



# Finger Lakes

COMMUNITY HEALTH

Dr. Tony Mendicino

Chief Dental Officer

# Finger Lakes Community Health

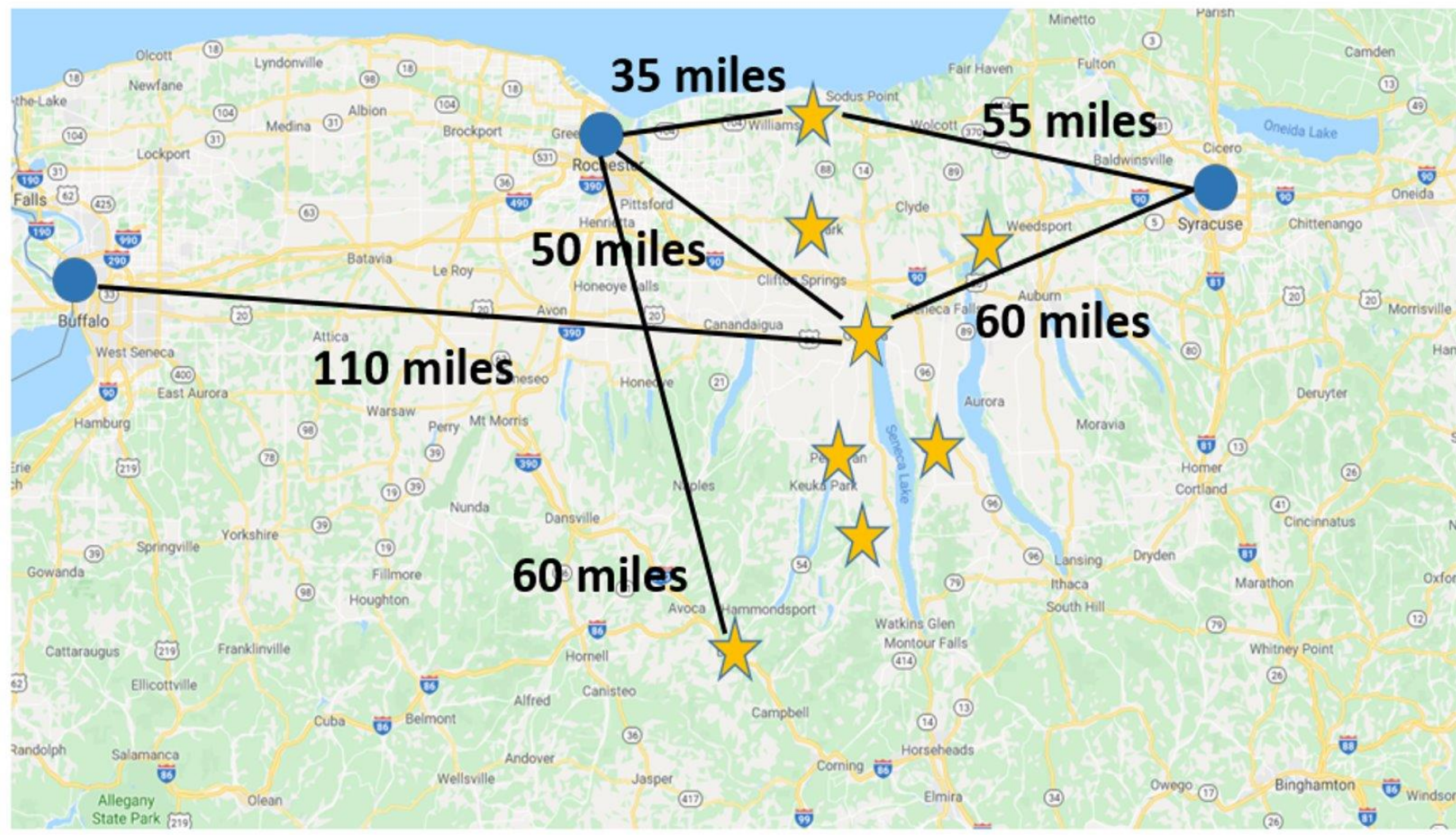
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- Rural Community & Migrant Health Center (FQHC) in Finger Lakes Region of New York State
- Providing comprehensive medical, dental, behavioral health, nutrition, care management, and advocacy services
- 9 Health Center Sites in 6 New York State counties
- Community Dental (Schools, Head Starts)
- Mobile Medical Program for Farmworkers 22 counties
- Extensive Care Management Services





# Geography:



# FLCH 2023 Data:

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28,481 Unique Patients Served

Of which 9,177 were agricultural workers

135,014 Clinical Visits

63,819 Enabling Visits (47%)

60% of patients want to be seen in a language other than English

234 Employees (19 Countries Represented)



# Synchronous & Asynchronous TeleDental

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- Synchronous
  - Exams and evaluations are completed in real (same) time with a remote dental provider
- Asynchronous
  - Exams, chart reviews, and evaluations are completed at a separate time by a remote dental provider.
  - Both Synchronous and Asynchronous TeleDental methods promote access to care.



