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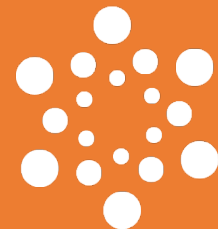
Teledentistry Tutorial

INTRODUCTION | TRAINING | EMERGENCY | MACRO CODES

This includes a step-by-step instructional on how to begin using this new revenue stream in Teledentistry.

We will also provide two separate instructional curriculums; Current Emergency Use and Processes, and Everyday Use as we slowly begin a new working normal.

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Teledentistry 101

Historically, the dental industry is based on a model of face to face human contact. While the medical field is also based on human contact, delivery through telemedicine has been increasing for years. Recently, Covid-19 has pushed the dental community to learn about Teledentistry in what feels like a cram session for finals. The ADA has helped, as they released a great resource on Teledentistry, but again for a group of healthcare professionals who are just joining the ranks of Telemedicine it is quite difficult to understand. Below, we will explain Teledentistry in consumable buckets that should make it easier to absorb.

What is a Teledentistry billing code? This is an important piece to understand; the Teledentistry code is not the exam. This code is simply part of the story, it aids in telling the story to the insurance carrier, specifically HOW the services were provided. In this case, D9995 is Live Video Teledentistry and D9996 is Voice Call Teledentistry. Medical carriers refer to these codes as identifiers or descriptors. The codes tell the carrier how you delivered the dentistry. Sadly, many dental carriers have labeled this code simply as an identifier and not billable, which is why it is used in conjunction with other dental work codes, as explained later. We would urge all of you to continue to use the Teledentistry codes and all the CDT codes available and applicable to the services that you provide, regardless of what the carriers have restricted the offices to use. It is better to show the entire story. I would also urge you to pressure your local Dental Associations to restrict carriers from creating policies that cherry pick which codes they deem part of the procedure or bundle codes that reduce the revenue for the clinics.

Why Teledentistry during the COVID-19 Pandemic? There are multiple reasons besides you and your teams' health and safety. Currently, all dental practices are required to close for elective procedures and are only available for emergency care. If practices are to open for emergencies during the pandemic there are certain health guidelines they must adhere to in order to continue serving those patients.

Currently, there are multiple services you can provide via Teledentistry, that would not require an onsite visit. In addition, the Teledentistry appointment allows you to reserve your much-needed PPE for those true emergency visits.

Teledentistry is a new revenue / cost savings source. Health guidelines require the used operator be sufficiently (COVID) cleaned and dried after a patient. Instead of sitting idly waiting, you can hold a Teledentistry appointment during the required cleaning time. Additionally, it is not just a revenue generator, it is also a cost saver. Meaning, the cleaning requirements, PPE, and staff expenditures are saved when using Teledentistry over an in-office appointment.

Consults (is this a true emergency? What is the course of action?), Post-surgery follow ups, and Comfort visits: all of these can be completed via Teledentistry, not consume any materials, and leave a room available for an in-office revenue generated visit.

How do I start in Teledentistry? Sunset Technologies is happy to help support you on your journey into Teledentistry. First, you will need a platform in which to “meet” with your patients. There are multiple formats and programs which you can utilize to increase this part of your practice. However, you still must be careful in terms of patient data and security. For instance, Facetime allows for face-to-face telecommunication, but it isn’t secure, and it isn’t available to everyone. Additionally, we have all seen the security issues and concerns that Zoom has been managing. Finally, there are other Teledentistry platforms that also connect to your Practice Management Program. You must be careful with these, as it adds another level of potential security risks.

So, while there are plenty of options, the right choice will either “make it or break it”, in terms of launching your Teledentistry program.

For these reasons, and more, Sunset suggests the **Doxy.me platform**. (www.doxy.me) Below are several factors:

- It’s Free, for both you and your patients – no matter how many sessions or minutes you use
- No Downloads for the program are required by either the practice or your patients
- It is HIPAA and HITECH compliant
- Does not store any patient data
- Business Associate Agreement is included
- Accessible from desktops, tablets, and smartphones
- Platform agnostic: iOS and Android access
- Dashboard view for clinicians
- Patient Check-in, Waiting Room, and Patient Queue for multiple patients
- Live Chat
- Meeting History
- Low Definition (Free Version) video requires less bandwidth and increases the stability of the call for patients in more rural areas

As you can see, this is a simple program for you and your patients. There is no data stored in the program, it doesn’t connect to your Practice Management Software, and its end-to-end encryption all work together to make it HIPAA compliant. Best of all, it’s FREE!

