



MYDENTALCARE
PASSPORT
— GUIDING EVERY VISIT —



PATHWAYS TO
ORAL HEALTH
— A PROJECT OF ORAL HEALTH KANSAS —





Communication



Education



Medicaid Policy
- Provider network

Barriers to Care for People with Disabilities


A multifaceted and complex issue:

- **Social stigma and the impact of ableism**
- **Lack of awareness and knowledge of disabilities, particularly IDD**
- Lack of awareness of the need for care- dental providers, other healthcare professionals, policy-makers, individuals and their families/caregivers
- Historically minimal provider education
- Dental healthcare provider volume
- **Dental healthcare provider confidence**
- **Communication barriers**
- **Sensory needs**
- Insurance barriers
- Provider reimbursement rates
- **Lack of resources**
- **Time**
- Transportation
- And more...



My Dental Care Passport

Development

- Community centered
 - Iterative development
 - Multi-stakeholder, collaborative approach
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MYDENTALCARE PASSPORT

For users: This passport is unique to you. Please fill out all information that you think is important.

[You can find the Passport User Guide here.](#)

For my dental team: This is key reading for all staff working with me. It gives important information about how I can be supported when visiting your clinic. This passport should be kept visible and used when you talk to me or have a question about me. [You can find the Dental Team Passport User Guide here.](#)



Scan the QR Code
to learn more.

ABOUT ME

My name is:

I like to be called:

My preferred pronoun is:

He She They Not listed

I am my own guardian.

Yes No

Please check the box that applies:

- I completed this form myself.
 I completed this form with help from someone else.

This is the best person to contact for more information about me:

Name:

Phone:

Email:

What type of disability do I have:

Please list all disabilities below.

Look Beyond the Medical History

COMMUNICATION AND BEHAVIOR

Ways that I prefer to communicate with people:

Please check all that apply.

- Talk to me directly, even if I bring someone with me.
 Use plain language.
 Give me time to process the questions.
 I have a speech impairment and can be difficult to understand.
 It takes time to form my words so please be patient.
 I am non-speaking, but I am communicating with you in other ways.
 Other:

I communicate using:

For example: speech, preferred language, sign language, communication devices or aids, pictures, non-speaking sounds. Please state if extra time or support is needed.

SENSITIVITIES

There are some things at the dental office that cannot be taken away. However, there are things that you and the dental office can do to help make your dental visit more relaxing. Please add any information about what makes you feel upset or relaxed at the dental office below.

These are some things that can upset me:

Please check all that apply. Please describe your needs.

- Smell:
For example: dental office, perfume.
- Sounds:
For example: phones, drill, voices, clock.
- Sight:
For example: lights (overhead, dental light), mirrors.
- Positions:
For example: chair tilt, being "still".
- Closeness:
For example: people, objects.
- Touch or Temperature:
For example: gloves, air, gauze, water, suction, tools, room, water temperature.
- Texture:
For example: gauze, cotton, metal.
- Pressure:
For example: seeking, aversion.
- Taste:
For example: gloves, toothpaste, flavors.
- Other:

DENTAL EXPERIENCE

My best visit to the dental office was when:

Share things that DID work well.

My worst visit to the dental office was when:

Share things that DID NOT work well.

These are the things I sometimes do that you might find difficult in the dental office:

For example: limb movements that may strike your hand when holding a dental tool.

In the past, I had medication to stay calm during dental care.

This is often called sedation. For example: laughing gas, pills to help you stay calm, I.V. sedation, general anesthetic in a hospital, etc.

Yes. No.

If yes, describe what was used, if known.

User Guides

MY DENTAL CARE PASSPORT
GUIDING EVERY VISIT

TIPS FOR PASSPORT USERS, FAMILIES & CAREGIVERS

WHAT IS IT?

- My Dental Care Passport, also known as The Passport, allows you to tell dental teams about yourself before you enter the office. The Passport will give prompts on topics like past dental visits, communication, likes, dislikes, how you move, and so on.

WHO CAN USE IT?

- It was created for individuals with intellectual and developmental disabilities. The Passport can be used by both children and adults who face challenges when visiting the dentist.

WHY WOULD YOU USE IT?

- It is critical to visit the dentist to make sure your teeth and mouth are healthy. Dental teams who know you well can make your next trip to the office as successful as possible.

WHEN DO YOU USE IT?

- Once you complete the Passport, it is most useful to complete it the day of your appointment. Mail it to your dental team so they have time to review it before your appointment. You can add your Passport to your dental team's records.

HOW DO YOU USE IT?

- Only complete the Passport when you are comfortable about your dental care.
- Complete the Passport with your family or caregiver if you need help.
- You can also complete the Passport with your dental team.

USE OF THE PASSPORT CAN:

- Improve the dental team-patient relationship
- Allow you to best prepare for an appointment before an individual enters the office
- Save time and resources
- Increase the chance of a successful visit

DO NOT SHARE WITHOUT PATIENT CONSENT

My Dental Care Passport is unique to the patient and contains personal information and experiences. **It's not to be shared** with anyone outside of your dental office team, including other healthcare professionals, without the patient's permission.

HOW DO YOU USE 'MY DENTAL CARE PASSPORT'?

