TEXAS ORAL HEALTH COALITION

TELEDENTISTRY IN TEXAS CHECKLIST

GETTING STARTED

- ☐ Select services to a secure teledentistry software/platform to ensure that the confidentiality of the patient's clinical information is maintained as required by Chapter 159, by Subchapter C, Chapter 258, or by other applicable law. – *Sample Questions to Ask Teledentistry Vendors.*

- ☐ Develop and maintain a protocol to prevent fraud and abuse through the use of teledentistry dental services, including rules relating to the filing of claims and records required to be maintained in connection with teledentistry dental services.

- ☐ Develop or choose a teledentistry informed consent form for each patient receiving teledentistry dental services. – *Fillable PDF Template.*

- ☐ Train all staff members involved in the operation of the teledentistry system and provision of services in the electronic software, and the capture of diagnostic images that will aid in the diagnosis and development of treatment plans.

TELEDENTISTRY VISITS

<u>Synchronous</u>

- ☐ Turn off phone and all ambient sounds
- ☐ Use plain virtual background if there are numerous items behind the provider
- ☐ Verify patient's identity and informed consent verbally. If other individuals are in the room with the patient, the patient must give specific verbal consent these persons are allowed to be present during the teledentistry visit. Document in the clinical notes and may want to include who they are, or what their relationship is to the patient.
- ☐ Explain that anyone present will be on camera
- ☐ Ask the patient the same questions you would during in-person visits
- ☐ Discuss post-op communications
- ☐ Determine if/when an in-person follow-up is needed
- ☐ Explain how the patient will be billed and document the appropriate code and service provided.

<u>Asynchronous</u>

- ☐ Confirm a valid practitioner-patient relationship is present between a practitioner providing teledentistry dental service and a patient receiving the service before services are provided.
- ☐ Collect diagnostic data and send to a secure electronic health record program for the health care provider to access records.
- ☐ Provide the patient with guidance on appropriate follow-up care.

☐ Indicate when teledentistry is used and which modality (synchronous or asynchronous) is used in the clinical notes.

☐ Document teledentistry code in addition to other codes for procedures delivered to the patient on the date of service.

☐ The individual collecting records in the off-site setting and the dentist reviewing the records should document those activities in the progress notes in the patient's chart.

☐ Providers are required to check the patient's PMP history before dispensing or prescribing opioids, benzodiazepines, barbiturates, or carisoprodol. Prescriptions via teledentistry are noted in the clinical notes and PMP database as would occur in a normal clinical encounter.

➤ If the prescription is for an opiate, a two-day period; or
➤ If the prescription is for a controlled substance other than an opiate, a five-day period.

For each day in a period described above that is a Saturday, Sunday or national holiday, the period is extended to include the next day that is not a Saturday, Sunday, or national holiday.

RULES & REGULATIONS RESOURCES:

Regulations - Texas Occupations Code (TOC), Title 3, Subtitle A. Chapter 111 Teledentistry
https://statutes.capitol.texas.gov/Docs/OC/htm/OC.111.htm

Adopted Rules by Texas State Board of Dental Examiners published in the Texas Register.
Texas Administrative Code (TAC)

Rule 108.7 Minimum Standard of Care, General link to rule
Rule 108.16 Teledentistry link to rule

UTILIZE TELEDENTISTRY FOR:

Public Health
- Schools
- Elder care
- Clinics/FQHCs
- Rural areas

Private Health
- Off-site preventive
- Pop-up dental
- Mobile programs
- Extended hygiene hours
- Multi-practice supervision

Clinical Collaboration
- Enhanced referrals
- Lab collaboration
- Care team coordination
- Treatment planning
- HIPAA-compliant messaging

Group Practice
- Enhanced collaboration
- Intra-group specialist referrals

Medical Dental
- Pediatricians
- Family practice
- Home health care
- Hospitals/emergency rooms
- Urgent care

Education/Training
- Dental school curriculum
- Peer review
- Presentations
- Interdisciplinary education
- Screening programs
- Off-site prevention

Other models as needed. Please consult with the TSBDE.

Mouthwatch – What is Teledentistry