



Teledentistry for Access Learning Collaborative

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About NNOHA

- Founded in 1991 by FQHC Dental Directors who identified a need for peer-to-peer networking, collaboration, research, and support
- Membership now includes more than 5,400 dentists, dental hygienists, dental assistants, supporters, and partners



HRSA National Training and Technical Assistance Partner



Learning Collaboratives



NNOHA Listserv



Annual Conference



NNOHA Oral Health
Leadership Institute
(NOHLI)



Webinars and on-demand
learning

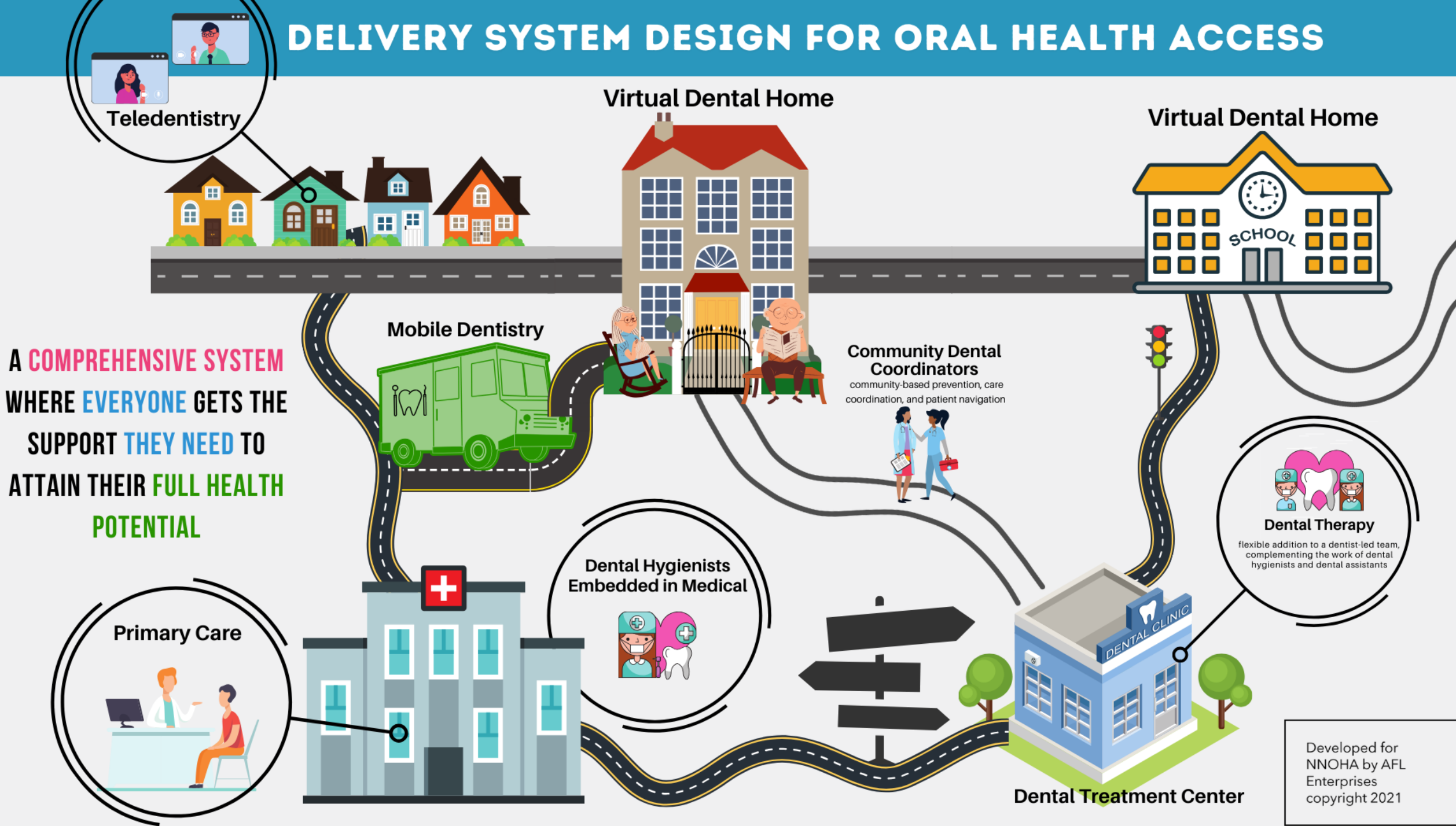


Resources: publications,
dental forms library,
promising practices, and
more!