- Share The Passport with patients before their first appointment via email or mail. Select a method that suits your office and the patient. Advise the patient, family or caregiver to complete and return the document to your office **BEFORE** the day of their appointment.
- All members of the staff who will interact with the patient should read the document before the appointment day arrives.
- Discuss the appointment as a team, develop a plan, and make any necessary adjustments to the office environment able to be made.
- When the patient arrives, review The Passport together and attach the document to patient records.
- Review patient's 'My Dental Care Passport' before the next visit.

MY DENTAL CARE PASSPORT
GUIDING EVERY VISIT

TIPS FOR THE DENTAL OFFICE TEAM

ABOUT ME

MY DENTAL CARE PASSPORT
GUIDING EVERY VISIT

ABOUT ME

AVAILABLE IN BOTH ENGLISH AND SPANISH
WWW.PATHWAYSTOORALHEALTH.COM/MY-DENTAL-CARE-PASSPORT/

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WWW.PATHWAYSTOORALHEALTH.COM/MY-DENTAL-CARE-PASSPORT/

SCAN ME!

Success Stories

“My son and I were able to use the Passport to communicate specifically how he functions, and it supported his ability to have dental work done without sedation for the first time in his life.”

“My Dental Care Passport has been a great tool for us to use for our patients that need some form of modifications for care. It could be earphones for noise...or music. We strive to make the dental experience as stress free as possible, and the Passport allows us to do just that.””

Getting it out there

Marketing & Advertising Campaign Objectives

OUTREACH CAMPAIGN: **Targeting & Tactics**

- Individuals with disabilities and caregivers- where they are and where they have been
- Those searching for dental services and Medicaid
- Audio messages where they are listening

Getting it out there

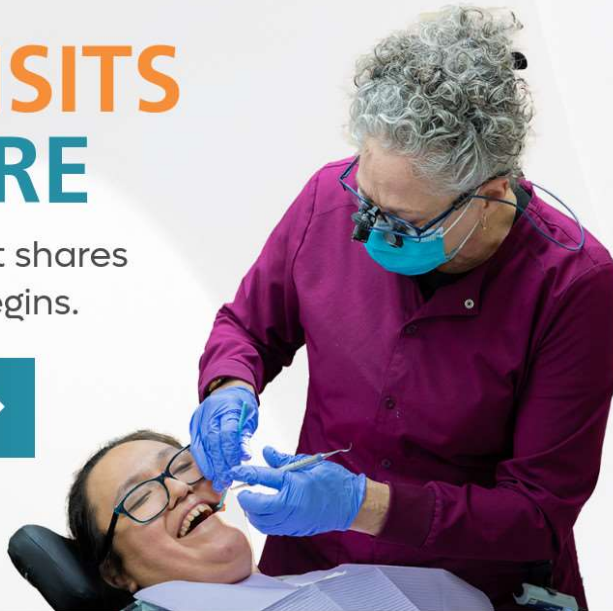
Marketing & Advertising Campaign Objectives

OUTREACH CAMPAIGN: **Static Digital Ads**

BETTER VISITS START HERE

My Dental Care Passport shares
needs before the visit begins.

Download Your Passport →



BETTER VISITS START HERE



My Dental Care
Passport shares
needs before
the visit begins.



Download Your Passport →

Getting it out there

Marketing & Advertising Campaign Objectives

Dental Passport Outreach Campaign Results

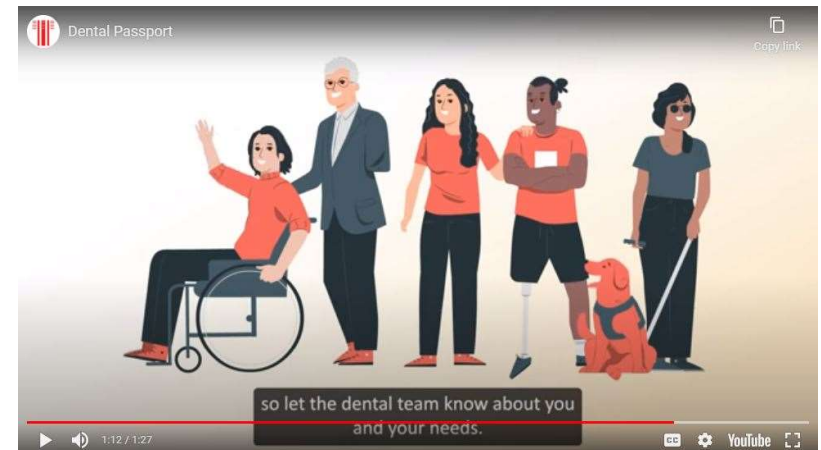
March 2025–November 2025

- Campaign has brought **15,137** visitors to the Pathways to Oral Health website.
- Of those visitors, **12,334** were first time visitors to the website.
- The average number of pages per session viewed is **3.10**, meaning when visitors came to the website, they spent time exploring and learning more than three pages.

Where to find My Dental Care Passport

<https://pathwaystooralhealth.org/my-dental-care-passport/>

- My Dental Care Passport
- Individuals, Families, or Caregivers User Guide
- Providers and Dental Office Teams User Guide
- ‘What is the My Dental Care Passport?’
- My Dental Care Passport video
 - <https://youtu.be/XOooeIU-RDM>



www.pathwaystooralhealth.org

mlynchsmall@oralhealthkansas.org