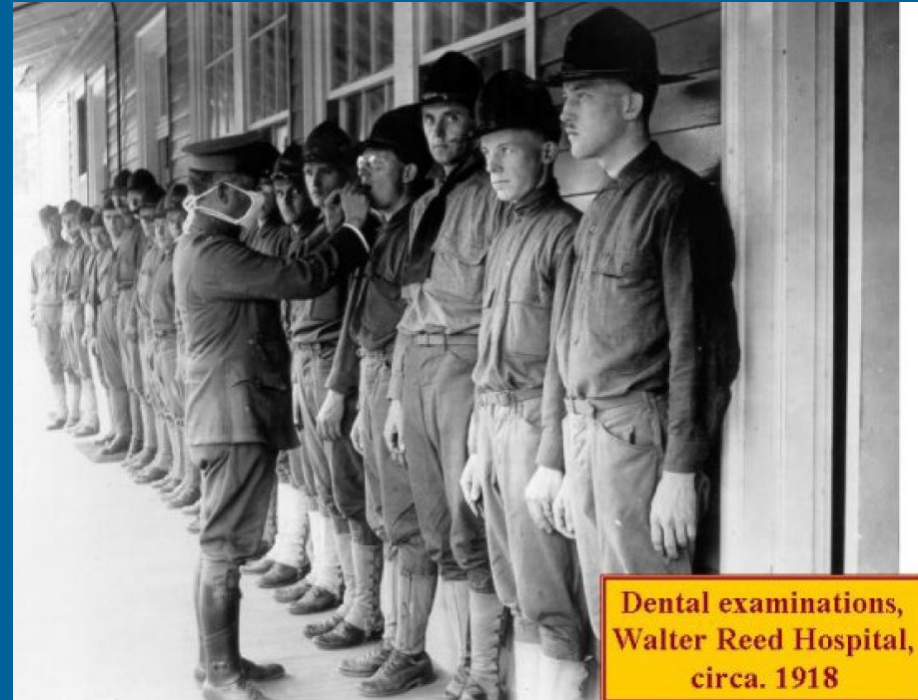


# DENTAL OPERATIONS IN THE AGE OF COVID

**Gary W. Allen, DMD,MS**  
**President, Advantage Dental Group PC**  
**Vice President of Clinical Services**  
**Advantage Dental from DentaQuest**



**Advantage Dental**   
From DentaQuest

# Advantage Dental from DentaQuest

- Advantage Dental Services, LLC (Advantage) is one of the largest Dental Care Organizations (DCO) in Oregon.
- Advantage delivers dental services to over 350,000 members of the Oregon Health Plan (OHP) through its contracts with 13 of the State's CCOs and through a direct contract with the Oregon Health Authority (OHA).
- We use a hybrid vertical network consisting of staff model dental practices, contracted providers and a team of community care hygienists and assistants to serve the oral health needs of OHP members.