If you are meeting with a **new** patient, you will need to have Patient Registration and consent forms just as you would if seeing them in-house. These can be delivered to the patient either via email or download from your website; however, to receive the **completed** forms they will need to be returned via secure website upload or secure email to abide by HIPAA standards. If neither of those are an option for you, then you will need to allow time before the tele-visit for snail mail return of the documents. If you are seeing an established patient these forms are not an issue. You will need to verify with the patient that they have access to a computer or smart phone and the internet; both of which will be required for the platform we suggest using during the Teledentistry appointment.

Why the Macro Codes? Our understanding is that several carriers are allowing dental emergency code D0140 & D0170 for Teledentistry. Many carriers are not allowing payment for the Teledentistry codes; however, that does not mean you should not use that code. That code may be reviewed later, and it is considered an identifier. We do not recommend coding procedures by what carriers allow; we believe you should charge for the services you provide. Do not over bill but follow the CDT guidelines.

Answering service:

- D0190 Screening of a patient

Visits Adult/Child no referral:

- D0140 Re-Evaluation-limited problem focused
- D9995 Teledentistry - Synchronous: Real Time Encounter (Live Video)
 - Or use code D9996
- D9996 Teledentistry – Asynchronous info forward to Dentist (Call Only)

Traumatic Injury Visit no referral:

- D0170 Re-Evaluation-limited problem focused
- D9995 Teledentistry - Synchronous: Real Time Encounter (Live Video)
 - Or use code D9996
- D9996 Teledentistry – Asynchronous info forward to Dentist (Call Only)

Traumatic Injury Visit with referral:

- D0170 Re-Evaluation-limited problem focused
- D9995 Teledentistry - Synchronous: Real Time Encounter (Live Video)
 - Or use code D9996
- *D9996* Teledentistry – Asynchronous info forward to Dentist (Call Only)

Visits Adult/Child with referral:

- D0170 Re-Evaluation-limited problem focused
- D9995 Teledentistry - Synchronous: Real Time Encounter (Live Video)
 - Or use code D9996
- *D9996* Teledentistry – Asynchronous info forward to Dentist (Call Only)
- *D9992* Dental Case Management -Care Coordination

During the Shutdown:

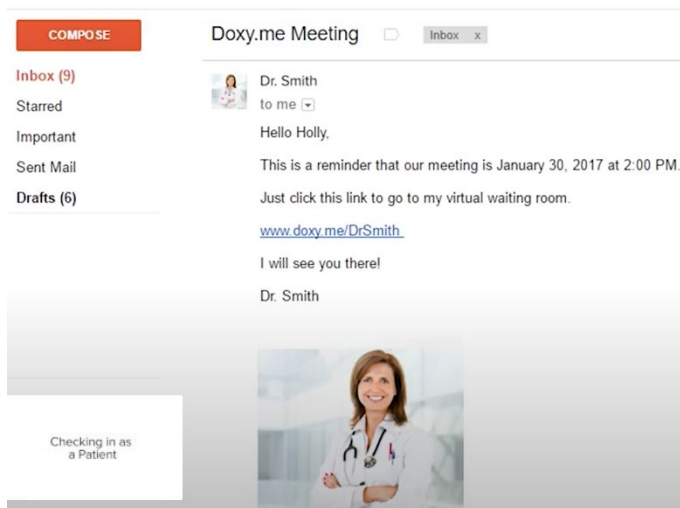
What are the steps involved prior to seeing Teledentistry appointments?

The current COVID-19 environment in which we are living has proved difficult at best. Some doctors are seeing emergency patients with a skeleton crew and realizing that many of their staff's responsibilities are now falling on them. Before you begin to use Teledentistry for appointments, please be sure you, or someone on staff, can do or has done the following:

Before talking to a patient:

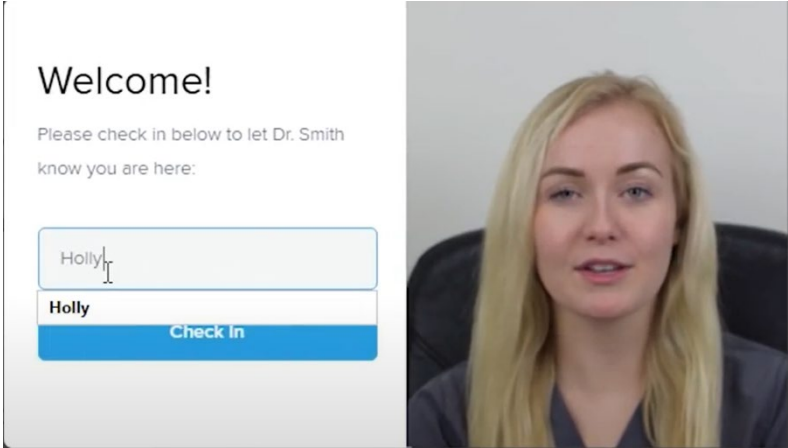
- Understand how to use the Doxy.me platform (possibly practice with a staff member acting as the patient), and set up your account
- Log into your practice management system
- Review the patient's previous x-rays and medical history
- Perform any other administrative tasks that your admin team and your dental assistant usually complete
- Make sure the macro codes are in the practice management system for a Teledentistry appointment

