capturing system)**
- **Ortho mirrors**
- **Intraoral camera AND other extraoral capturing ability (phone, digital camera)**
- *IO Scanner \*\**
- *Blue Check\*\**
- *Disclosing gel/solution\*\**
- *pH tests\*\**

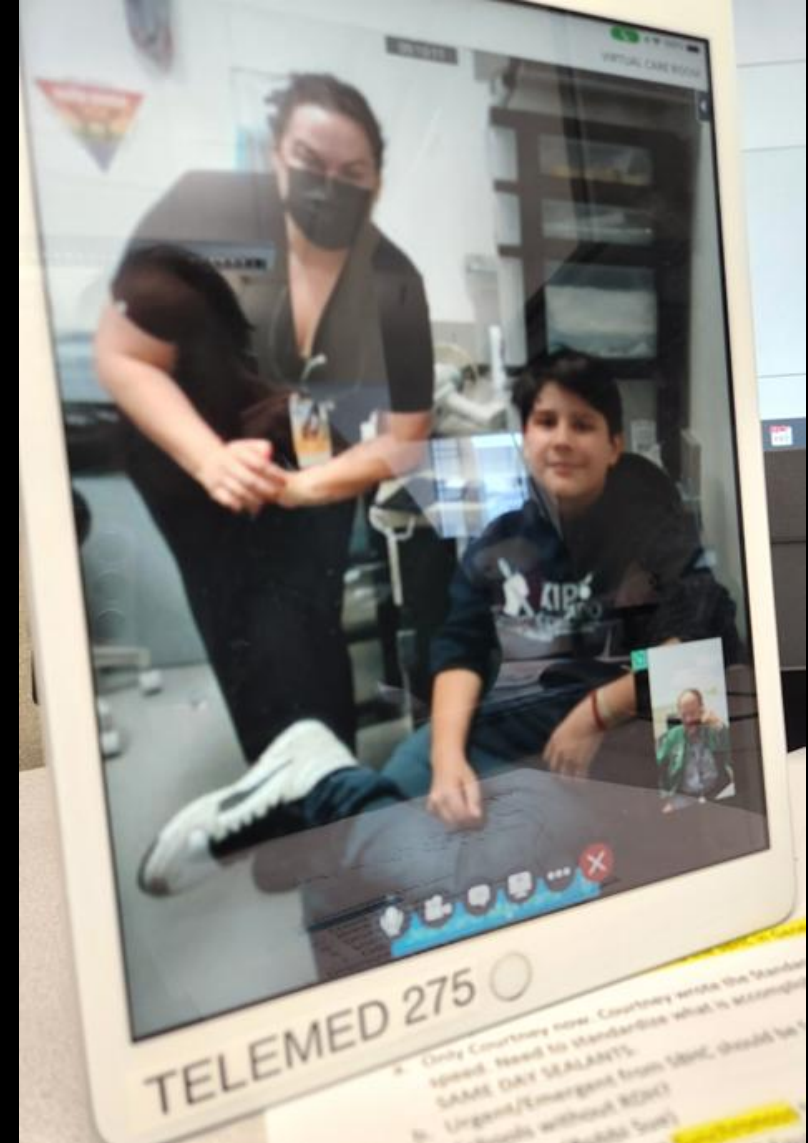
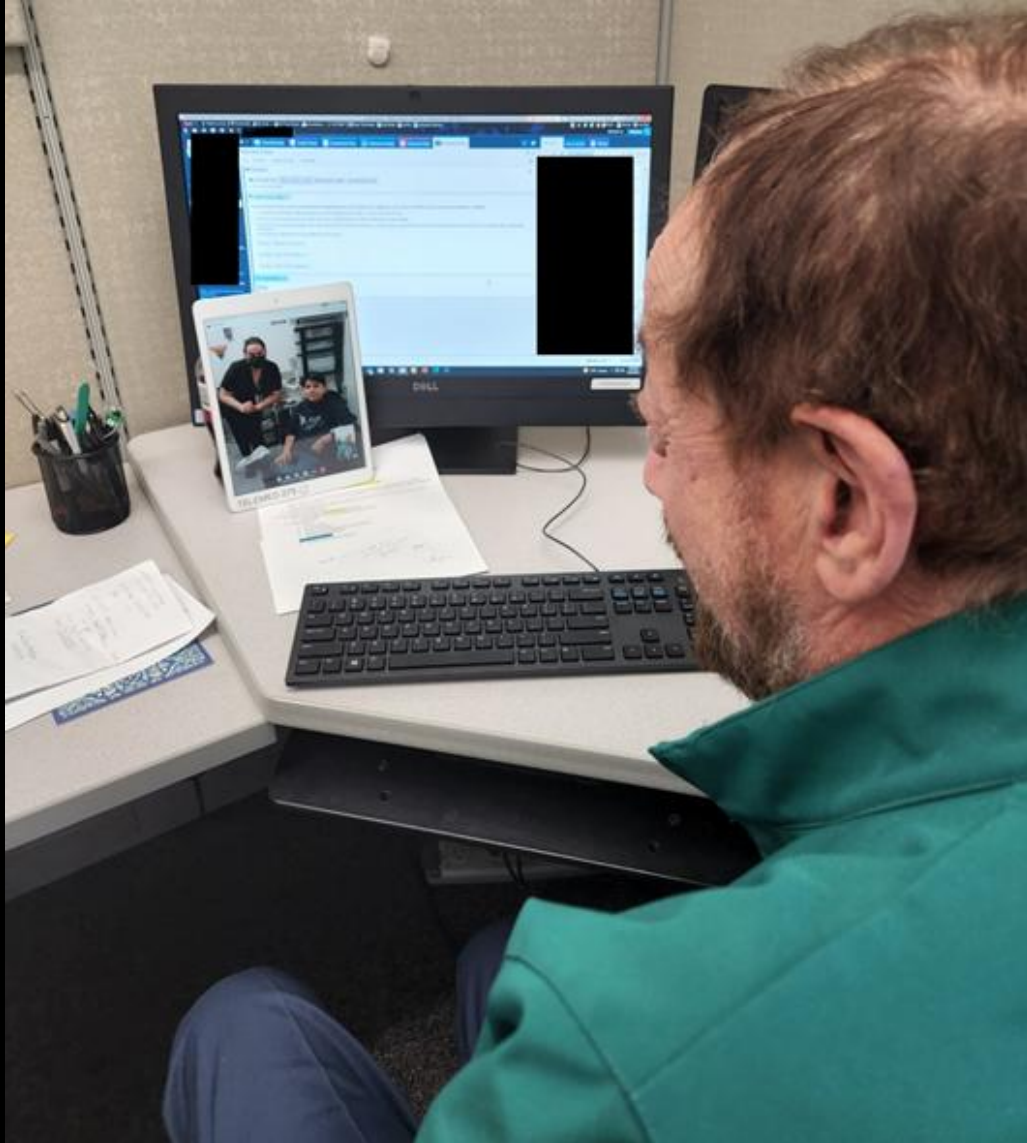
# Why TeleOralHealth?

