

CREATING ACCESS: TELEDENTISTRY IN MISSOURI PANEL DISCUSSION

National Teledentistry Perspective
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DENTAQUEST PARTNERSHIP FOR ORAL HEALTH ADVANCEMENT

We are passionate and committed to revolutionizing oral health by implementing **meaningful change strategies** to create an effective and equitable system that results in **improved oral health and well-being of all.**



About the Survey

Conducted a survey of DentaQuest participating providers in August 2020



- Questions on attitudes and knowledge
- 2,767 responded, for a 13% response rate
- Respondents from 30 states

Survey is unique because it:

- Builds on existing survey from the same panel
 - 2,710 responses in June
- Focuses primarily on Medicaid and safety-net providers

NATIONAL PERSPECTIVE

Ongoing Financial Disruption

- Significant reductions in revenue and patient volume
- Significant demographic and geographic variability



Who's Using Teledentistry?

23%

of dental providers are continuing to see patients via telehealth platforms

11%

providers who are not utilizing telehealth for patient care plan to use it in the near future

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Telehealth Modalities



60%

telephone calls

42%

free virtual meeting software

29%

paid telehealth software

Provided Services



72% prescribe antibiotics or medication for pain

63% triage patients to prioritize care

52% facilitate a referral

48% visual exam

38% COVID-19 screening prior to visit

38% evaluate for risk of disease

37% oral hygiene instructions

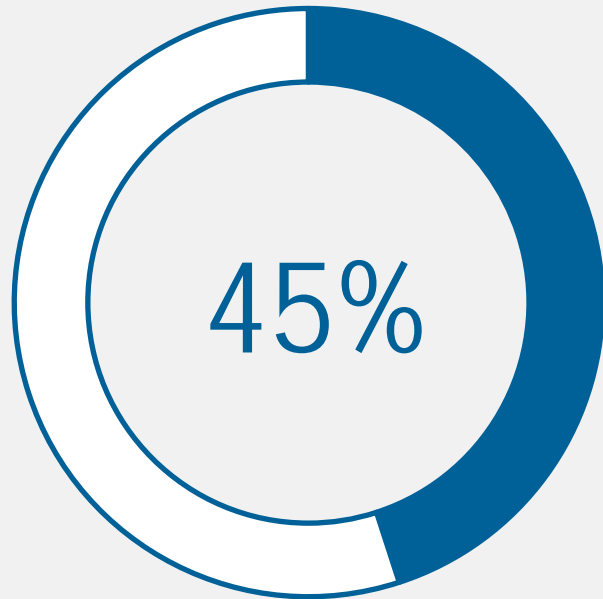
MISSOURI PERSPECTIVE

Survey Respondents

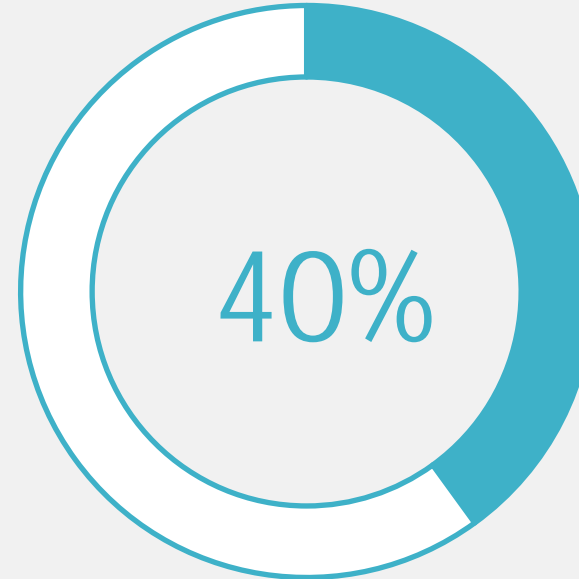
Role	Percentage
Dental Director/Other Dental Leadership (e.g., Dental Program Director, Operations Manager etc.)	5%
Dental office manager	46%
Dentist	47%
Executive Director/Other Executive Leadership (e.g., CEO, Business/Practice Owner, etc.)	2%
Total	57%

Return to Practice – Missouri

94% of providers in Missouri are open for all services, and are rebounding in terms patients and revenue:



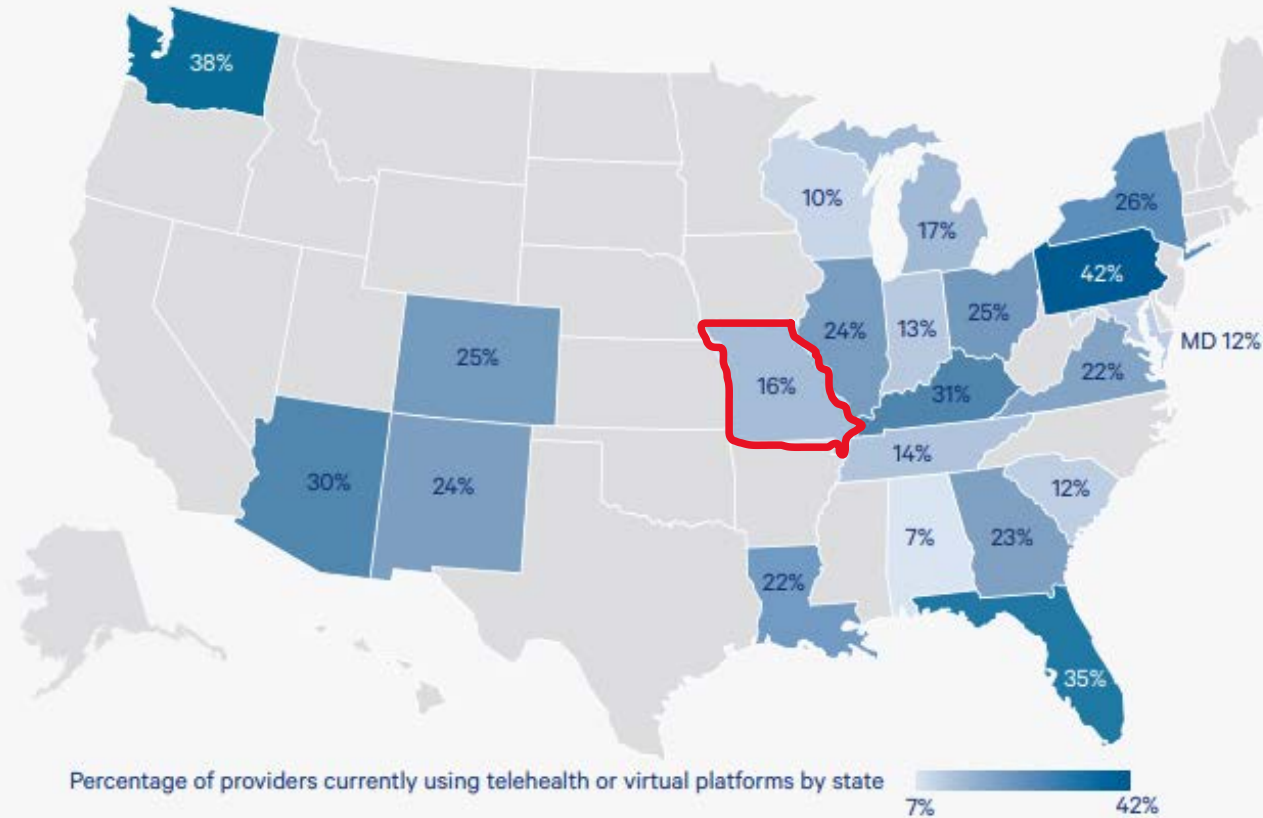
reported significant reductions in patient volumes and revenue, compared to 65% nationally.



saw more patients without commercial dental insurance due to job loss, compared to 52% nationally.

Who's Using Teledentistry?

Dental practices that are seeing patients via telehealth care or virtual platforms by state



* The map shows percentage for states with 10 or more survey participants

Who's Using Teledentistry?