# TelePeds Dental:

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- **Problem:** In 2010, FLCH 3-10 yrs. old patients referred, but not able to access Pediatric dental services due to multiple barriers.
- **Baseline data:**
  - 38% of children in Head Start & schools that we served had caries, many with severe decay.
  - 15% completion rate of treatment on children referred for care
  - 7-8 months wait time for initial consult



# Synchronous Teledental – Eastman Dental

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- Children with high needs that may require:
  - Non-pharmacologic strategies
  - Nitrous oxide
  - Oral sedation
  - General anesthesia
- Live teledental session with Dr. Sean McLaren, DDS
  - Registered Dental Hygiene presents patients via video and oral camera
  - Patient Navigator attends to assist in addressing any social drivers
  - CDHC coordinates care from first appointment to end of treatment with Eastman Dental
- Consult is conducted at the nearest FLCH location
  - Eliminates additional trips to Rochester
  - Parents/caregivers have opportunities to ask questions and address concerns
  - CDHC monitors appointments and treatment ensuring all follow up care is completed (6 month prophylaxis/exam, 3 month fluoride treatment, etc.)



# FLCH Outcomes for TelePeds Dental

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- Reduced the number of visits to Pediatric Dental Center from 4-5 visits down to 1-2 visits.
- Current wait time for treatment:
  - 1-2 months for nitrous oxide and oral sedation
  - 5-6 months for the OR room
- Transition into Pediatric Dental Center is less scary for the children due to already meeting the care team virtually.
- Our dental team has increased its ability to treat children in-house due to coaching and peer to peer learning through this program.



# TelePeds Dental Consult

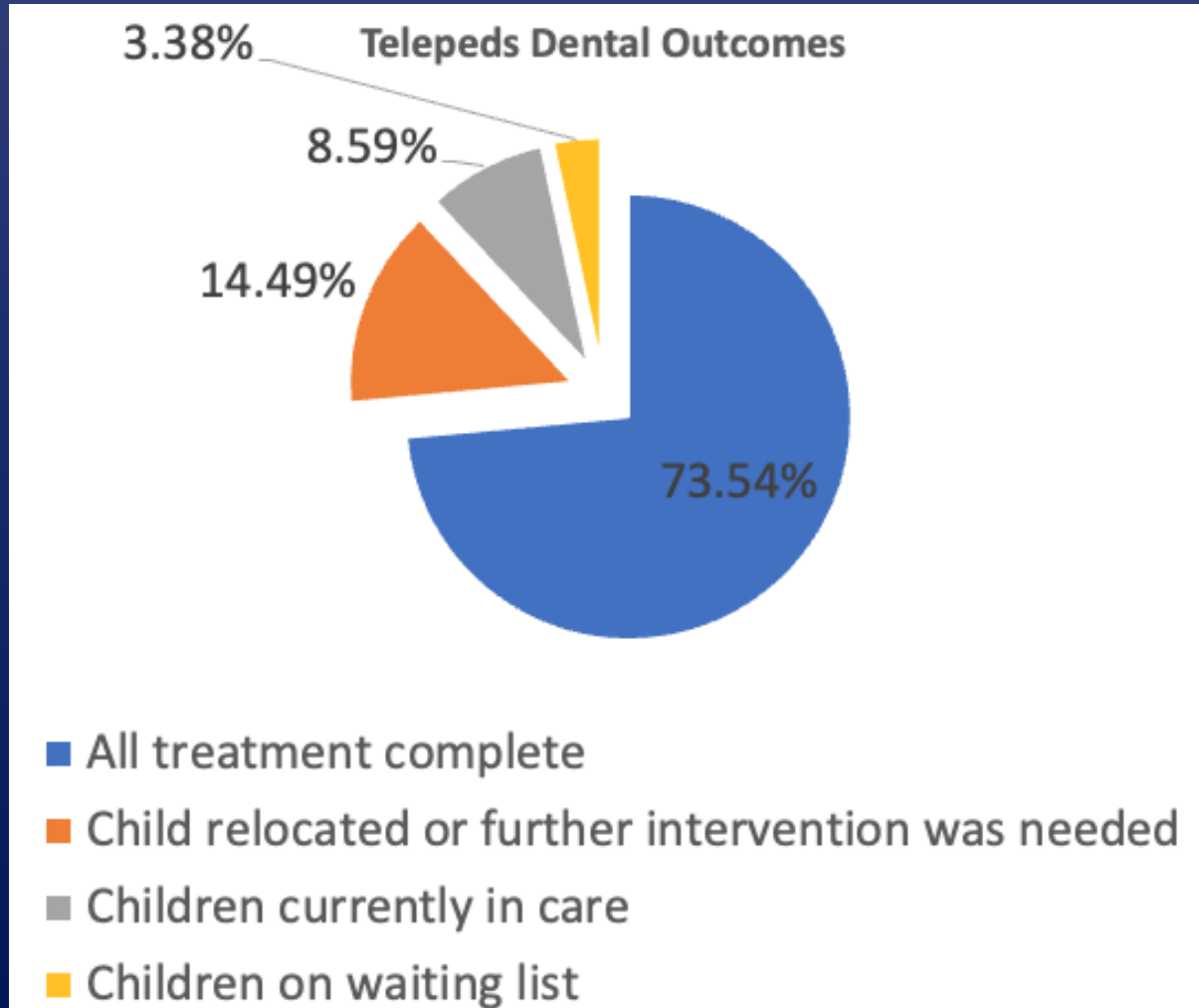
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# Outcomes:

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From December 2010 to October 2023, 1629 children were referred to a pediatric dentist.



# Over The Years:

Children seen over the years



# Synchronous Teledental – Eastman Dental



**TELEDENTAL APPOINTMENTS FOR CHILDREN**  
*What to expect.*

Finger Lakes  
COMMUNITY HEALTH

Your child's teledental appointment will take place on:  
\_\_\_\_\_ at \_\_\_\_\_  
DATE / TIME LOCATION

Our teledental program is a partnership between **Finger Lakes Community Health** and the **Eastman Institute of Oral Health (EIOH)** in Rochester, NY. During this appointment, our dental hygienist will use a small oral camera and a video monitor to show the pediatric dentist in Rochester, Dr. Sean McLaren, your child's teeth.

Dr. Sean will then ask about your child's medical history and will discuss his treatment and sedation recommendations with you. He will answer any questions you or your child might have. Afterwards, the staff at EIOH will reach out to you to schedule your child's in-person appointment in Rochester. It is very important that you keep this appointment.

Our patient navigators will work directly with you and your child during this process to make sure you have the support you need every step of the way. Once your child's treatment is completed, they will continue to receive routine care at our Finger Lakes Community Health center.

**Questions?** Call Sara Green, Community Dental Health Coordinator for Finger Lakes Community Health at **(315) 787-8176**



# Asynchronous TeleDental – Store and Forward

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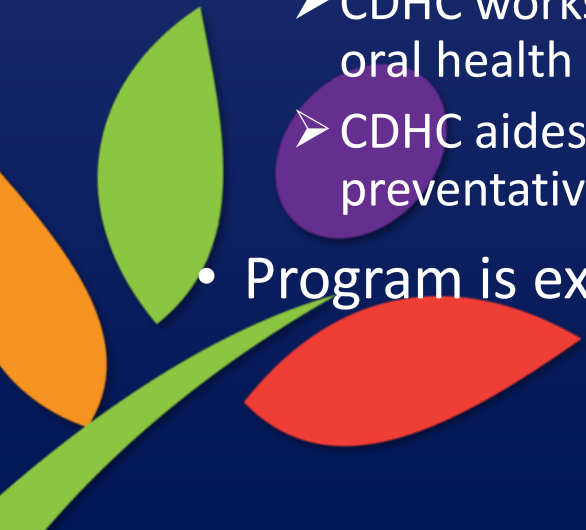
- Started at FLCH in Fall 2023 due to DDS provider shortage
- RDH's complete clinical progress notes, takes and upload X-Rays & oral imagines to patient's chart
- Remote DDS reviews all collected clinical information after the hygiene appointment
  - Determines if follow up treatment is needed
  - Communicates with the Dental Assistant to schedule necessary treatment
  - Immediate communication is sent to the patient after the DDS review indicating if additional treatment is needed, or no concerns noted
    - ❖ Communication is sent via the patient's preferred method (text or automated phone call).



# Asynchronous Teledental – Head Start Initiative

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- Piloted with NYSDA in 2021-2022
- CDHC connects via teledental platforms with families with children in head start programs to help address immediate concerns and aid in establishing healthy oral health habits
  - The Head Start student is considered the patient, but all family member members are invited to attend teledental sessions (at least one parent/caregiver must be on all teledental appointments)
  - All members of the household are provided a welcome packet including age appropriate toothbrushes, toothpaste, dental floss, etc.
  - Addresses low socio-economic status – deemed by ADA as high risk for poor oral health
  - CDHC works with the patient and caregiver to advance self-management goals for positive oral health
  - CDHC aides in addressing any barriers to care and provides education on toothbrushing, preventative care, nutrition, and age appropriate oversight of oral health
- Program is expanding with grant funding from the University of Mississippi



# Asynchronous TeleDental – Early HeadStart

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- Focus on 0-3 years of age
- In collaboration with NY State Dental Foundation
- Promotes positive early intervention care to avoid future complications
- Clinical records (progress notes, X-Rays, oral images) is completed by CDHC and sent to DDS for review
- DDS completes clinical review and provides communication to CDHC regarding findings
- CDHC provides follow up communication with parent/caregivers on findings
- CDHC delivers additional oral health education promoting positive health outcomes





# Thank you!

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Finger Lakes Community Health

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