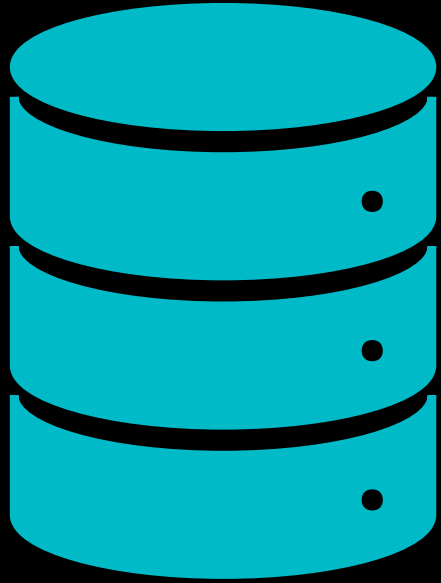
- No follow through by patients
- Insurance barriers
- SBHC patients go without a dental exam
- Denver Health is a Patient Centered Medical Home (PCMH)
- Access to care
- Compliance/Alignment





# First synchronous visit





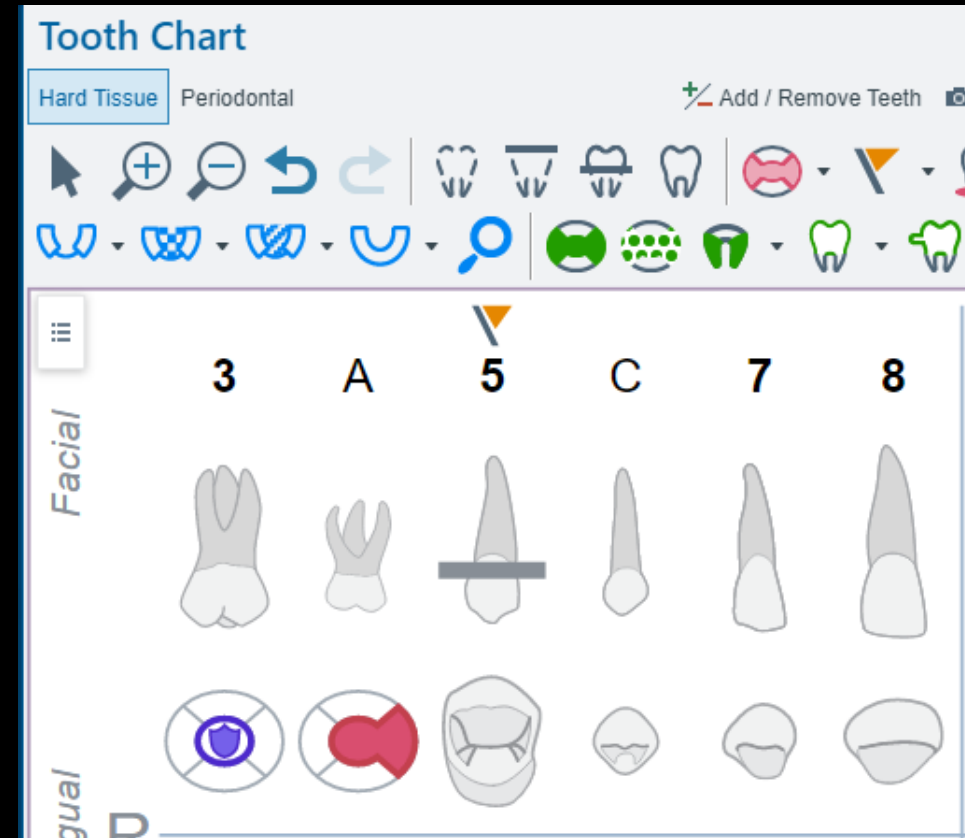
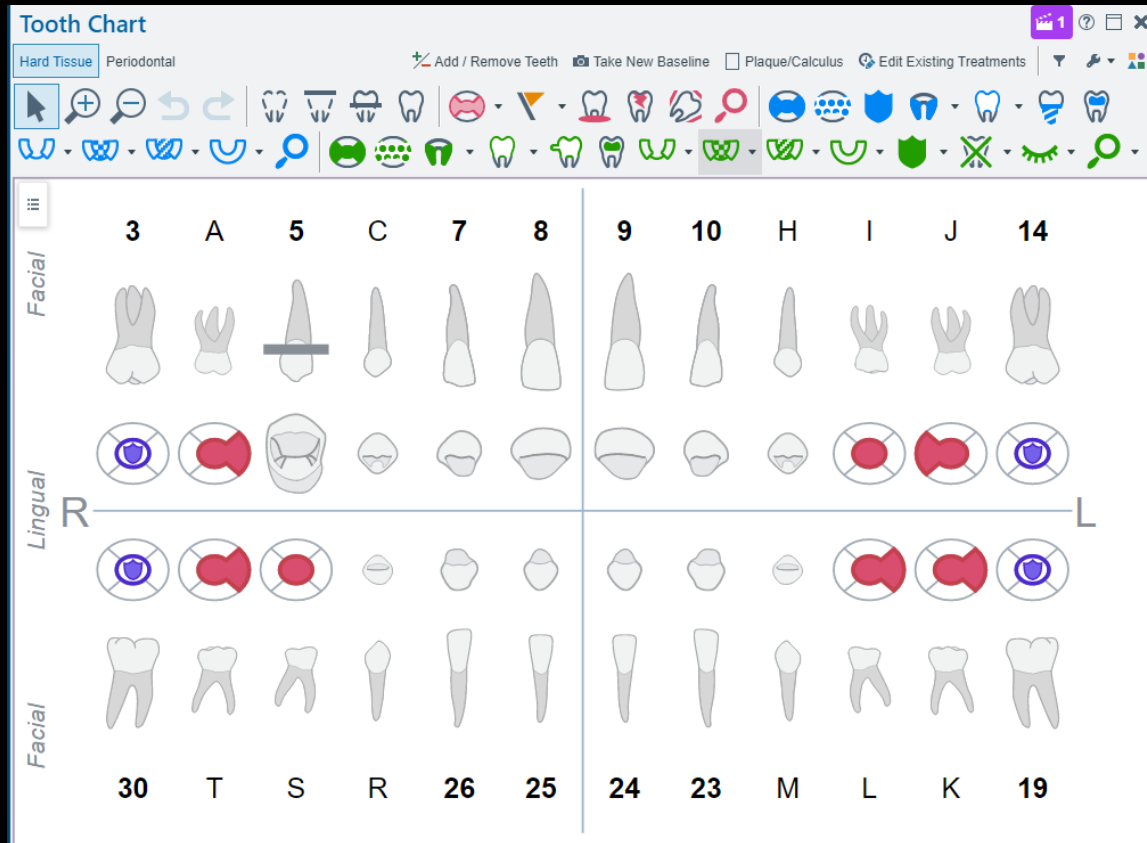
# Asynchronous Case Examples

