

# TELEDENTISTRY TOOLKIT VISIT CHECKLIST



# Conducting a Virtual Visit

A lot goes into making an in-office visit successful. From the time a patient spends in the waiting room to treatment coordination to hand-off back to the front office, every successful appointment should run like a Swiss watch. While many of these factors aren't applicable to teledentistry, there is one common theme: attention to detail.

The most important thing you can do when practicing teledentistry is to treat every virtual visit like an in-person one. Be courteous, be attentive, overcommunicate, and ensure the patient feels completely at ease. While you may not have to turn over an operator for every patient, you should be mindful that your virtual space is orderly. And remember, teledentistry visits are subject to HIPAA governance — meaning you still need to be protective of any PHI and PII.

With every successful virtual consultation you increase the probability of growing your remote business. The goal is for patients to walk away feeling no different than they would had they come into the office. Your teledentistry services, then, forge an added layer of trust between you and your patients.



## CHECKLIST

### Phase 1 of Visit

The first phase of your teledentistry visit consists of setting up and setting expectations. Before starting your consultation, explain to the patient exactly what their visit will look like.

**1A** Turn off phone and all ambient sounds

**1B** Verify patient's identity

**1C** Explain that anyone present will be on camera

## CHECKLIST

### Phase 2 of Visit

The second phase of a teledentistry visit will most resemble what you and the patient are used to. This is where you deliver consultation and determine if any future treatment is needed.

**2A** Ask the patient the same questions you would in-person

**2B** Determine if/when in-person follow-up is needed

**3B** Discuss post-op communications

## CHECKLIST

### Phase 3 of Visit

The final part of your virtual visit is all about making a lasting impression. Tell the patient how they'll receive post-op instructions, explain your online billing process, and thank them for their time.

**3A** Explain how the patient will be billed

**3B** Thank the patient for their time

**3C** End the visit

CHECKLIST RECAP

# Teledentistry Visit Steps

As a refresher, here's how a teledentistry visit with a patient should look from start to finish.

1	Turn off phone and all ambient sounds	<input type="checkbox"/>
2	Verify patient's identity	<input type="checkbox"/>
3	Explain that anyone present will be on camera	<input type="checkbox"/>
4	Confirm you are not recording the visit	<input type="checkbox"/>
5	Ask patient same questions you would in-person	<input type="checkbox"/>
6	Determine if/when in-person follow-up is needed	<input type="checkbox"/>
7	Discuss post-op communications	<input type="checkbox"/>
8	Explain how patient will be billed	<input type="checkbox"/>
9	Thank patient for their time	<input type="checkbox"/>
10	End visit	<input type="checkbox"/>



# 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