16%

Of dental providers are continuing to see patients via telehealth platforms

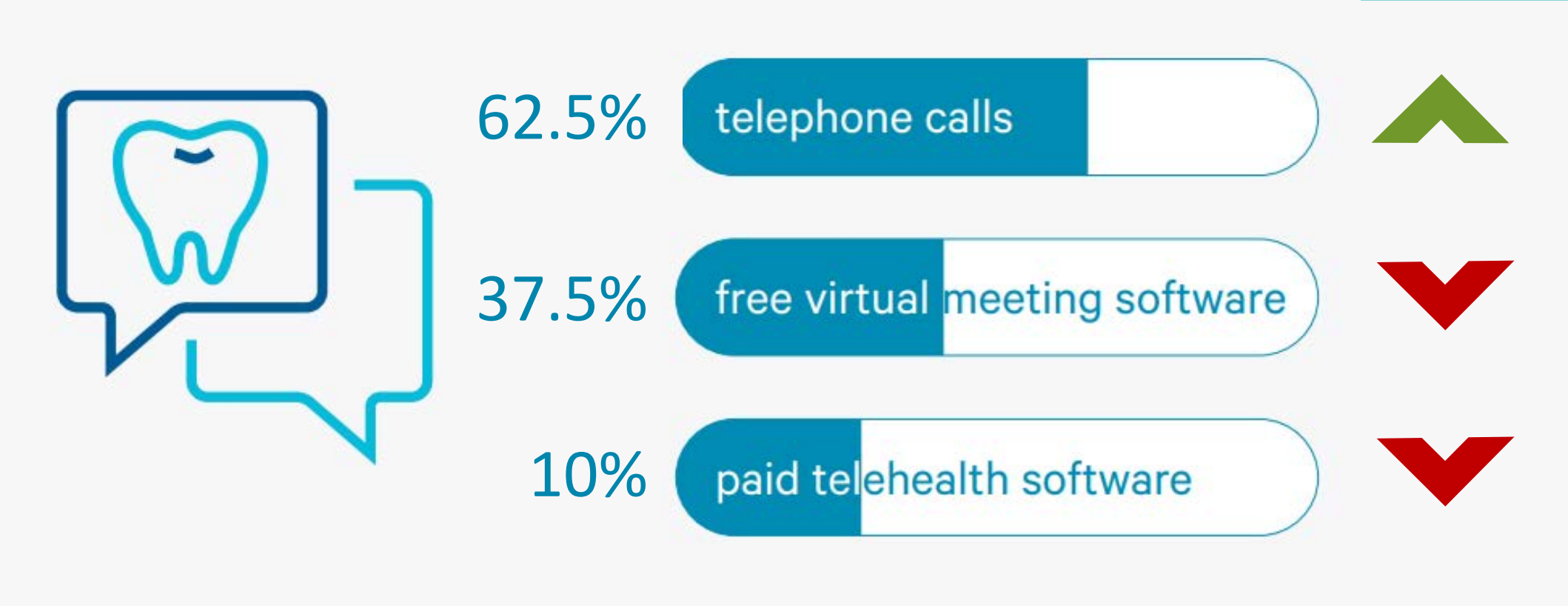


4%

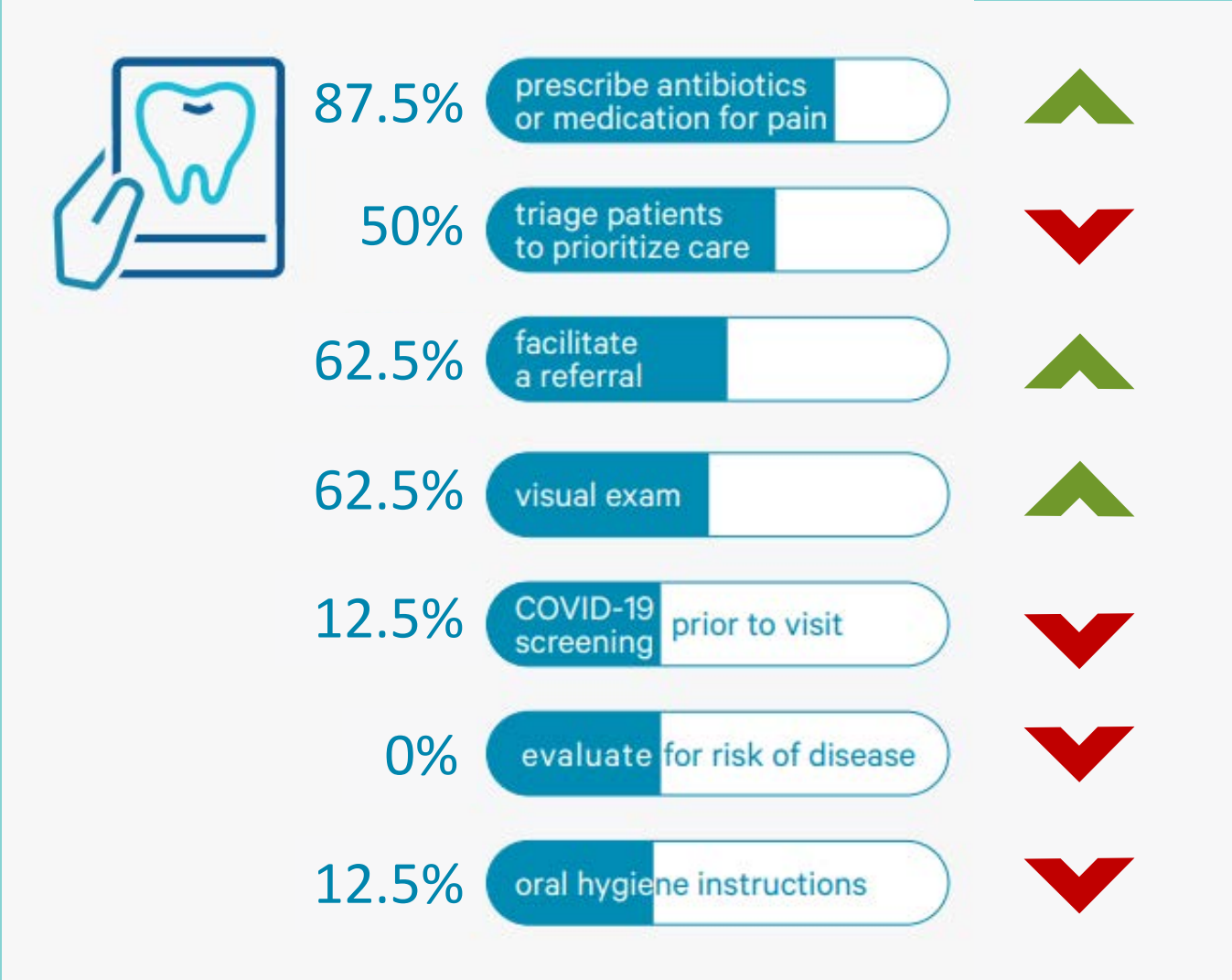
Of providers who are not utilizing telehealth for patient care but plan to in the near future

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Telehealth Modalities



Provided Services



Looking to the Future

More than 90% of Missouri providers believe that there are long-term changes in dentistry coming due to COVID-19