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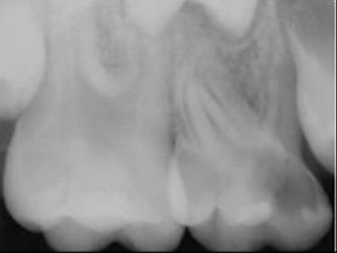
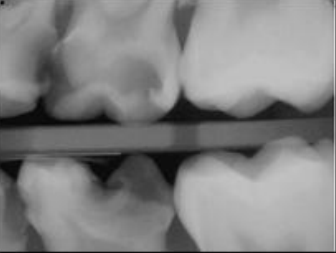
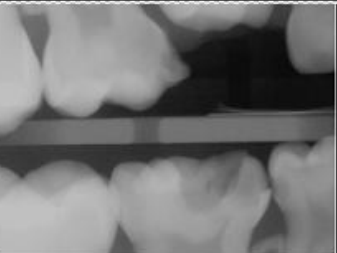
# Asynchronous Exam – Treatment Plan

- 8-year-old patient
- On schedule for pain and possible abscess
- Arrived sans pain and no clinical abscesses
- On a 15-minute urgent slot
- Decided to use time and perform imaging, educate and chart findings

# Asynchronous Exam – Treatment Plan



# Asynchronous Exam – Treatment Plan

|                                                                                                                                           |                                                                                                                                            |                                                                                                                                                |                                                                                                                                                |
|-------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------|
|  <p>Teeth: 1, 2, 3<br/>Taken: 2023/04/14</p>             |  <p>Teeth: 3, 4, 5<br/>Taken: 2023/04/14</p>             |  <p>Teeth: 12, 13, 14<br/>Taken: 2023/04/14</p>             |  <p>Teeth: 14, 15, 16<br/>Taken: 2023/04/14</p>             |
|  <p>Teeth: 1, 2, 3, 30, 31, 32<br/>Taken: 2023/04/14</p> |  <p>Teeth: 3, 4, 5, 28, 29, 30<br/>Taken: 2023/04/14</p> |  <p>Teeth: 12, 13, 14, 19, 20, 21<br/>Taken: 2023/04/14</p> |  <p>Teeth: 14, 15, 16, 17, 18, 19<br/>Taken: 2023/04/14</p> |
|  <p>Teeth: 30, 31, 32<br/>Taken: 2023/04/14</p>         |  <p>Teeth: 28, 29, 30<br/>Taken: 2023/04/14</p>         |                                                                                                                                                |  <p>Teeth: 17, 18, 19<br/>Taken: 2023/04/14</p>            |



# Asynchronous Exam – Treatment Plan

|                                                                                                                                           |                                                                                                                                           |                                                                                                                               |                                                                                                                                |                                                                                                                                |                                                                                                                                                |                                                                                                                                                |
|-------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------|
|  <p>Teeth: 1, 2, 3<br/>Taken: 2023/04/14</p>             |  <p>Teeth: 3, 4, 5<br/>Taken: 2023/04/14</p>             |  <p>Teeth: 6, 7<br/>Taken: 2023/04/14</p>   |  <p>Teeth: 8, 9<br/>Taken: 2023/04/14</p>   |  <p>Teeth: 10, 11<br/>Taken: 2023/04/14</p> |  <p>Teeth: 12, 13, 14<br/>Taken: 2023/04/14</p>             |  <p>Teeth: 14, 15, 16<br/>Taken: 2023/04/14</p>             |
|  <p>Teeth: 1, 2, 3, 30, 31, 32<br/>Taken: 2023/04/14</p> |  <p>Teeth: 3, 4, 5, 28, 29, 30<br/>Taken: 2023/04/14</p> |                                                                                                                               |                                                                                                                                |                                                                                                                                |  <p>Teeth: 12, 13, 14, 19, 20, 21<br/>Taken: 2023/04/14</p> |  <p>Teeth: 14, 15, 16, 17, 18, 19<br/>Taken: 2023/04/14</p> |
|  <p>Teeth: 30, 31, 32<br/>Taken: 2023/04/14</p>          |  <p>Teeth: 28, 29, 30<br/>Taken: 2023/04/14</p>          |  <p>Teeth: 26, 27<br/>Taken: 2023/04/14</p> |  <p>Teeth: 24, 25<br/>Taken: 2023/04/14</p> |  <p>Teeth: 22, 23<br/>Taken: 2023/04/14</p> |  <p>Teeth: 19, 20, 21<br/>Taken: 2023/04/14</p>             |  <p>Teeth: 17, 18, 19<br/>Taken: 2023/04/14</p>             |