Visit nnoha.org or email info@nnoha.org



DELIVERY SYSTEM DESIGN FOR ORAL HEALTH ACCESS



A **COMPREHENSIVE SYSTEM**
WHERE **EVERYONE** GETS THE
SUPPORT **THEY NEED** TO
ATTAIN THEIR **FULL HEALTH**
POTENTIAL

Virtual Dental Home

Virtual Dental Home

Mobile Dentistry

Community Dental
Coordinators
community-based prevention, care
coordination, and patient navigation

Dental Hygienists
Embedded in Medical

Dental Therapy
flexible addition to a dentist-led team,
complementing the work of dental
hygienists and dental assistants

Primary Care

Dental Treatment Center

Developed for
NNOHA by AFL
Enterprises
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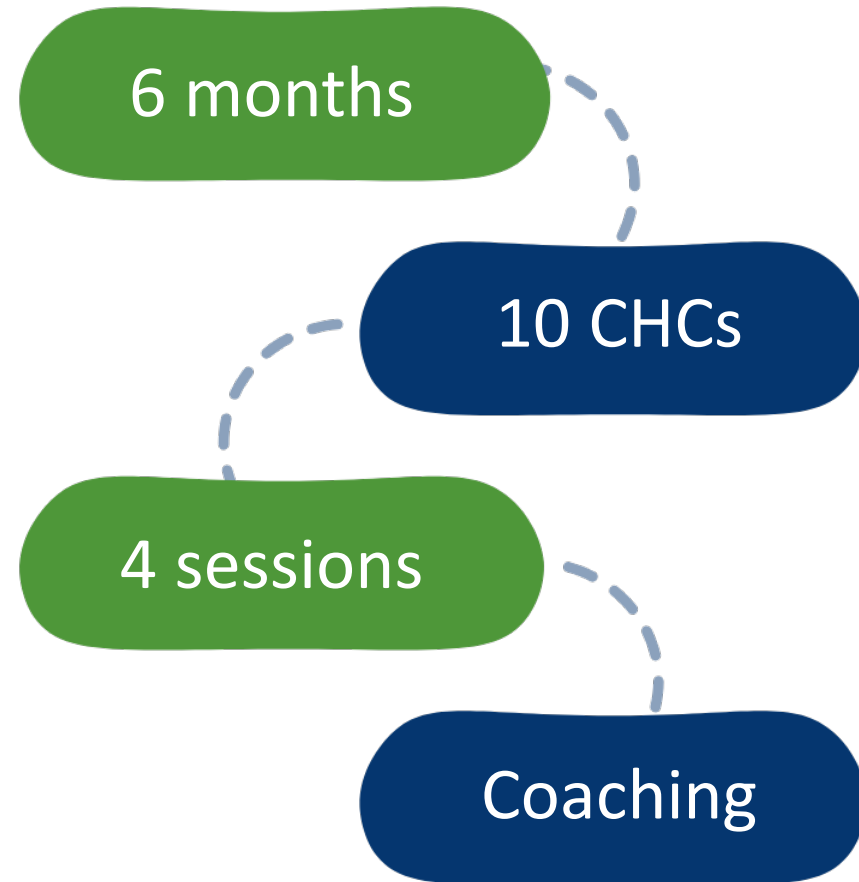
Teledentistry provides an alternative care delivery model that bridges barriers to access oral health care.

- Increase access to oral health services
- Reduces missed work/school days
- Reduce cost of oral health services
- Increased trust and patient engagement
- Emergency Room diversion



Learning Collaborative Overview

Goal: Increase access to oral health services through synchronous teledentistry by using more efficient practice systems, patient engagement, provider recruitment/retention, and clinical improvements.



43 health centers from 2020-2024



Participating Health Centers



Work in a state where Medicaid regulations allow reimbursement for synchronous teledentistry visits *or* have a willingness to test teledentistry visits, independent of reimbursement



Use and produce health outcome measurement reports from a fully implemented electronic dental record (EDR), e.g., dental records must be fully electronic, and not a paper system



Able to form a team and commit at least two team members to attending four webinars and three coaching calls.





Team Learning



Peer Learning



Coaching



Measurement



Leadership

Learning Collaborative Structure



Topics Covered

- Policy
 - Coverage, reimbursement, and billing guidance for services provided via teledentistry
 - Regulatory and legal considerations when using teledentistry
- Plan and test your teledentistry program
 - Identify readiness, desired scope of teledentistry program, and key staff/roles responsibilities
 - Use PDSA for continuous improvement
 - Develop and test a workflow
- Network
 - Share ideas and test new ideas to improve access



Synchronous Teledentistry Applications



Prevention & Disease Management

- Prevention
- Exams (ages 0-5)
- Patient-administered care
- Self-management support



Triage

- Emergencies
- Trauma
- Acute infections



Coordination

- Case management
- Care coordination
- Patient education



Pre & Post Visit

- Pre-visit evaluation
- Post-op visits
- Remote monitoring
- Consults



Post-Op Care for Young Children



- High risk 4 -year-old patient who had not received follow up visit after OR treatment.
- Family faced several barriers at home, including access to transportation.
- RDH completed a follow up educational teledental visit, which led to patient coming in for treatment.
- This allowed Mom to understand the importance of care, and she brought other children in as well!



