



# SPRINGFIELD DENTAL CARE

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# Springfield Dental Care

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## Office Background

## Demographics

- Average Patient Age 63
- Mostly Fee For Service
- In Network Delta Dental Premier
- 2020- 1,255 active patients
  - 2019 – 1,490 active patients
- Staffing – 24 clinical hours per week
- 1 dentist
- 2 dental hygienist
- 2 dental assistants
- 1 scheduling coordinator
- 1 office manager

# Type of Teledentistry

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## PRIMARILY ASYNCHRONOUS

- Recall exams for recurring hygiene patients
- 1 day every other week
- About 32 patients per month
- 80 % of all patient visits from March 17 – May 24, 2020

## OCCASIONAL SYNCHRONOUS

- Used triage mainly during pandemic lockdown
- Have used this for follow up visits
  - Especially when we have a parent with questions about child patient
- Many of our Treatment Plan Consultations
  - This has been one place of beneficial improvement, not a reduction in value

# Technology Used

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## SOFTWARE

- Practice Management
  - Eaglesoft
- Teledentistry
  - Using PMS/EDR
    - With plans to integrate Healier in the future
  - 3Shape Trios
  - Align Technology Invisalign Virtual Visits
  - iPhone!!

## HARDWARE

### Cameras

- Daryou Digital
- Nikon Digital

### Radiographs

- Sensors + Pano + Cone Beam CT

### Scanner

- 3Shape Trios

# Scheduling and Coordination

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Patient is seen as usual but signs consent for teledentistry.

Hygienist prepares radiographs, intraoral scans, and clinical digital images as well as clinical notes

Hygienist sends link via encrypted email to doctor with link to files in google drive. Requires login on both ends

Doctor calls patients back with reports and transfers to staff to schedule accordingly

# Fractured distal aspect of #2

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