# Asynchronous Exam – Treatment Plan

8 y.o. 6 m.o. male presents to SBHC RDH for "intermittent pain and suspected abscess"  
ID Confirmed 2x.  
CC: Pt not currently in pain today he said "My teeth feel good". Pt presented with new cough and runny nose/congestion since last night.  
SCHOOL ORAL HEALTH PROGRAM SCHOOL: Evie Dennis SBHC  
Pain: 0  
Medical history: Reviewed in History Tab, non-contributory Med HX  
Medications: reviewed and reconciled in rooming tab  
Allergies: Reviewed in Rooming Tab  
Translator Needed: No  
Language: English

Dental Office Visit History: 1-3 years ago in Hawaii. No dental home in US.  
Home hygiene quality: fair  
RDH Findings including EO/IO exam: Gross caries on A, J, K and T. Moderate to large caries on I and K. S has moderate one surface caries. No signs of abscess/fistula, swelling and no pain reported today.

RDH Suspected Caries: Yes on teeth/tooth #(s) A I J K L S T  
Referral to DDS: Place order for eConsult asynchronous teledental exam  
Parent Guardian Phone Call Outcome: N/A, Parent present today  
Language Spoken by Parents: English

The patient has been informed that the ADA recommends a comprehensive dental exam twice a year.

Charting of dentition may not have been fully completed due to emergent nature of the visit.

Next Dental Hygiene Visit: D1120 Child Propy Cleaning w/ Dani Ford RDH at Evie Dennis SBHC  
Dental Referral Sent to Placed e-Consult referral for Comprehensive Dental Exam, Evaluation of RDH suspected caries: (asynchronous)

## E-CONSULT TO SBHC DENTAL (Order 133961421)

E-Consult

Date: 4/14/2023 Department: SBHC Evie Dennis Dental Ordering/Authorizing: Danielle J Ford, RDH

### Order History

Outpatient

| Date/Time     | Action Taken | User                 | Additional Information |
|---------------|--------------|----------------------|------------------------|
| 04/14/23 1336 | Sign         | Danielle J Ford, RDH |                        |

### Order Details

|                   |                  |                     |
|-------------------|------------------|---------------------|
| Frequency<br>None | Duration<br>None | Priority<br>Routine |
|-------------------|------------------|---------------------|

### Additional Comments

Demographics:  
8 y.o. male  
Referred from: Dani Ford RDH at Evie Dennis SBHC  
PMH (all relevant issues, including medications):  
Medical history: Reviewed in History Tab, non-contributory Med HX  
Medications: reviewed and reconciled in rooming tab  
Allergies: Reviewed in Rooming Tab

What would you like to accomplish from this e-consult (e.g. recommendations for treatment, reassurance, need for referral):  
Patient originally scheduled for urgent visit (no insurance, suspected abscess and pain) but patient presented with no pain or abscess today. Opted to take full IO photos and radiographs and R/S for cleaning (appt today was scheduled in a limited time slot) and give MOC time to contact enrollment services to get on insurance/discount program. Please eval x-rays taken and IO photos for tentative treatment plan (Likely SSCs and/or some EXTs). Pt has gross caries on A,J,K and T and moderate caries on I, L and S. Sealants placed in dental sealant program on 4/10 intact today. Based on depth of caries, not ideal for SDF or ITR. PT returning to Evie Dennis SOHP on 5/5/23 for cleaning. Charted caries in dental chart, just need confirmation and tentative treatment plan to schedule into treatment. Pt behavior ++ today. 70% OB, 4-5mm OJ. Did not determine occlusion.

What is your F/U plan with this patient?  
Cleaning/Child prophylaxis 5/5/23.

### Associated Diagnoses

Risk for dental caries, high [Z91.843] - Primary  
Caries [K02.9]

# Codes Billed

## → Hygienist

- D0191 – Oral Health Assessment
- D0603 – Caries Risk Assessment
- D0350 – 2D oral/facial photographic image
- D0274 – bitewings
- D0220 – Periapical
- D0230 – additional Periapical
- D1351x4 – Sealant