## Community Care:

- 16+ hygienists & 7 assistants
- 30 counties
- 666 sites
- 38,458 patients

**REVOLUTIONIZE ORAL HEALTH FOR  
EVERYONE BY REDEFINING PREVENTION  
AND CARE**

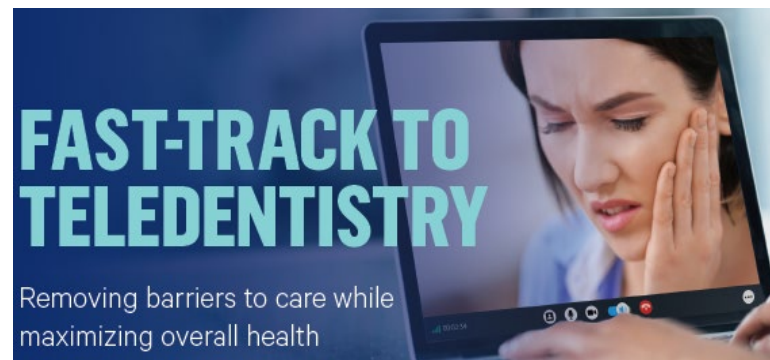
## Ongoing COVID-19 Response

<https://dentaquest.com/covid19/>



**BEST PRACTICES FOR INFECTION  
CONTROL IN DENTAL CLINICS DURING  
THE COVID-19 PANDEMIC** Updated Sep 8, 2020

## APPROACHES FOR PRIORITIZING CARE IN RESPONSE TO COVID-19



**Advantage Dental**  
From DentaQuest

**ADVANTAGE RESPONSE TO GOVERNOR'S EO  
20-10 (POSTPONING NON-URGENT HEALTH  
CARE, NLT MARCH 23, 2020)**

**ADVANTAGE RESPONSE TO GOVERNOR'S EO  
20-22 (RESUMPTION OF ELECTIVE AND NON-  
URGENT HEALTH CARE, MAY 1, 2020)**

**ADVANTAGE DENTAL & DENTAL PROFESSION  
ADJUSTMENT TO NEW NORMAL**



# Advantage Response to Governor's EO for Emergency Care Only

**3/17: Eleven Advantage offices initially open for ERs**

**4/1: Nine additional Advantage offices open for ERs**

**4/7: Sixteen additional Advantage offices open for ERs**

**4/15: Five additional Advantage offices open for ERs**

**Teledentistry triage**

**2926 ER visits (1067 non-OHP)**

**395 Teledentistry consults**

**Clinical operations manuals**

**Staff training**

**Monitor status of contracted providers**



Do you need dental advice?

## DENTAL CONSULTING HOTLINE








Providing needed oral health care is always our priority. Even though our dental offices are only providing emergency care during this unprecedented time, we believe it is important that you and your family still have access to dental professionals for help with your basic oral health needs.

# WE ARE OPEN AND PROVIDING DENTAL CARE



Our care has always been delivered in a way that provides the safest possible environment. The health and safety of our patients and employees is our highest priority.

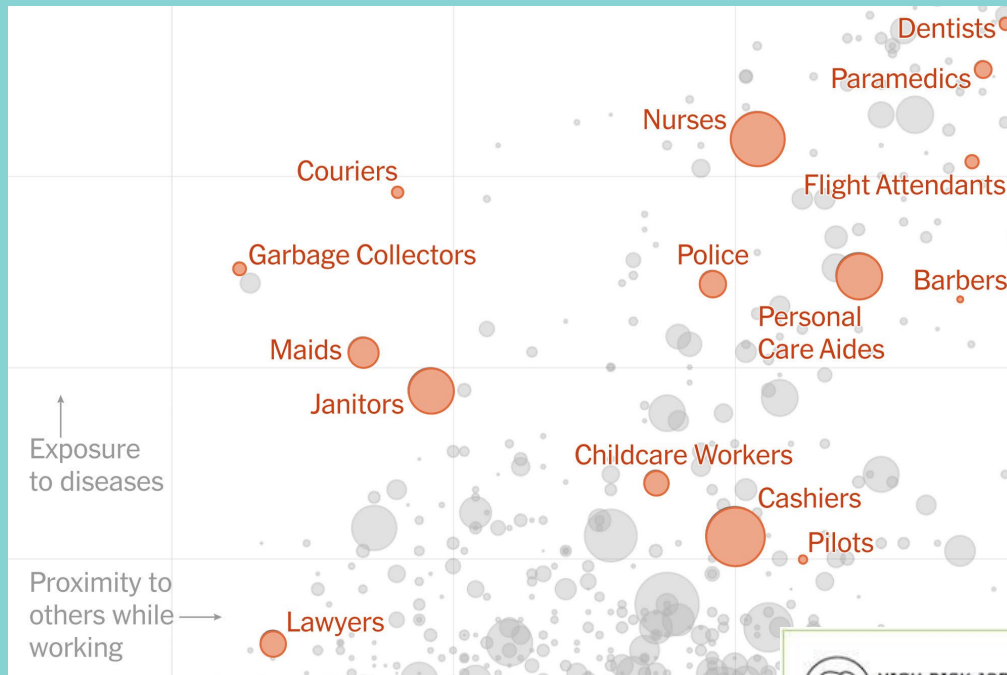
We are taking additional protective measures

-  Screening all patients via phone prior to visit and upon arrival at our practice
-  Reviewing each patients chart to prioritize care based on need
-  Limiting the number of people allowed in the practice at one time
-  Staggering use of treatment areas to minimize social distancing
-  Reduced seating in waiting room to maintain social distancing
-  Limit non-patient guests to only one parent or legal guardian
-  Encouraging patients to download any needed paperwork from our website prior to appointment to insure efficient and quick check-in process

## Governor EO 20-22: Resume non-urgent care May 1, 2020

- May 5 resume non-urgent care
- 41 offices initially open
- Continue teledentistry screening & triage
- Staggered schedules
- ERs, non-AGPs beginning of day
- Schedule AGPs end of day

