

# TELEDENTISTRY TOOLKIT READINESS SCALE



# Is Your Practice Ready For Teledentistry?

Teledentistry: It was finding a foothold in the marketplace before COVID-19, and then the pandemic underscored the need for remote dentistry. But, is it right for your practice?

As you unpack teledentistry services, it's best to look at how it impacts the four pillars of your business: the doctor, the team, the patients, and the actual practice itself. Odds are, some of these groups will be more prepared than others, which is why you forecast before getting started.

Once you understand where each group stands, fill in any gaps. That could mean extra training. It could mean adding a new process. Or it could simply mean purchasing a "Do Not Disturb" sign for your teledentistry operatory. When all four pillars of your office align, virtual visits will be as commonplace as a textbook prophylaxis.

# Scoring Chart

Use the following scores to determine your practice's readiness for delivering teledentistry. After adding up your scores in the following pages, you'll know where to focus when setting up virtual visits.



# Teledentistry Assessment for Doctor

As doctor, you will be delivering the bulk of your practice's teledentistry services. You must confidently devote the same level of care to remote visits as you otherwise would.

 <b>Starting</b>	 <b>Learning</b>	 <b>Building</b>	 <b>Running</b>	 <b>Thriving</b>	
<b>I am tech savvy</b>					
Can I easily adapt to new technologies? Do I feel comfortable talking patients and my team through the technical aspects of teledentistry?	1	2	3	4	5
<b>I am comfortable talking to a camera</b>					
Can I professionally talk to patients while not in the same room and still put them at ease? Do I get nervous when a camera is put on me?	1	2	3	4	5
<b>I have a good chairside manner</b>					
Do patients enjoy my chairside manner when I see them in person? Am I comfortable that my disposition will be the same when performing remote care?	1	2	3	4	5
<b>I believe I can adequately treat patients remotely</b>					
Do I believe that teledentistry will truly make a difference in my patients' oral health? Do I know when to bring a remote patient in for an in-person appointment?	1	2	3	4	5
<b>There is room in my schedule for teledentistry</b>					
Am I prepared to block off time on my schedule for video consultations? Do I have enough time in my week to devote solely to teledentistry?	1	2	3	4	5

## TELEDENTISTRY TIP

Practice with family, neighbors, and team members before holding a live remote visit with any patients.

**TOTAL POINTS** \_\_\_\_\_

# Teledentistry Assessment for the Team

Teledentistry isn't a solo act. Your team will be involved at some point. So, who all will this new service touch? And even more important: are they equipped to handle it?

	 <b>Starting</b>	 <b>Learning</b>	 <b>Building</b>	 <b>Running</b>	 <b>Thriving</b>
<p><b>Our team is tech savvy</b></p> <p>Is the team good with our current tech stack? Can the team quickly pick up on new technologies? Are they able to troubleshoot tech issues for patients?</p>					
<p><b>We have good communicators on our team</b></p> <p>Can the team work together to hand off a video call from one person to another? If an issue comes up, can the team work together to reach to a solution quickly?</p>					
<p><b>Our team makes patients feel comfortable</b></p> <p>Can the team talk a patient through a teledentistry visit? From scheduling and starting the visit to following up, can the team help patients not feel self-conscious?</p>					
<p><b>We have a veteran team in the front office</b></p> <p>Can the front office team lead the process from appointment to the visit to billing? Who from the front office will be involved in our virtual visits?</p>					
<p><b>We have a veteran team in the back office</b></p> <p>Is the back office team adaptable? Can they make sure patients understand post-appointment and billing procedures? Who from the back office will be involved in virtual visits?</p>					

## TELEDENTISTRY TIP

Train each team member on the specific role they will perform during a virtual visit and then practice with each.

**TOTAL POINTS** \_\_\_\_\_

# Teledentistry Assessment for Patients

While teledentistry might be a wonderful option for your entire office, its success depends on how your patients buy in. Is this something your patients will embrace?



**Our patients are tech savvy**

If we send our patients a link to a video visit do we think they can open it without any issues? Are our patients comfortable with the idea of teledentistry?

1 2 3 4 5

**Our patients are familiar with digital communication**

Do our patients feel comfortable receiving text messages and emails from our practice? Do most of our patients receive text reminders?