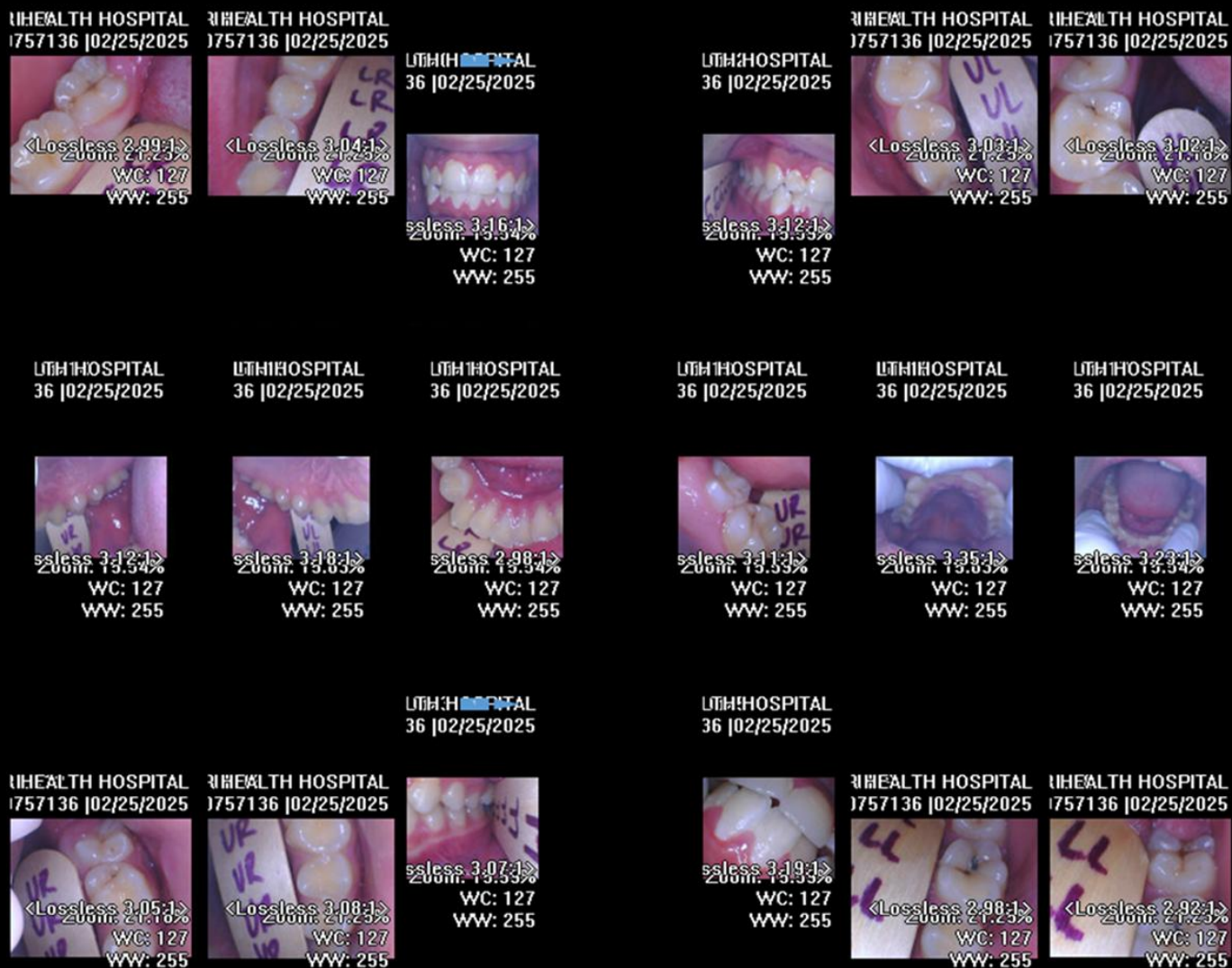
## → Dentist

- D9996 – Teledentistry – Asynchronous
- D0391 – Image Interpretation
- D0140 – Limited Exam

# Asynchronous Exam – Treatment Plan

- 14-year old patient
- Had poor oral hygiene
- Initial visit was focused on education and photos
- Took x-rays at re-evaluation

# Asynchronous Exam – Treatment Plan

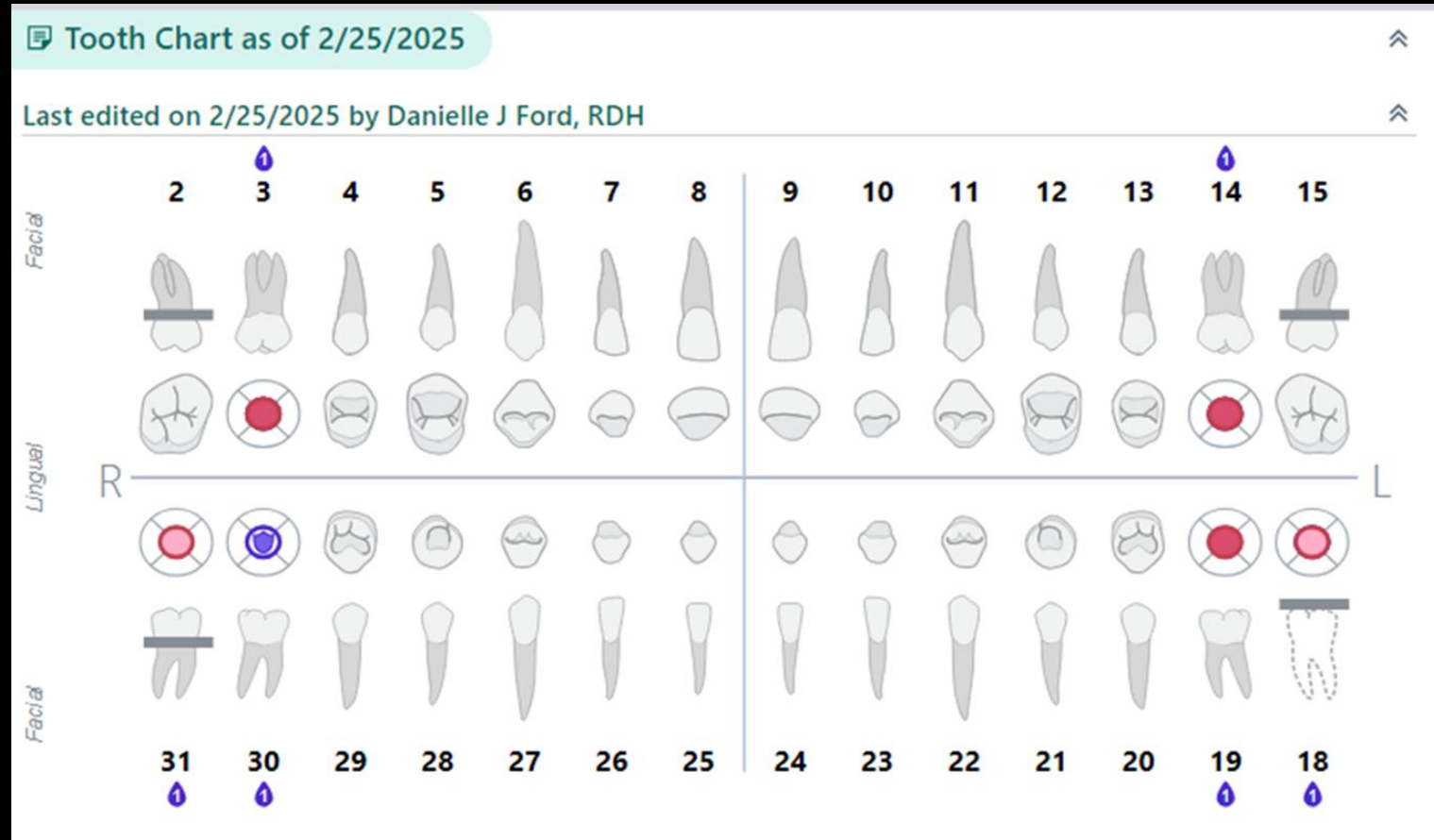




# Asynchronous Exam – Treatment Plan



# Asynchronous Exam – Treatment Plan



# Asynchronous Exam – Treatment Plan

## **General Comments:**

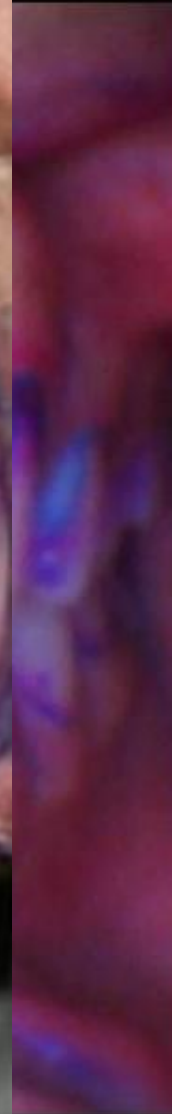
- Tentative treatment plan developed, with plan for direct delivery of restorative care with Pediatric Dentistry.
- Recommend panoramic radiograph or select PA for assessment of growth/development and for complete diagnostic records.

