

## Impact of COVID 19 to your hygiene appointment

As one of your health care providers, we are cautious about the way the COVID 19 Pandemic recommendations are being interpreted. We are aware that the information we are all being constantly bombarded with through the multitudes of experts and scientific conclusions is at best ever-changing and consistently confusing. The one thing the world seems to agree upon is, everyone should limit their exposure to others as much as possible.

Our goal at Dental Partners of Boston is to support your need to protect yourself as much as possible. Historically, a visit to our practice may have involved interacting with multiple team members in a short period. We recognize that we must put new systems in place to help you feel you have some control over who you interact with during your appointment.

### What can dpb do to reduce my exposure during my hygiene appointments?

We cannot suddenly turn our back on the way we have taken care of our patients. Teaming with you has also meant we meet and collaborate to develop the best course of treatment. We have reviewed all our interaction to identify where we could use today's technology to effectively communicate without physically being with you.

We believe it will be in Teledentistry and have concluded the way you will experience your routine dental hygiene visit is undoubtedly where we can make adjustments to reduce your exposure.

Wearing masks, self-quarantining and practicing safe distancing is solid advice, but it also presents many challenges. For a considerable segment of the population, visiting the dental office often brings high anxiety and a feeling of not being in control.

### What should I expect during my hygiene appointment?

During your visit with the hygienist, they will now document all diagnostic data to share with your dentist later. This could include radiographs, photos, or scans of your mouth. You will not need additional time during this appointment to accomplish this because your hygienist will use the time that previously was set into the appointment length for the dentist exam.

Your dentist historically did an exam sometime during your hygiene appointment. You should now plan not to see your dentist during that visit. Before you leave, your hygienist will schedule two future appointments; a recall, which would be in two, three, or six months, and a periodic examination with your dentist, which will take place via Teledentistry. This consultation visit will be scheduled at your convenience within a week or two.

## How will Teledentistry enhance my hygiene appointments?

The Teledentistry examination will be conducted from your home, office, or any place where you can speak to your dentist via your mobile device, laptop, desktop computer, or tablet.

During this 15-minute appointment, your dentist will present you with a specific treatment solution and financial plan, based on the data your hygienist collected, for you to consider. Your dentist may share their screen to discuss any areas concern, if there are any, as well as, any images taken while you were at the office to illustrate their diagnosis and treatment proposal.

We believe through Teledentistry, we are able to reduce your exposure to others, decrease your anxiety levels by moving this discussion away from the dental office, and let you control about who you interact with.

By scheduling a future Teledentistry consultation, it will allow your dentist time to consult with other dental specialist and develop ideal treatment solutions, which would be based on your needs.

Our encrypted and HIPAA compliant digital platform will allow you to ask questions freely. You will be able to invite a family member or any other visitor to be with you during this consultation.

We will have a member of the patient care team remoted into the visit to support you in making a future appointment and reviewing financial information.

For your added protection, we can now offer to keep your credit card information in a secured system called The Vault, which is an encrypted system that stores your credit card information. If you have signed up for this program, you can eliminate stopping by the desk. With your authorization we will charge your account and electronically send your receipt to you. Please contact our office for further information regarding The Vault.

Although Teledentistry is a different approach from the way we have practiced dentistry, we are actually excited to be able to care for your oral health, as well as decrease your chances of exposure to the virus.

We believe it is the future of dentistry, and we look forward to enhancing the way you experience dentistry at Dental Partners of Boston.