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
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
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
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
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
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
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

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