## **Next Hygiene Visit:** Scheduled

**Next Visit:** 60 minute Operative Appointment with Pediatric Dentistry at Pediatric Dentistry at Webb Peds (Pav G)- Pano, #14- O/composite, #19- O/composite, SDF application

- *Evaluate for treatment of incipient lesions #18, 31 as charted by RDH; possible PRRs*
- *Evaluate for Preventive Rx*

# Asynchronous Exam



# Codes Billed

- Hygienist (initial visit)
  - D0191 – Oral Health Assessment
  - D1330 – Oral Hygiene Instruction
  - D0603 – Caries Risk Assessment
  - D0350 – 2D oral/facial photographic image
  - D1354 – Interim Caries Arresting Medicament (SDF)
  - D1351 – Sealant
- Dentist
  - D9996 – Teledentistry – Asynchronous
  - D0391 – Image Interpretation
  - D0120 – Periodic Exam



# Asynchronous Exam - ITR

- 13-year-old patient
- For ITR treatment
- History of no-shows and last-minute cancellations
- Ended up doing an ITR prior to the consult

# Asynchronous Exam ITR



2



|              |                             |              |                     |                 |                   |
|--------------|-----------------------------|--------------|---------------------|-----------------|-------------------|
| Author:      | [REDACTED]                  | Author Type: | Dentist             | Filed:          | 1/16/2023 9:50 AM |
| Note Status: | Signed                      | Cosign:      | Cosign Not Required | Encounter Date: | 1/16/2023         |
| Editor:      | [REDACTED] DDS<br>(Dentist) |              |                     |                 |                   |

Reviewed E-Consult from Dani Ford, RDH. Agree with assessment and recommendation for ITR Buccal of #19. Procedure was treatment planned and follow up to complete is schedule with RDH support.

# Codes Billed

## → Hygienist

- D0191 – Oral Health Assessment
- D1206 – Fluoride Varnish
- D1120 – Child Prophylaxis
- D0603 – Caries Risk Assessment
- D0350 – 2D oral/facial photographic image

## → Dentist

- D9996 – Teledentistry – Asynchronous
- D0391 – Image Interpretation
- D0140 – Limited Exam

# Virtual SBHC TeleOralHealth Pilot

- Started in the late 24/25 School-year
- 30-40 Virtual SBHC sites
  - Intraoral Camera
  - Digital otoscope
  - Pulse oximeter
  - Remote blood pressure monitoring
- Nurses can have virtual visit with RDH from my team and use IO camera to help triage a student's dental concern
- Had 4 visits related to oral health since pilot started