Seeing patients



Now that you have everything set up in your PM and your Doxy.me account, you can begin scheduling Teledentistry appointments. Your Doxy account will provide you with your personal room link, which is how your patients will connect with you. You can provide this link via an email, on your website, or in a text.

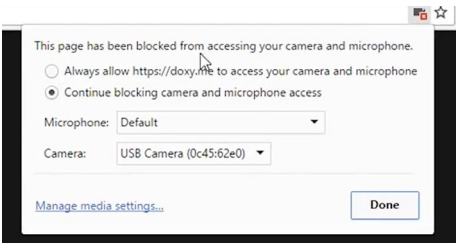
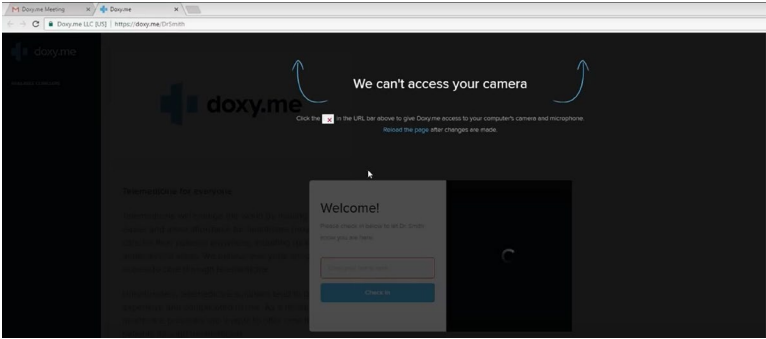
Some providers choose to take the patient's payment in advance of the appointment, either when scheduling the Teledentistry appointment, or when you call the day before to confirm. While the Doxy.me platform allows for taking payments, that is only available with the upgraded paid version.



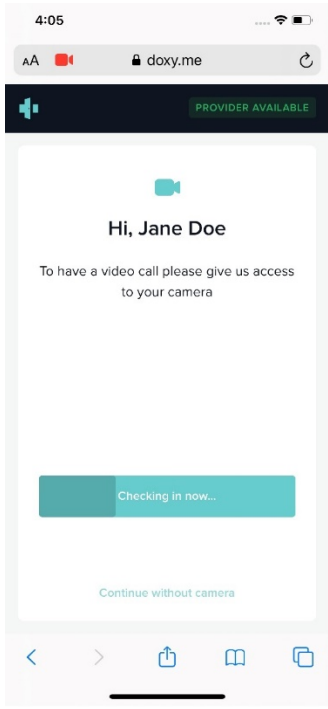
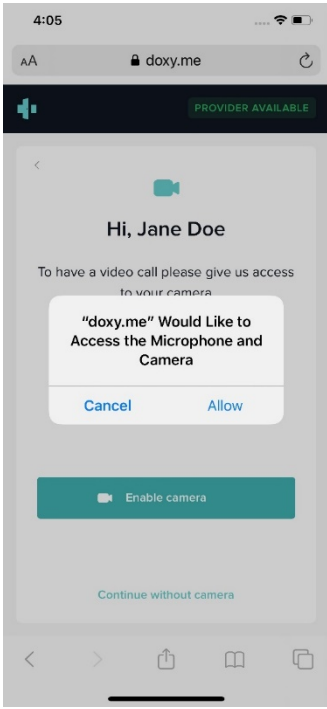
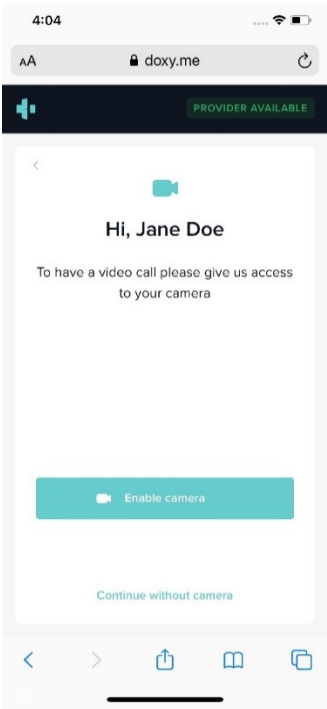
Once the patient clicks your link, they will be prompted to enter their name at the “check in” so you will know they have arrived.