# Workers at Greatest Coronavirus Risk



NY Times, March 15, 2020

**Airborne contamination caused by the use of dental handpieces in the operative environment**

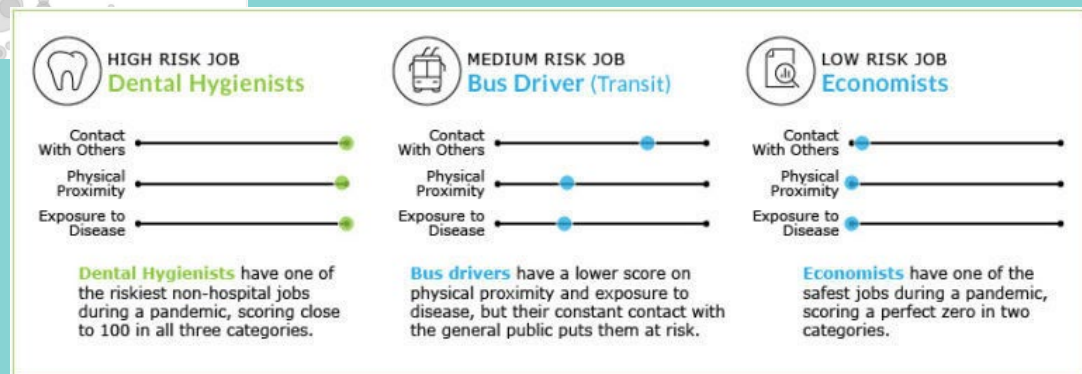
Journal of the American Dental Association  
September 1, 2020

## NY Times (Dept Labor Database)

- Exposure to disease
- Proximity to patients & each other

## Visual Capitalist (COVID-19 Risk Score)

1. Dental hygiene
4. Dental assisting
6. Oral & maxillofacial surgeons
7. General dentists



Visual Capitalist, April 15, 2020



# Advantage Adjustments to New Normal

## Teledentistry



86% of patients said they would use teledentistry again



93% were able "to easily understand what the dentist told me about my concern"



86% would recommend teledentistry to another person


DQ Partnership, June 2020. *Patients Give High Marks to Their Teledentistry Experience*

Expanded Practice Audits  
Minimally Invasive Dentistry  
Limit/Manage Aerosols  
Reimagining Community Care  
70-80% Pre-COVID Capacity

### SCREENING EVALUACION

Employees will be in full PPE. All patients will have their temperature taken and be asked screening triage questions to determine eligibility for treatment.


Los empleados usarán un equipo de protección personal completo. Se le tomará la temperatura a todos los pacientes y se les harán preguntas de triaje para determinar su elegibilidad para el tratamiento.



### WAIT IN CAR ESPERE EN EL CARRO

Parent/Guardian is encouraged to wait in their car and staff will call you with any questions or when your child is done with their appointment.


Se le recomienda al padre/madre que espere en su carro y el personal le llamará con cualquier pregunta o cuando su hijo/a termine su cita de su hijo/a.



### MINOR PATIENTS PACIENTES MENORES DE EDAD

Only patients are allowed in the treatment room. If minor must be accompanied by a parent/guardian only ONE person can accompany them.


Sólo los pacientes son permitidos en el consultorio de tratamiento. Si un menor debe ser acompañado por un padre/madre, sólo una persona puede acompañarlo.



### SOCIAL DISTANCE DISTANCIAMIENTO SOCIAL

Please maintain social distancing whenever possible.

Por favor mantenga distanciamiento social siempre que sea posible.



# *School Closures Cut a Critical Line to Dental Care for Poor Students*

Programs that allowed hygienists to visit schools to look for cavities and tooth decay have been suspended because of the pandemic. Students from low-income families may be hit the hardest.