# Our Clinics: Florence Crittenton





# Our Clinics: Florence Crittenton

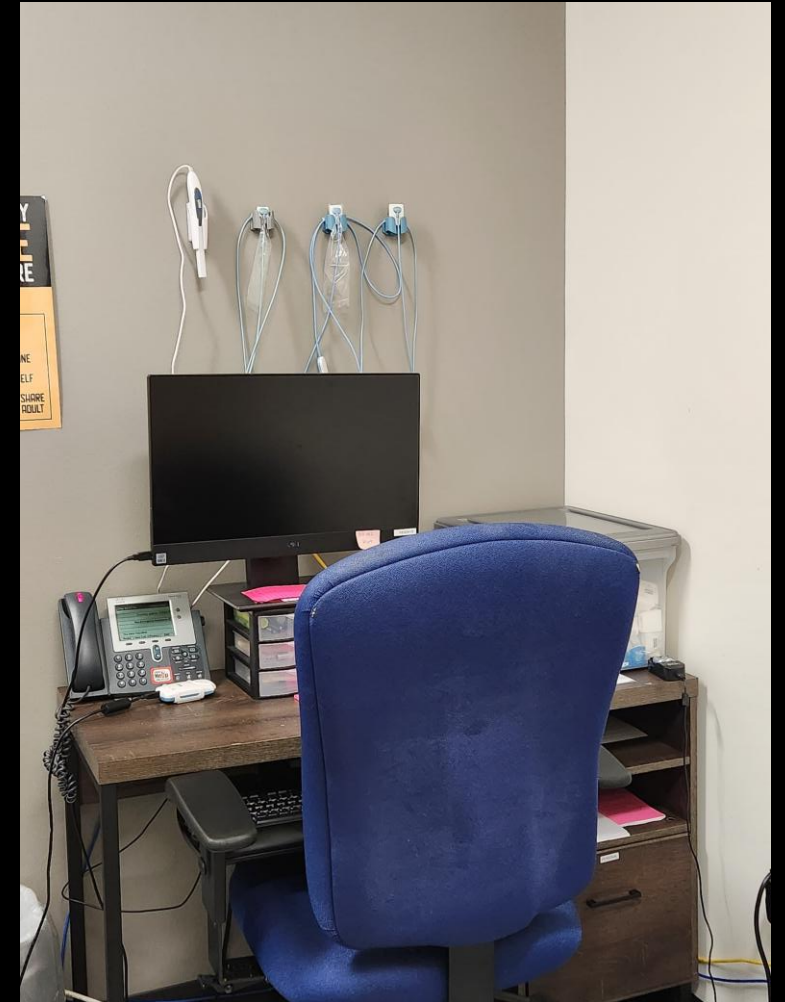


# Our Clinics: Evie Dennis





# Our Clinics: Evie Dennis

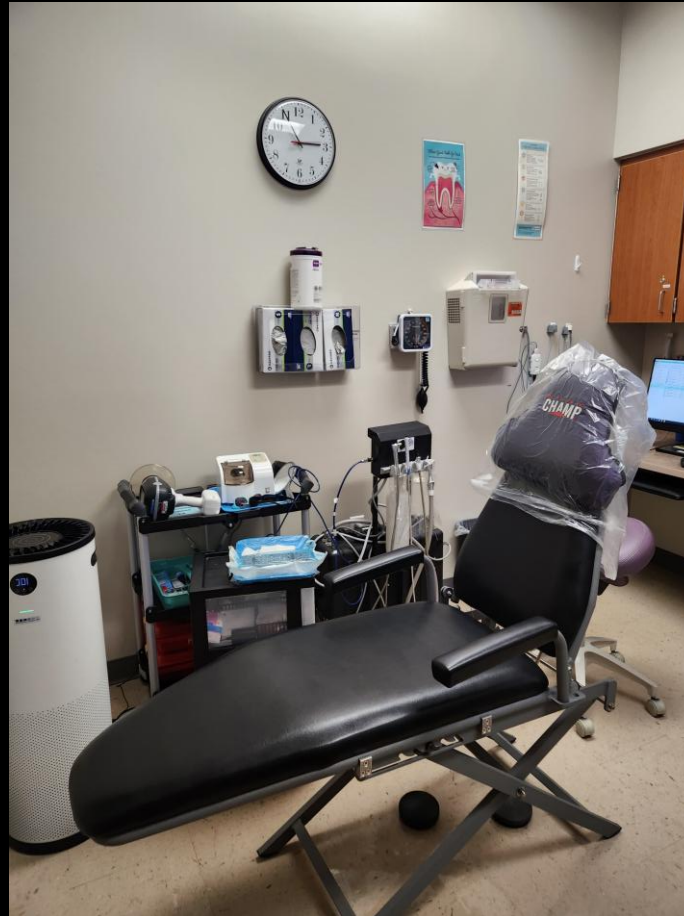


# Our Clinics: Place Bridge



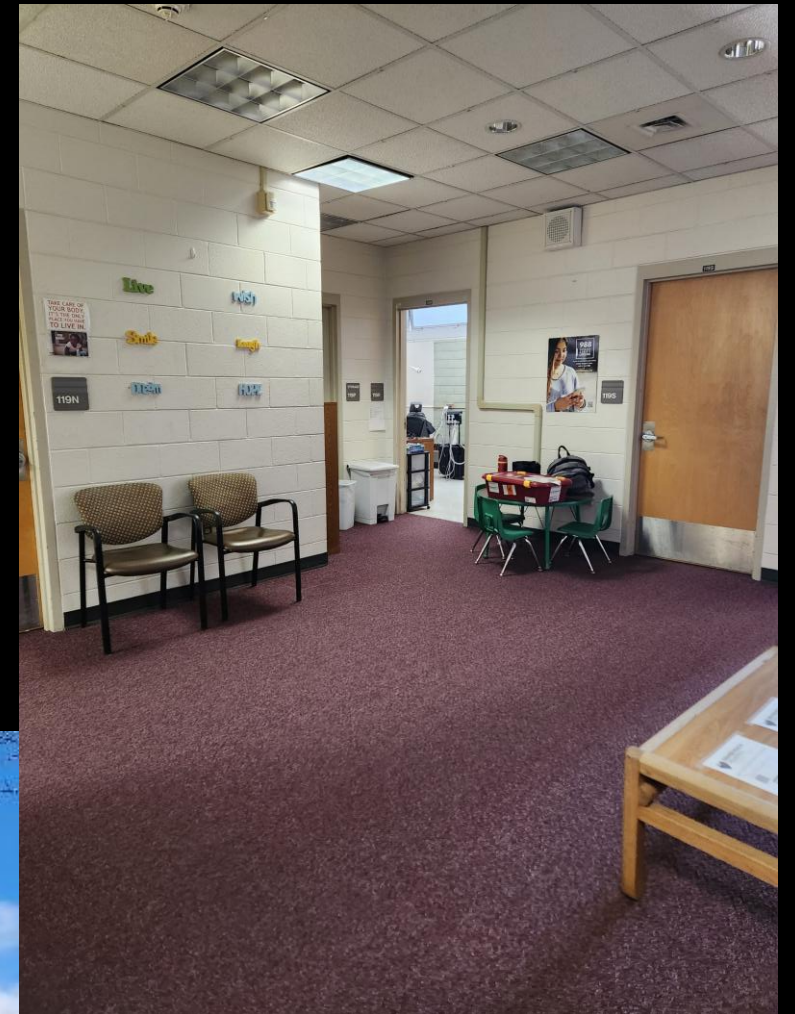


# Our Clinics: Place Bridge





# Our Clinics: Manual

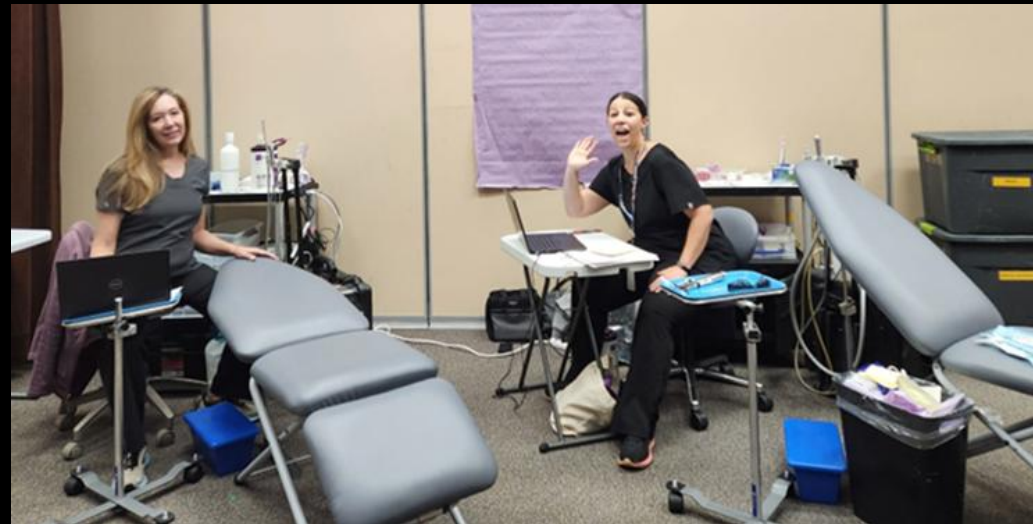




# Our Clinics: Manual

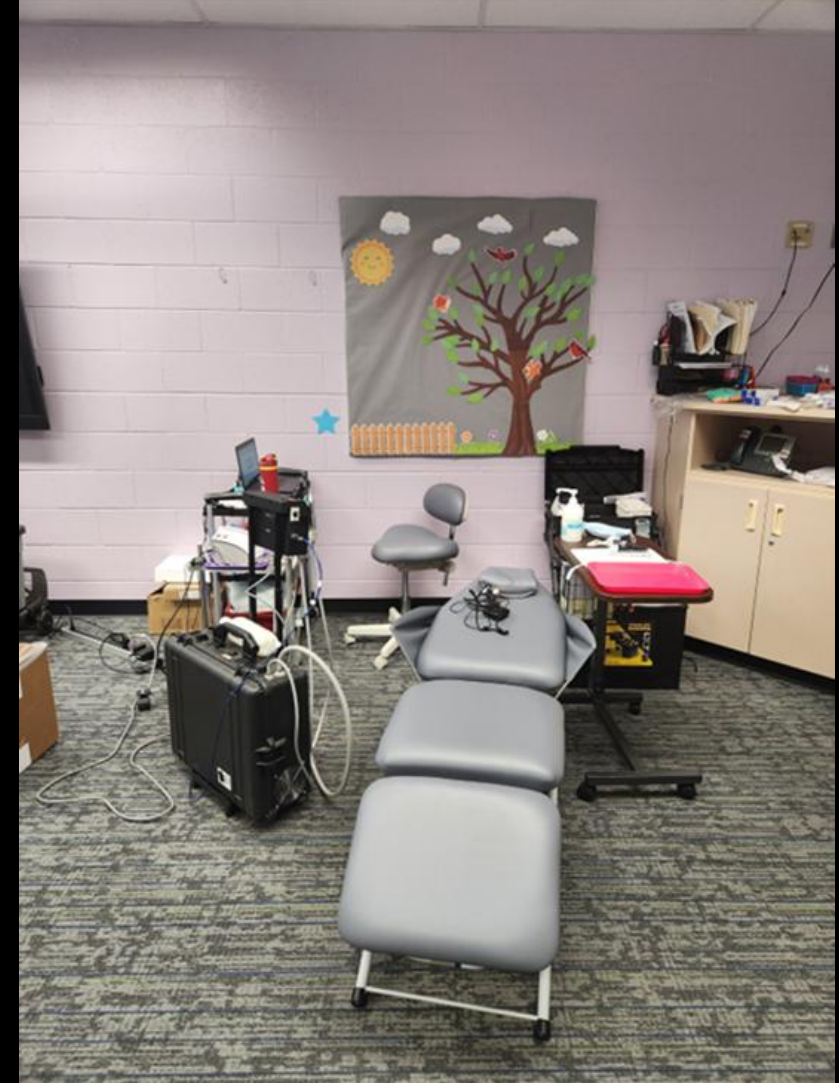


# Our Clinics: Mobile Screening and Sealant





# Our Clinics: Pop-Up Set-up



# Our Clinics: Manual





Actual synchronous visit

**A**  
**Synchronous**  
**Dental Visit**  
**with a**  
**Registered**  
**Dental**  
**Hygienist**

# Lessons learned and the future

- Continual learning and revision of the processes