They will be prompted to give their device (phone or computer) access for the website to use their camera and microphone.

(Computer View)

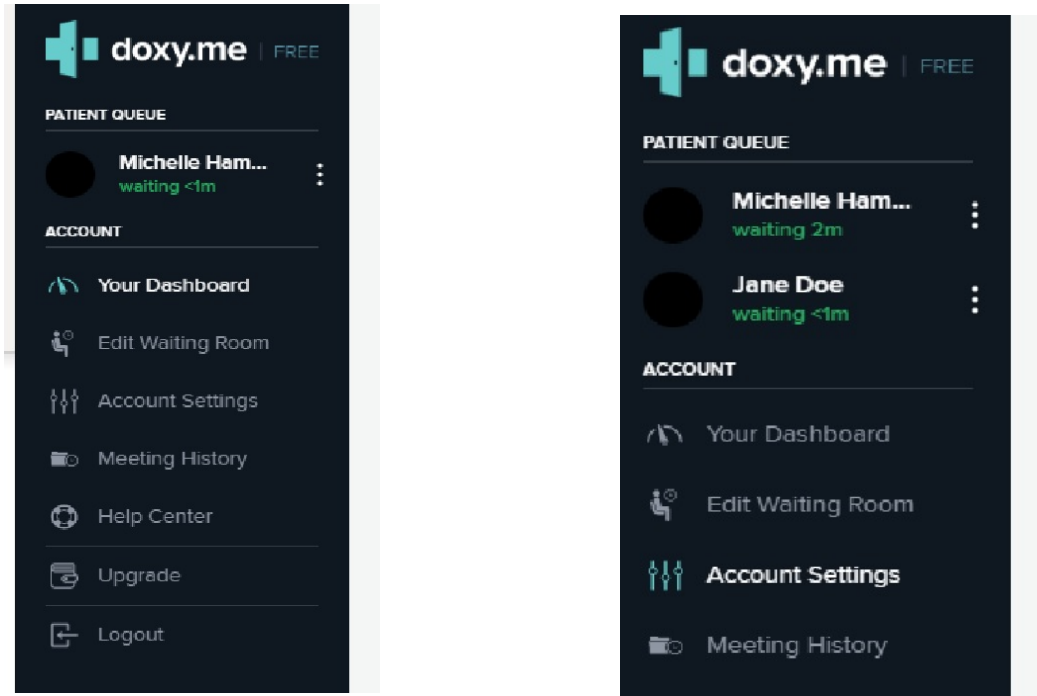


(Phone View)

