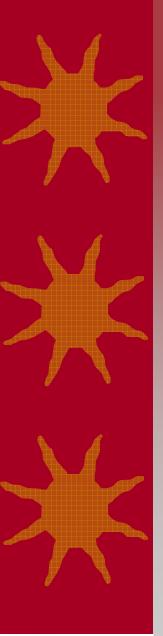


#### 2005 National Oral Health Conference American Association of Community Dentistry

### Mobile Dentistry

Monica Teutsch
Mission Children's Hospital
Asheville, NC 28801

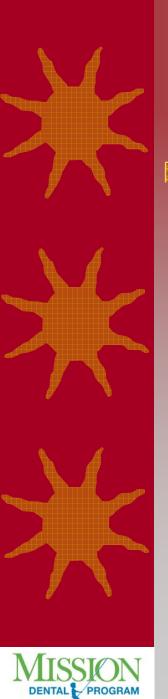




### Mission Children's Dental

- \*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

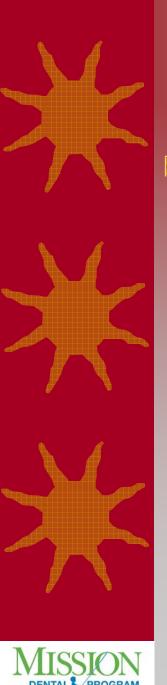




### Inssion Children's Dental

Full mouth rehabilitation under General Anesthesia

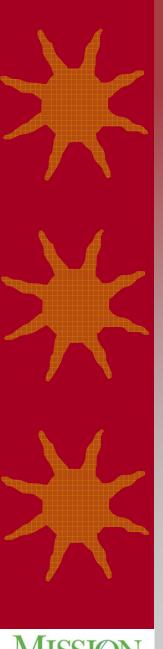
- -Children or special-needs patients with severe dental problems, or who are unable to cooperate for outpatient care
- -~1,300 children/year treated in 4 hospitals
- -Patients are covered by Medicaid and Health Choice (S-CHIP) or receive care on a sliding fee schedule



### 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





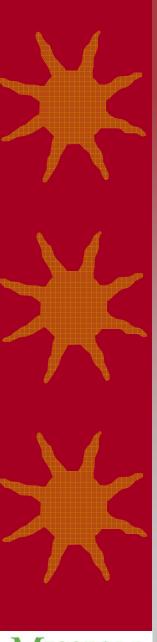
# Decision: Nobile - Fixed or Portable?

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

#### **Pros and Cons**

- -Access
- -Cost
- -Volume
- -Flexibility
- -Sustainability





### Pehicle Considerations

Used – RV Conversion – Custom Built

Chassis

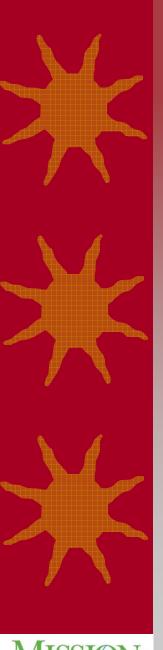
Suspension

Climate

Terrain

Operating Range





### Pehicle Considerations

Storage

Maintenance

Cost

Vendors

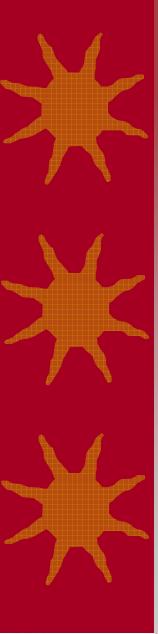
References





## Vehicle Design

Generator
HVAC
Shore Power



## Vehicle Design

Floor plan

Ergonomics

Infection control

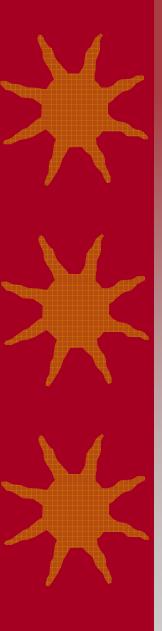
Exterior safety considerations

Patient Accessibility (lifts)

Equipment choices

Decor





## Endget & Funding

#### **Scope of Care - Assumptions**

Patient mix

Payer mix

Salaried v Volunteer

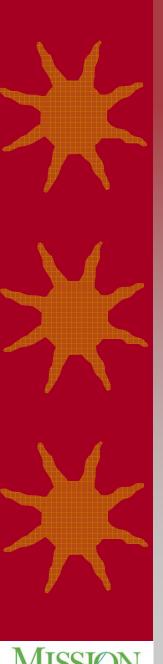
Volume

Pro Forma Budget (expenses and revenue)

Fees

Research grant funding Consider fund raising





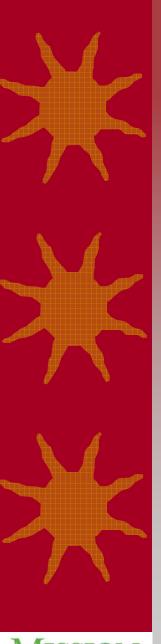
# Administration: Holicies and Procedures

Articulates practice philosophy.

Easily accessible.

Reviewed routinely.

Retrain staff to reflect changes.



## Administration: Staffing

Volunteer or salaried?