- Need solid technology
- Need on-board dentists
- Communication
- Expanded scope for RDH/Dental therapy



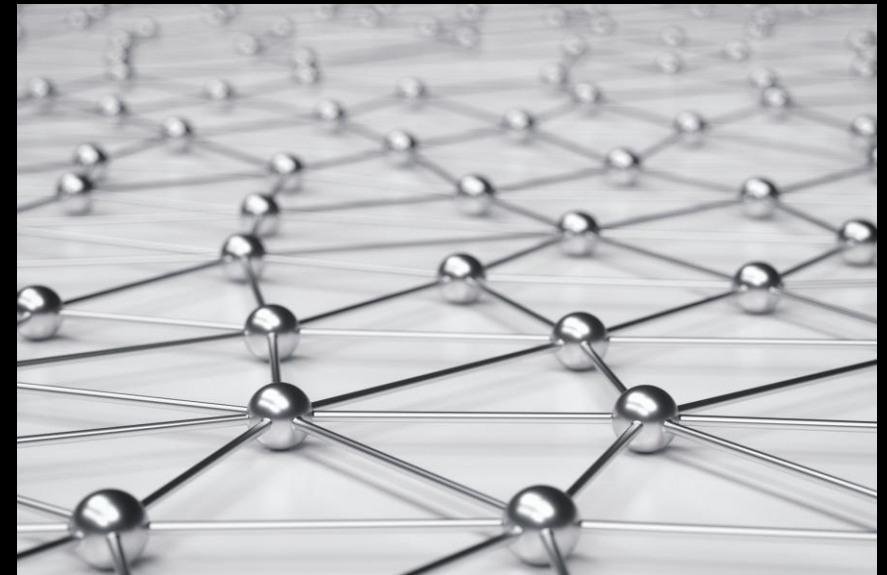
# Resources

<https://www.nnoha.org> search teledentistry or resources

<https://dentaquest.com/oral-health-resources/teledentistry/>

[https://www.ada.org/topic/Teledentistry#sort=%40topicsortdate%20descending&f:@contenttag=\[Teledentistry\]](https://www.ada.org/topic/Teledentistry#sort=%40topicsortdate%20descending&f:@contenttag=[Teledentistry])

<https://www.mouthwatch.com/teledentistry>



# Mind Break

<https://www.youtube.com/watch?v=vRivl2cxB-4>





Questions/Comments?

