

Continuing Education

DentaQuest: Patient Safety - A Guide to Ensuring Effective Communication About Dental Care
Recording is available [here](#)

HHS Learning Opportunity: Telemedicine Hack (*ongoing*)

A 10-week learning community to accelerate telemedicine implementation for ambulatory providers. First session begins on Wednesday, July 22nd.

Key components of Telemedicine Hack include:

- Five teleECHO sessions on key topics (e.g., workflows, documentation, reimbursement) highlighting best practices and case studies from the field
- Five virtual "office hour" discussion panels with case presenters, government agencies, topical experts, and stakeholder associations responding to your questions
- Inter-session peer-to-peer learning facilitated via virtual discussion boards and ad hoc interest groups
- CME/CEU credits are available for attending, at no cost to participants

Registration is available [here](#).

Up-coming Webinars

ADA: Practicing After COVID

Tuesday, August 18th at 12:00 PM

Register [here](#)

NNOHA: Dental Leadership Burnout After 5 Months of COVID-19: A Safe Space to Share and Support

Monday, August 24 at 3:00 PM

Register [here](#)

ADA: Regulatory Compliance During COVID-19

Wednesday, August 26th at 2:00 PM

Register [here](#)

Teledentistry

DentaQuest: [Resource Library](#)

- Includes backgrounds such as patient self-care management that a provider can utilize during a teledentistry visit to create a more neutral setting

Clinical Guidance

[Virginia Dental Safety Net Clinic Status](#)

Please remember to [contact Virginia Health Catalyst](#) to update your clinic's information accordingly!

Continue to encourage social distancing and facial coverings in your dental office, even when patient care is not occurring!

- When staff are taking breaks / having lunch consider minimizing the number of individuals in the break room, encouraging team members to eat outside or in their cars in possible
- Help hold on another accountable and set a good example for your patients

PPE exhaustion

- Consider breaking your day into non-AGP (“dry”) and AGP (“wet”) to allow dental team members to have breaks from varying levels of PPE
 - Or if possible alternate days to be “wet” and “dry”
- Encourage staff to drink water regularly

School Based Programs

NNOHA: [School Based Program Listening Session](#) (08/10/2020)

- Different atmosphere when conducting a virtual dental visit than an in person dental visit
 - Children may be particularly sensitive to this change
- Development of “virtual oral health curriculum”
 - Age specific
 - Developed with hygiene team
 - Live sessions and/or prerecorded videos that teachers can incorporate into the lessons for the day
 - OHI during “P.E. time” during virtual school
 - Resources that can be sent home
 - Child-specific
 - Parent-specific -- help engage and educate the parents as well
- Opportunities to schedule dental visits during virtual school days
 - Virtual dental visits
 - In-person visits for what was traditionally “P.E.time” during the school day
- Develop resources for parents and teachers to help them be advocates for children’s oral health
 - Remember, teachers may feel pressed for time due to “lost time” during the pandemic and may not want to devote time to OHI
 - Engage with the teachers and help
- OHI videos available on a clinic’s social media channels and/or website
- Utilizing CDC and state guidance on return to school to inform opportunities for in person dental care v. virtual dental care
- Ensure your staff is comfortable with resuming school based in person care

California Department of Public Health: [Guidance to local oral health programs on school based activities during COVID-19 crisis](#)

- Identification of children who may require toothbrush kits
 - Coordinate with schools’ back-to-school packets, meal deliveries, homework deliveries, or consider mailing directly to patients’ homes
 - Include a brushing chart/calendar or other tracking methods to ensure kids are brushing with fluoridated toothpaste two (2) times daily
- Maintain regular communication with establish schools
 - E.g., offer Distance Learning presentations on oral health and oral hygiene instruction
 - Be a resource to teachers and parents
- Reach out to schools not previously interested in school based programs to see how you can help support them or engage with their staff and students in oral health promotion activities

- Help get families (parents and children) enrolled in dental insurance programs if not already
- Provide lists of safety net clinics that are open and able to provide care so schools can help connect students with these resources

Communication

Strategies to improve communication -- think "patient centered care"

- Opportunities to provide resources in multiple languages
- May need additional time to discuss changes during an appointment with a patient
 - E.g., explaining to a patient what a rubber dam is, how it functions, and its purpose
- Patient communication during morning huddles in addition to clinical care for the day
- Visual cues to help improve written communication with patients
- Regular feedback from dental team *and* patients can help improve communication and success in dental treatment
 - Consider end of the day or end of week huddles with dental team to identify strategies to improve for next week
- Consider "exit interview" questions with patients at the end of their appointments
 - E.g., Did we prepare you well for your appointment today? What did we do well? What could we do differently to improve your experience?
- Create opportunities for questions and open conversation with your patients
 - E.g., What matters most to [the patient] in regards to returning to dental care?
- Good team communication translates to good patient communication

Community

CDC: [COVID-19 pandemic is having significant effect on mental health](#)

- During late June 2020, 40% of adults reported struggling with mental health and/or substance use
- Mental health challenges related to the morbidity and mortality of COVID-19 as well as mitigation strategies such as stay-at-home orders and physical distancing
- Younger adults, racial/ethnic minorities, essential workers, and unpaid adult caregivers reported having experienced disproportionately worse mental health outcomes, increased substance use, and elevated suicidal ideation
- Resources available:
 - **CDC:** [Coping with Stress](#)
 - **HHS:** [Mental Health and Coping during the Coronavirus \(COVID-19\) Pandemic](#)
 - **Mental Health America:** [COVID-19 Hub](#)

ADA HPI: [COVID-19's Economic Impact on Dental Practices and Patient Attitudes \(plus Expert Panel Discussion\)](#) (recording 08/07/2020)

- The patient attitude discussion begins around the 19 minute mark

NBC: [Youth vapers up to 7x more likely to COVID-19 than non e-cigarette users](#)

- Recent research has indicated that individuals who vape are more like to contract COVID
- Other research pre-COVID examined the impact vaping has on oral health
 - E.g., [Potential oral health effects of e-cigarettes and vaping: A review and case reports](#)
 - E.g., [Vaping: Don't Start](#) (JADA Patient Resource)

- Opportunity to further engage with your patients re: this topic