1 2 3 4 5

**Our patients require a lot of consultations**

How much of our treatment requires consultations, and can they easily be done virtually? Do our patients request a high volume of elective services?

1 2 3 4 5

**Our patients are prone to emergency treatment**

Do we have a heavy emergency flow? Do we feel like teledentistry will help our emergency triage? Are our patients comfortable with emergency teledentistry?

1 2 3 4 5

**Our patients pay their bills online**

Do we accept online billing? Do our patients know that they can pay online? How comfortable will patients feel performing an entire visit without a personal visit?

1 2 3 4 5

## TELEDENTISTRY TIP

Get patients excited for virtual visits by emailing a video of the entire team welcoming this exciting new feature.

**TOTAL POINTS** \_\_\_\_\_

# Teledentistry Assessment for the Practice

Is the infrastructure of your practice set up to physically support teledentistry? Things like Wi-Fi and good lighting are difference makers when it comes to virtual visits.

+1

Starting

+2

Learning

+3

Building

+4

Running

+5

Thriving

## Our office has good Wi-Fi

How strong is our Wi-Fi signal? Are there any parts of the office where our signal is weak? Do we drop calls frequently?

1

2

3

4

5

## We are used to adding new services without disruption

Can the entire team quickly adapt and add new services and processes without any lost time? How often does our practice add new services?

1

2

3

4

5

## We have a room dedicated to teledentistry

Do we have a private room with a nice backdrop that looks professional? Does the room have good lighting to make the video clear?

1

2

3

4

5

## We currently have digital services

Do we accept online payments? Can patients request appointments online? Do we have the tools for patients to complete an end-to-end remote visit?

1

2

3

4

5

## Teledentistry is a long-term option for our practice

Do we see ourselves adding short consultative appointments to blocks of the schedule? How long will we try teledentistry before determining if it works for our patients/team?

1

2

3

4

5

### TELEDENTISTRY TIP

Dedicate a place in your office to teledentistry, making sure the Wi-Fi is great and there are no distractions.

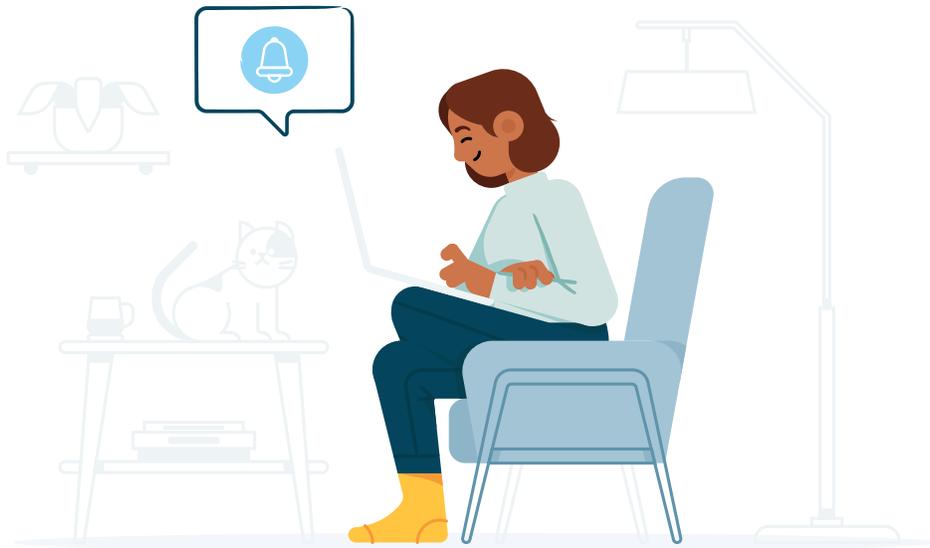
**TOTAL POINTS** \_\_\_\_\_



# Teledentistry For Your Practice

RevenueWell Virtual Office equips you with the tools needed to deliver teledentistry services from any location.

**START NOW**



## HIPAA Compliant Patient Care

A secure video portal ensures you always deliver safe and efficient patient care



## High Definition Virtual Visits

High quality video and audio help to provide a near, in-person experience



## Easy Access to Patient Information

Remote access to your schedule provides you with complete patient records