**Dentist** 

Hygienist

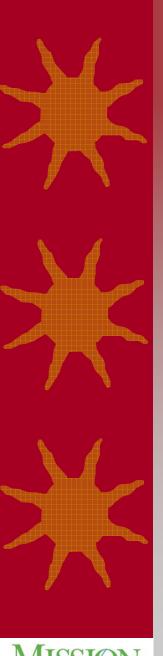
**Dental Assistant** 

**Driver** 

Office

Recruitment





# Administration: Location

**Permission to park** 

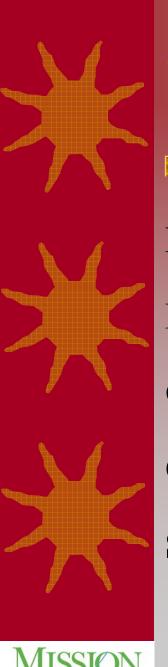
Site use limitations

Site fees

Easily accessible utilities

Convenient dirty water dump





# Administration: Location, con't

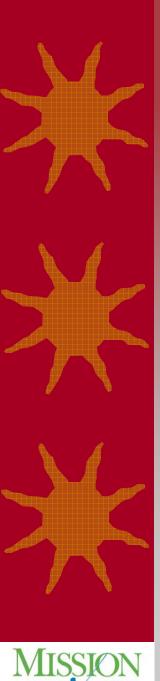
Navigable roads

**Department of Transportation restrictions** 

City road tax

Overnight secure parking

Staff travel time



# Administration: Warketing Your Service

Who will be responsible

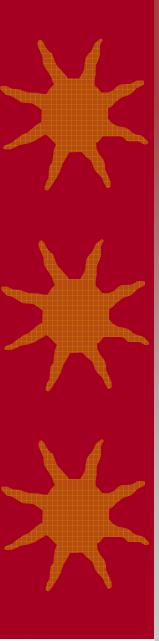
Making potential patients aware of your service

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

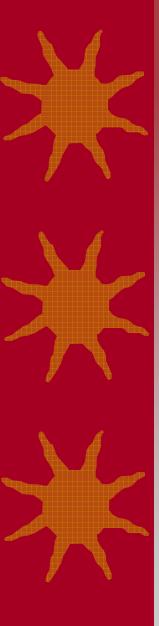
Benefits & risks of treatment clearly stated

## Communicating patient information according to HIPPA requirements

Records kept in a secure location at all times

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





#### Aministration: Records

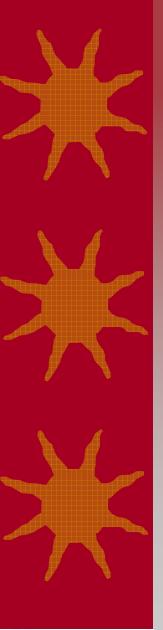
All information obtained from or written about patients during the care process.

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:

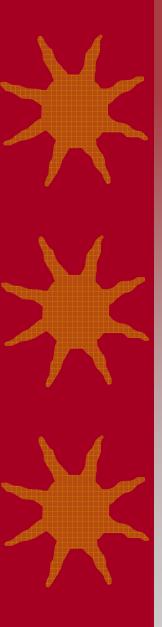
Automobile = \$1,000,000

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

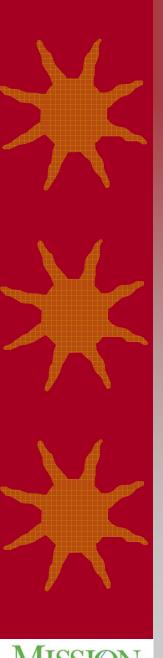
Before - During - After

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

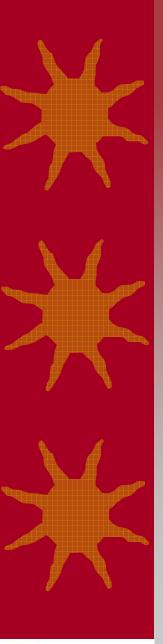
Contracts with answering service

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

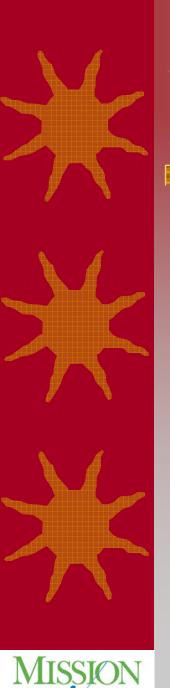
**Keep spare parts** 

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

**Exterior and interior cleaning** 

First of the month checklist





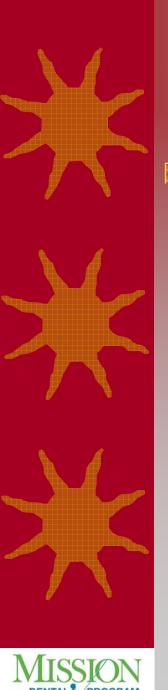
# Administration: Billing and Collections

**Policy** 

Who, when, where

**Security** 

**Analysis** 



# Administration: Customer Relations

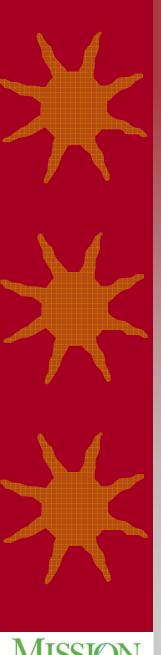
**Patients** 

Hosts

**Community** 

**Sponsor** 

**Funders** 



### ontact Information

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Mission Children's Hospital
Dental Program
509 Biltmore Avenue
Asheville, NC 28801
828 213-1701
monica.teutsch@msj.org





#### Meb 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.