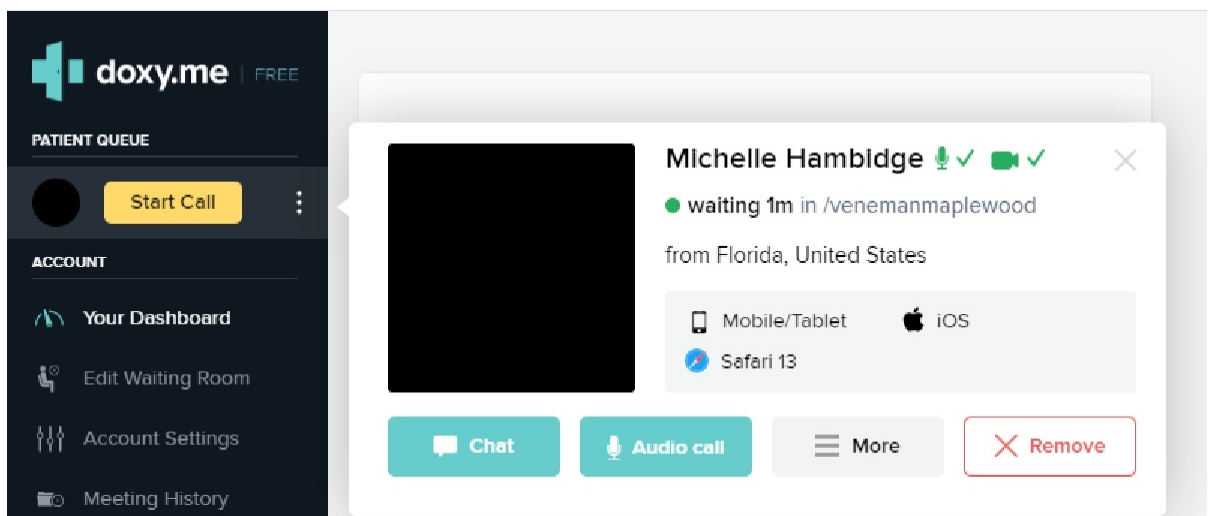


In your practice, you can have multiple people in the Doxy waiting room. This is where they will stay until you are ready to communicate with them. The waiting room lets you know who they are and how long they have been waiting.

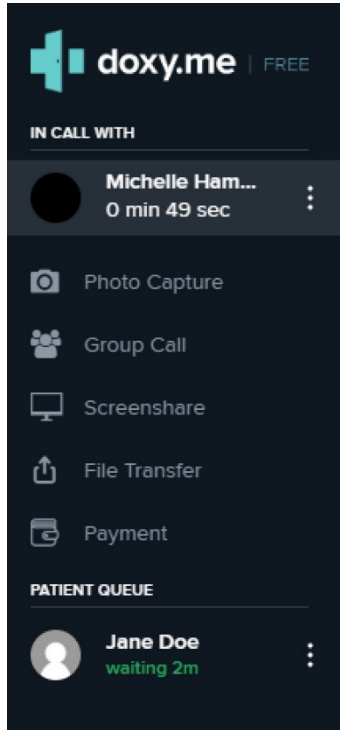
(Office Computer Views)



You can “start” the appointment, or with a click of the three dots you can open a side menu and send them a “chat” to let them know the doctor will be with them shortly. This screen also allows you to know if their video and audio is working or not. This is helpful to know before the doctor gets on and does not waste his time if the technology isn’t working on the patient’s end.



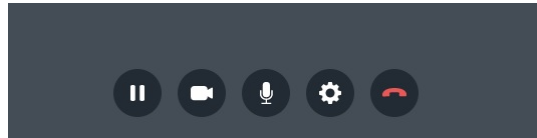
Your view with the patient also allows a side menu in which you can Photo Capture and Screen Share. This is an awesome tool to share the patient's x-rays etc.



This screen also allows you to still view patients in the “waiting room” and how long they have been there.

After speaking with the patient and seeing any physical concerns. You offer your professional opinion and diagnosis. Discuss any follow up services that need to be scheduled.

At this point you have two options: 1) Let the patient know your staff will be contacting them to schedule those next services and end the call by answering any questions and “hang up” by the red phone button, or 2) Let the patient know your staff will be with them shortly to schedule those services and place the call on “pause” which will send them back to the waiting room, where your staff can audio call or “chat” with them.



Then complete your SOAP notes with the addition this was a Teledentistry visit.

What is the future for Virtual Dentistry? Will clinics start scheduling Virtual Dentistry into their daily schedule? This will be a great option for follow up visits. Virtual Dentistry may be a great tool for both the patient and the providers.

After the Shutdown:

Great! The mandated shutdown has ended, and you can see elective patients again. Or can you? As we have found, there will be a “new normal”. What does this mean? Patients still can’t be closer than 6’, which in many places means no sitting in the waiting room. Protocol will also require you to temperature-screen your patients before entering the building.

How can you use this platform to help? Use the virtual waiting room on the Doxy platform. Have patients’ “check in” on the Doxy platform when they arrive at the practice. You can then use the chat function to let them know you will be out to screen them.

This way, you know when your patients are in your parking lot waiting to enter your building. Once they are escorted in, they simply disconnect from the platform and they no longer show in the virtual waiting room.

You can also continue to use Teledentistry for appointments as previously discussed.

Teledentistry will continue to be an added revenue source. In the post-COVID world, when revenue is needed, why not utilize this platform? It will not only save you overhead but allow you to double-up appointments. You can have hygienist chairs full and still take a Teledentistry appointment for additional revenue.

This will be extremely valuable to your patients as well. They all need to be at work just like you do, but that tooth is painful. They don’t want to take time off from work and drive all the way to your practice to find out it wasn’t necessary. Is it a cracked tooth? Do I really need to come in? I am post-surgery, is this pain normal?

All of these can be completed via Teledentistry, not consume any materials, and leave a room available for an in-office revenue generated visit.

What is the future for Virtual Dentistry? Who knows, but it might look like you.