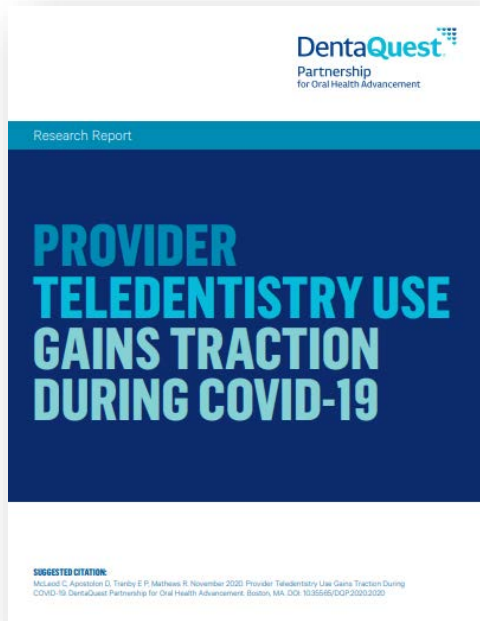


43% believe long-term changes will involve the principles of value-based care models: minimally invasive procedures, **non-contact dentistry**, or alternative payment models

Looking to the Future



62.5% of dental providers who use telehealth services **expect their telehealth encounter volume to stay the same or increase** during the next 12 months



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