

TELE-DENTISTRY APPOINTMENT TIPS

1. Clearly explain the limitations of teledentistry (e.g. inadequate visualization, no access to x-rays)
2. Use visual methods when possible for better diagnostic information
 - a. Have the patient retract their cheek with a spoon in order to get a better look
 - b. For percussion test – have the patient tap on the teeth with the spoon or bite together firmly
 - c. For temperature test – the patient can drink ice cold water and/or hot water and then describe
 - d. Mobility – ask the patient to wiggle the tooth/teeth (recommend they clean their hands before and after touching their teeth/mouth)
3. Ensure appropriate medical history information is gathered if recommending or prescribing medication
4. Triage patients and plan to see them in-office when it is appropriate to do so
5. Documentation is critical for continuity of care and to meet regulatory requirements
6. Maintain patient privacy at all times

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