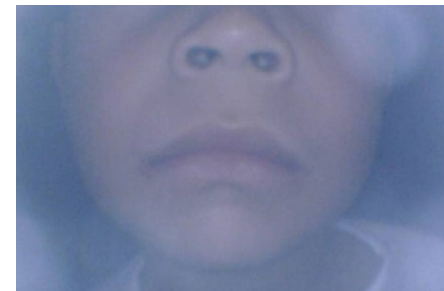
Patient with special needs

- Non-verbal patient started hitting the right side of the face in November 2020
- Multiple previous trips to the ER and primary care doctor
- April 2021, mom contacts the FQHC dental clinic, which is located 3 hours away.
- Virtual exam detected intraoral swelling with a fistula associated with a grossly decayed tooth. Patient was scheduled in the OR the next day.
- Mom was thankful and extremely relieved.



School-Based Programs

- A 5-year-old Spanish speaking pediatric patient presented to the School-Based Oral Health clinic (SBOHC) with severe dental pain and swelling.
- The SBOHC hygienist contacted pediatric dentist at the clinic to do a video visit for the patient, with an interpreter on the video call
- The patient was able to be appointed the next day for an emergency extraction.
- Patient's mother kept thanking the hygienist for coordinating the appointment that day.



Partnering with Hospitals



- Unhoused patient hospitalized for severe sepsis from dental infection. No dentist on staff at the hospital
- FQHC did an impromptu teledental visit with patient's attending physician during rounds
- Patient had severe perio and a draining facial abscess that was evident with video sent from physician
- Made arrangements to get the patient to the local dental clinic for full exam and treatment.



Other Applications



- All new patient exams completed via synchronous care
 - ✓ Builds rapport and puts patient at ease
 - ✓ Patient education
 - ✓ Set expectations for next visit
- Emergency room diversion – instead of attending ER, tele appointment
- Workforce: Licensed professionals physically unable to work chairside can still diagnose, educate, guide patients
 - ✓ DDS with heart transplant – assigned to teledentistry part time
 - ✓ Retired dentist triage, diagnose, treatment plan
 - ✓ RDH conducting tele oral health visits with all kids 0-5



Barriers for Implementation

- Lack of resources available
 - Technology
 - Internet access
- Patient and provider beliefs about effectiveness of virtual dental services
- State legislation and reimbursement for services
 - Limitations in allowable scope of services
 - Reimbursement for teledentistry services
 - Types of dental professional reimbursed for teledentistry



Lessons Learned from the Collaborative



Identify a **champion** that can promote and spread buy-in among the dental team



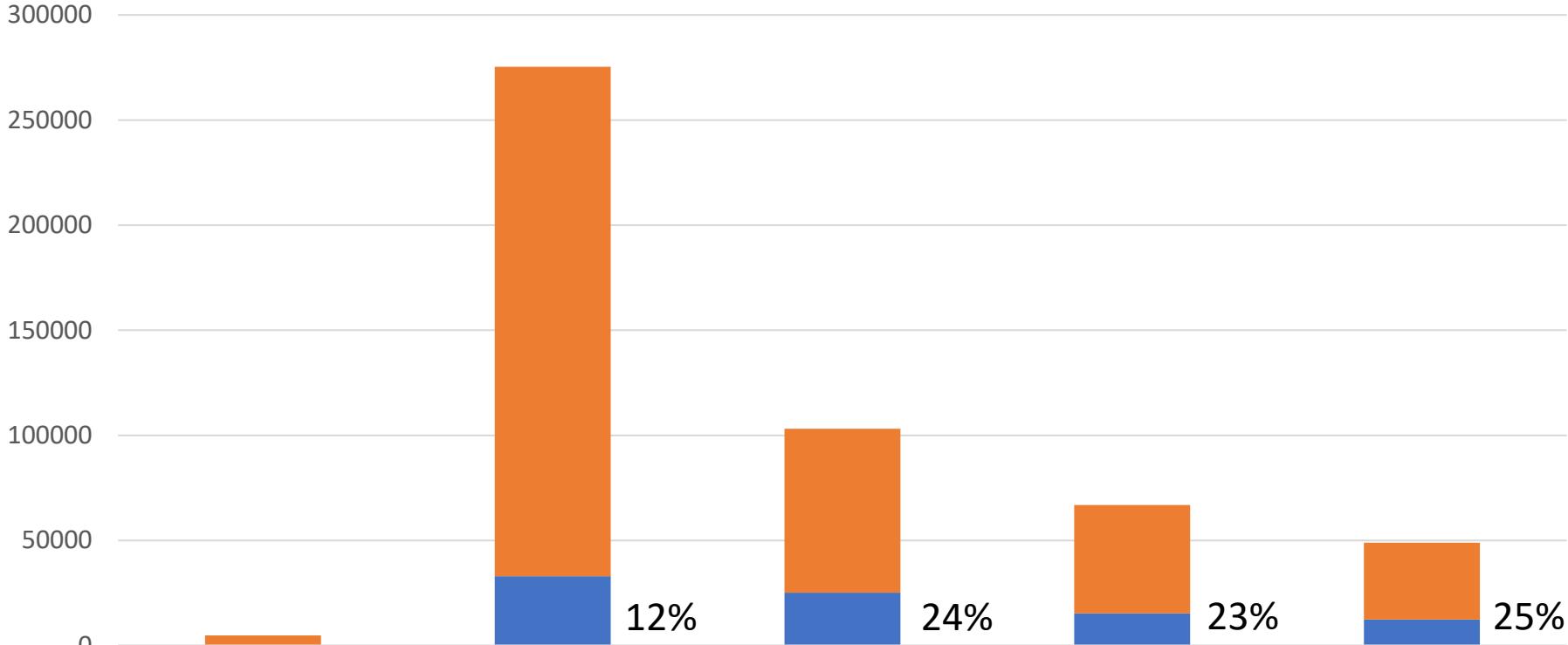
Dental assistants and administrative team members play a **critical role** in teledentistry and building patient trust