By [Maria Cramer](#) Sept. 14, 2020



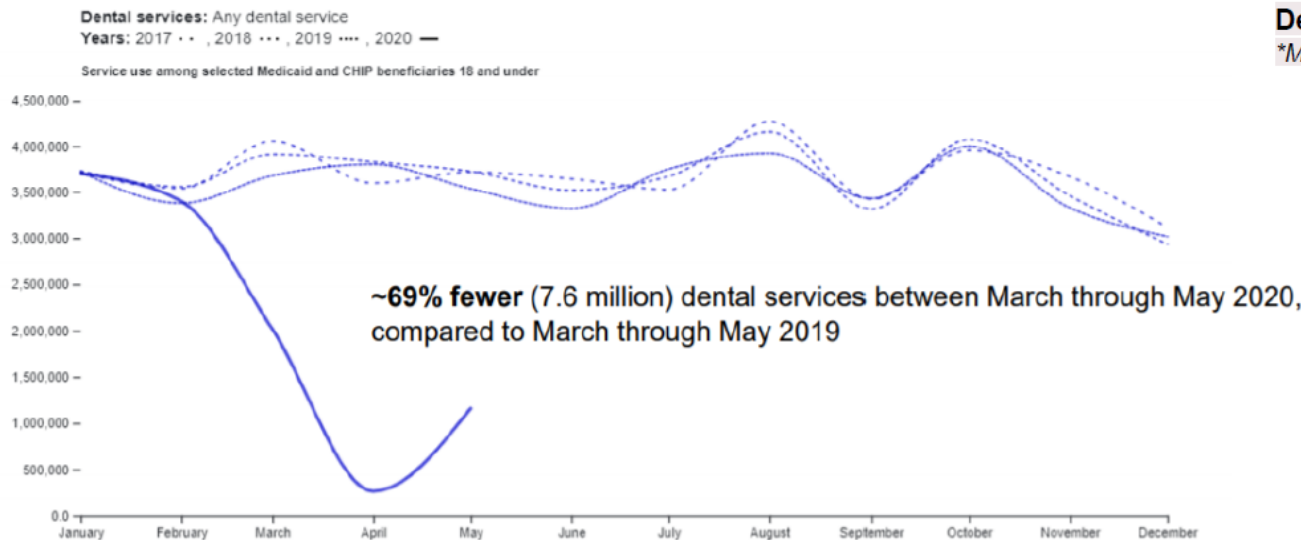
Before the pandemic struck, Tiffany Foy was part of a team of dental hygienists who fanned out to schools in rural and urban parts of Oregon to provide free care to thousands of children.

Credit...Joe Kline for The New York Times

# CMS Preliminary Medicaid & CHIP Data Snapshot

## Preliminary data show the number of dental services for children declined through April, started to rise in May, but are still substantially lower than prior years' rates

Dental service rates among children dropped from nearly 100 services per 1,000 beneficiaries to a low of 7 services per 1,000 beneficiaries in April, back up to 31 screens per 1,000 beneficiaries in May.



Service	Decline*
Vaccinations	22%
Screening Services	44%
Mental Health (O/P) Services	44%
<b>Dental Services</b>	<b>69%</b>

\*March-May 2020 compared to March-May 2019

*Insight: Primary, preventive, and mental health services declined among children during the pandemic. Dental services declined 69%, a more significant drop than vaccinations, screenings, or mental health services.*

CMS: Service use among Medicaid & CHIP beneficiaries age 18 and under during COVID 19. September 23, 2020.

<https://www.medicaid.gov/resources-for-states/downloads/medicaid-chip-beneficiaries-18-under-COVID-19-snapshot-data.pdf>

# National Survey Dental Profession

## New Normal



<https://www.ada.org/en/science-research/health-policy-institute/covid-19-dentists-economic-impact>

	March 2020	June 2020	September 2020
Office Status	5% Normal Operations 76% ER Only 19% Closed to Care	34% Normal Operations 63% Open, Reduced Vol	47% Normal Operations 52% Open, Reduced Vol
Patient Volume	7% Pre-COVID	65% Pre-COVID	81% Pre-COVID
Office Staffing	27% Full Staff 45% Partial Staff	85% Full Staff 12% Partial Staff	95% Full Staff 4% Partial Staff

### As of Sep 21st HPI Survey:

60% have 14 days PPE (issues: N95 masks, gowns, disinfecting supplies)

75% of patients who visited dentist last year comfortable visiting now

9% of patients willing to visit dentist with assurance it is safe

14% of patients waiting for a vaccine or proven treatment

85% Pre-COVID upper limit of patient volume

# DENTISTRY'S FUTURE IN THE ERA OF COVID

- Teledentistry
- Expanded/flexible schedules
- PPE supply interruptions
- Aerosol mitigation strategies
- Increased cost of dental care
- Concerns for Medicaid dental funding
- Erosion of Medicaid provider network
- Dental office COVID-19 testing
- Dental office COVID-19 vaccination





**Advantage Dental**   
From DentaQuest