

2005 National Oral Health Conference
American Association of Community Dentistry

Mobile Dentistry

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Mission Children's Dental

- ★ ToothBus, mobile dental units
 - Provide preventive and restorative care
 - Patients are covered by Medicaid and Health Choice (S-CHIP) or receive care on a sliding fee schedule
 - ~800 children/year have anywhere from 1 – 5 visits/each for prevention and treatment



Mission Children's Dental

Full mouth rehabilitation under General Anesthesia

-Children or special-needs patients with severe dental problems, or who are unable to cooperate for outpatient care

-~1,300 children/year treated in 4 hospitals

-Patients are covered by Medicaid and Health Choice (S-CHIP) or receive care on a sliding fee schedule



Mission Children's Dental

Plans for growth:

- General Practice Residency with AHEC
- Fixed site clinic for people with special needs



Scope of Care

Planning efforts, lead to
Defining your scope of service,
including:

- Specific services to offer, and
- Population(s) to target



Decision:

Mobile - Fixed or Portable?

How will you best provide the scope of care to your target population?

Pros and Cons

- Access
- Cost
- Volume
- Flexibility
- Sustainability



Vehicle Considerations

Used – RV Conversion – Custom Built

Chassis

Suspension

Climate

Terrain

Operating Range



Vehicle Considerations

Storage

Maintenance

Cost

Vendors

References



Vehicle Design

Generator

HVAC

Shore Power



Vehicle Design

Floor plan

Ergonomics

Infection control

Exterior safety considerations

Patient Accessibility (lifts)

Equipment choices

Decor



Budget & Funding

Scope of Care - Assumptions

Patient mix

Payer mix

Salaried v Volunteer

Volume

Pro Forma Budget (expenses and revenue)

Fees

Research grant funding

Consider fund raising



Administration: Policies and Procedures

Articulates practice philosophy.

Easily accessible.

Reviewed routinely.

Retrain staff to reflect changes.



Administration: Staffing

Volunteer or salaried?

Dentist

Hygienist

Dental Assistant

Driver

Office

Recruitment



Administration:

Location

Permission to park

Site use limitations

Site fees

Easily accessible utilities

Convenient dirty water dump



Administration:
Location, con't

Navigable roads

Department of Transportation restrictions

City road tax

Overnight secure parking

Staff travel time



Administration: Marketing Your Service

Who will be responsible

Making potential patients aware of your service

Aim materials at 5th grade reading level

Advance consent for photographs

Developing OPR contracts

Satisfaction surveys



Administration:

Consent, Records and HIPAA

**Consent to procedures and forms used
dependent on population**

Informed and effective

Benefits & risks of treatment clearly stated

**Communicating patient information according
to HIPAA requirements**

Records kept in a secure location at all times

Specific written procedures for entries, review,
release and filing of the record

Administration: Records

All information obtained from or written about patients during the care process.

Medico-legal document may be used for forensic purposes and in civil litigation

Well organized, legible, accurate, up-to-date, confidential

Provides invaluable resource for program to track trends, budget and assess treatment



Administration: Insurance

Limit needed varies by area

Minimum:

Automobile = \$1,000,000

Malpractice + \$1 – 3,000,000

Other types of insurance:

Property, fiduciary, fidelity, directors and officers liability, workers compensation.
Check with insurance broker/consultant

Administration: Scheduling

Appointments or not

Frequency of visits

Policy on missed appointments

Communicating with host site

Before - During - After

Consent if patient not competent or adult

Communicating treatment plan/treatment

Anticipate timing for next location



Administration: After Hours and Emergencies

Management of after hours emergencies

Contracts with answering service

On call dentist

Contract for car with local provider

Defining emergency

Administration: Supplies

Space limited

Maintain clinical/administrative supplies in home office

Delegate responsibility for restocking

Master list of items

Contingency plan for crucial supplies being unavailable

Will someone bring it from home office

Is there a local dental practice from which you can borrow missing supplies



Administration: Maintenance

Temperamental

Staff who can trouble shoot

Keep spare parts

**Who will service 12 volt; chassis; generator,
dental equipment**

Exterior and interior cleaning

First of the month checklist



Administration: Billing and Collections

Policy

Who, when, where

Security

Analysis



Administration: Customer Relations

Patients

Hosts

Community

Sponsor

Funders



Contact Information

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Web Resources

<http://www.dentalclinicmanual.com>

<http://www.mobileportablemanual.com>

This on-line manual is being designed to help you make decisions about designing community-based dental programs using various types of mobile vans and portable equipment. Topics will address equipment selection and maintenance, program logistics, staffing, insurance, considerations for different target populations, and many more practical issues.