Emergency Dental Practice Triage and Applicable Teledentistry Checklist

A Massachusetts Dental Society Resource

☐ **1. Prepare Incoming Emergency Contact Services**
   (answering service/website/electronic health record)
   a. Account for HIPAA compliance to the best of your ability using OCR-recommended communication platforms and secure devices

   b. Billing: Verify with patient insurance telehealth coverage

☐ **2. Administrative Screening**
   a. Their Dental Home (*If applicable, document in the dental record*)
      i. Patient of Record – Verify identifiers and locate records securely
      ii. New Patient – Request patient to access their medical history/medical home

   b. Referral Source (*If applicable, document in the dental record*)

☐ **3. Dental Emergency Screening**
   a. Ensure location and privacy for provider and patient
      i. *Provider must be licensed in state where patient and provider are physically located for telehealth visit and prescribing purposes.*

   b. COVID-19 Teledentistry Disclosure and Consent
      i. Disclose reasonable safeguards in place and answer all questions
      ii. Request patient attestation of disclosure and consent

   c. Document location and verbal consent in dental record

☐ **4. COVID-19 Screening**
   a. Suspicious symptoms: fever, cough, myalgias, dyspnea, anosmia/loss of taste, sore throat, runny nose, diarrhea

   b. Recent travel, contact, exposure with persons suspicious or confirmed to have COVID-19

   c. At-risk patients and suspicious cases – direct to medical attention

   d. Document findings in dental record

5. Dental Triage
   a. Document medical and dental history, allergies, medications
   b. Consider asking for photos of affected area, sent to secure email, and document photos in record
   c. Perform assessment and treatment planning to the best of your abilities and resources. Explain the limitations to the patient AND obtain verbal consent for these limitations. Document the verbal consent in the dental record.

   d. *Clinical decisions*: CDC's Dental Care Setting Infection Control—Updated April 7, 2020
      i. Telehealth visit
      ii. Triage care to medical center for COVID-19 (patient still eligible for a telehealth visit)
      iii. Triage to other dental provider
      iv. Treat patient in office

6. Documentation and Follow Up
   a. Physical locations, any diagnostic services utilized, medications prescribed, consent
   b. Care coordination: ensure with patient that referral or scheduling are completed
   c. Document follow-up plan after COVID-19 restrictions are lifted
   d. Contact patient 48 hours after encounter and document what actions were taken and if any changes to COVID-19 screening questionnaire. Document accordingly internally and/or externally.

7. Billing
   Suggested CDT codes used in dental virtual visits
   a. Use clinical judgment along with CDT descriptions and payer instructions to align services provided
   b. D0140 Limited Oral Evaluation – problem focused
   c. D9110 Palliative (emergency) treatment of dental pain – minor procedure
   d. D9999 Unspecified adjunctive procedure, by report
   e. D9995 (Teledentistry Synchronous Real Time) OR
   f. D9996 (Teledentistry Asynchronous, information stored and forwarded to dentist for subsequent review)

Disclaimer
This document is not intended to substitute or direct all patient care. It may be used as an outline to support clinical and professional judgments.

Resources
- Massachusetts Dental Society Webinars
- Office of Civil Rights, COVID-19 Telehealth communication notification
- American Dental Association
- American Dental Association/Massachusetts Dental Society: Dental Emergency
- Massachusetts Telehealth Order
- Drug Enforcement Administration COVID-19 Guidance