Establish **community partners** to help with teledentistry access



UDS Data: Virtual Dental Visits

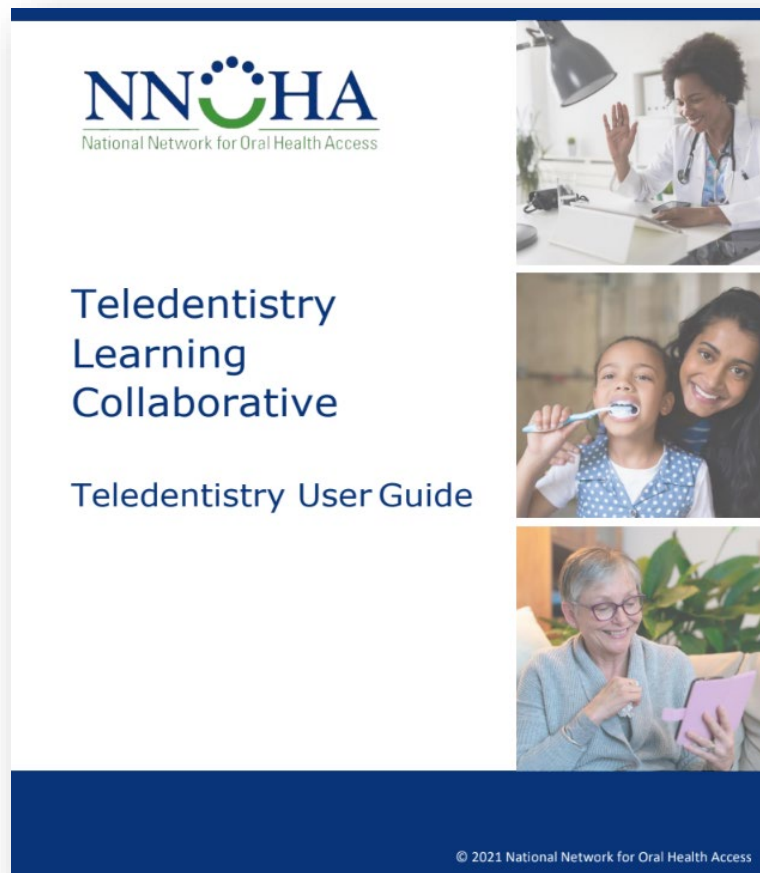


	2019	2020	2021	2022	2023
All Other Health Centers	4,759	242,473	78,025	51,577	36,525
NNOHA Collaborative Teams (43)	96	32,934	25,099	15,322	12,353



HRSA Uniform Data System, 2023

NNOHA's Teledentistry User's Guide

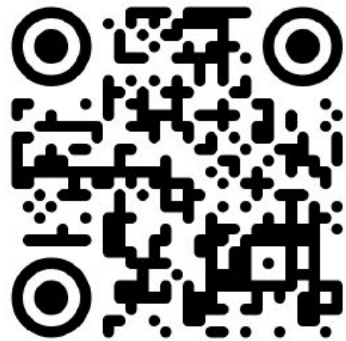


<https://www.nnoha.org/teledentistry>



NNOHA 2025 Annual Conference

San Antonio, TX • November 9–12



**Scan to
Register**

New Session Added:

**Teledentistry Symposium
Sunday, November 9th at
1:00 – 5:00 p.m. CT**



Contact Us!



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