



# Tele-Dentistry Carer Information





# Carer Information

## What is tele-dentistry?

Tele-dentistry is a dental assessment delivered by a video chat application, between a patient, a 'carer' and a dentist. It is designed to address a particular dental concern but is not designed to replace a full dental exam.

## What are the benefits of tele-dentistry consultations for residents in aged care facilities?

- Improved accessibility to a dentist
- Reduced waiting times
- Less distress for residents
- Removed need to travel
- Easier access to referrals and electronic prescriptions (if clinically required)

## Who is a tele-dentistry 'carer'?

For tele-dentistry, a 'carer' holds one of the most important roles in sharing information between the dentist and the resident.

A 'carer' can be a Personal Care Assistant (PCA), Nurse and/or family member. The nominated 'carer' must be close to or have had previous experience interacting with the resident.

## Who will determine if a tele-dentistry consultation is necessary for a resident?

The carer, family member or the resident will determine if and when a consultation is required, reporting it to your facility's Care Manager. A carer's decision will be guided by the concerns/requests made by the resident and/or the resident's family member/legal guardian.

If a resident is experiencing any form of facial swelling,

fever or is suddenly very unwell, please ensure your facility's doctor is aware in case they need immediate pain relief (medication).

## How do I schedule a consultation for a resident?

You will need to notify your facility's Care Manager, who will then contact our team to arrange a tele-dentistry consultation.

## What do I need for a tele-dentistry consultation?

To participate in a tele-dentistry consult, you will need:

- A device (phone, iPad, computer) with a working camera (webcam), speaker and microphone
- A stable internet connection
- Google Chrome (recommended), Mozilla Firefox or Microsoft Edge installed on your designated device, if using a computer/laptop

## How do I prepare for a resident's consultation?

- Ensure photos and all supporting documentation are provided at least 24 hours prior to your appointment (where possible) and are clear and relevant (photo guide on page 4)
- Prepare a list of questions that you/the resident would like to ask
- Find a quiet, well-lit space where you will not be disturbed. Avoid having high-intensity light (e.g. a window) behind you
- Ensure your device is set up and ready for use 10 minutes before the consultation
- Speak clearly and at an appropriate volume so your voice can be picked up by the microphone



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### **Who should be present at the consultation?**

You (as the carer), the resident and the dentist. You must accompany the resident for technical and morale support.

On occasion, the resident's family member or legal guardian may also choose to be present. This is not necessary or compulsory.

### **What if the resident has special needs or requirements?**

If the resident has special needs, such as an interpreter or hearing impairment, please inform our team. We will make the necessary arrangements to accommodate their needs.

### **What happens during the consultation?**

The dentist will begin by introducing his/herself and will ask identifying questions (i.e. name, date of birth). These ensure that the resident and the records correspond.

The dentist will then speak to you and the resident, asking questions the same way they would if you were in a face-to-face consultation.

### **Will the consultation be recorded?**

No, we do not record tele-dentistry consultations and we do not permit your facility or you to record the appointment.

If the dentist thinks an additional image would be useful for the resident's diagnosis, they will ask for permission first.

### **What if there are problems (troubleshooting)?**

Please contact (08) 7226 1709 and one of our team

members will be more than happy to provide information and manage any problems you may encounter.

### **What if the resident does not want to continue with the consultation?**

This may be the first time the resident has experienced an assessment via a digital platform. As a result, you and/or the resident may feel nervous during the first tele-dentistry consultation. However, participants soon feel very comfortable and are able to complete their consultation problem-free.

### **What if the resident needs further treatment?**

If the dentist decides a resident requires further treatment, a referral to a specialist and/or an electronic prescription will be provided. The dentist will discuss this during the consultation and a report will be sent outlining the next steps.

### **What if I need to cancel a resident's consultation?**

Tele-dentistry consultations take a lot of time and effort to organise. If you would like to cancel a resident's consultation, we politely ask you to inform us as soon as possible.

Cancellations made within 60 minutes of a scheduled consultation may incur a fee.

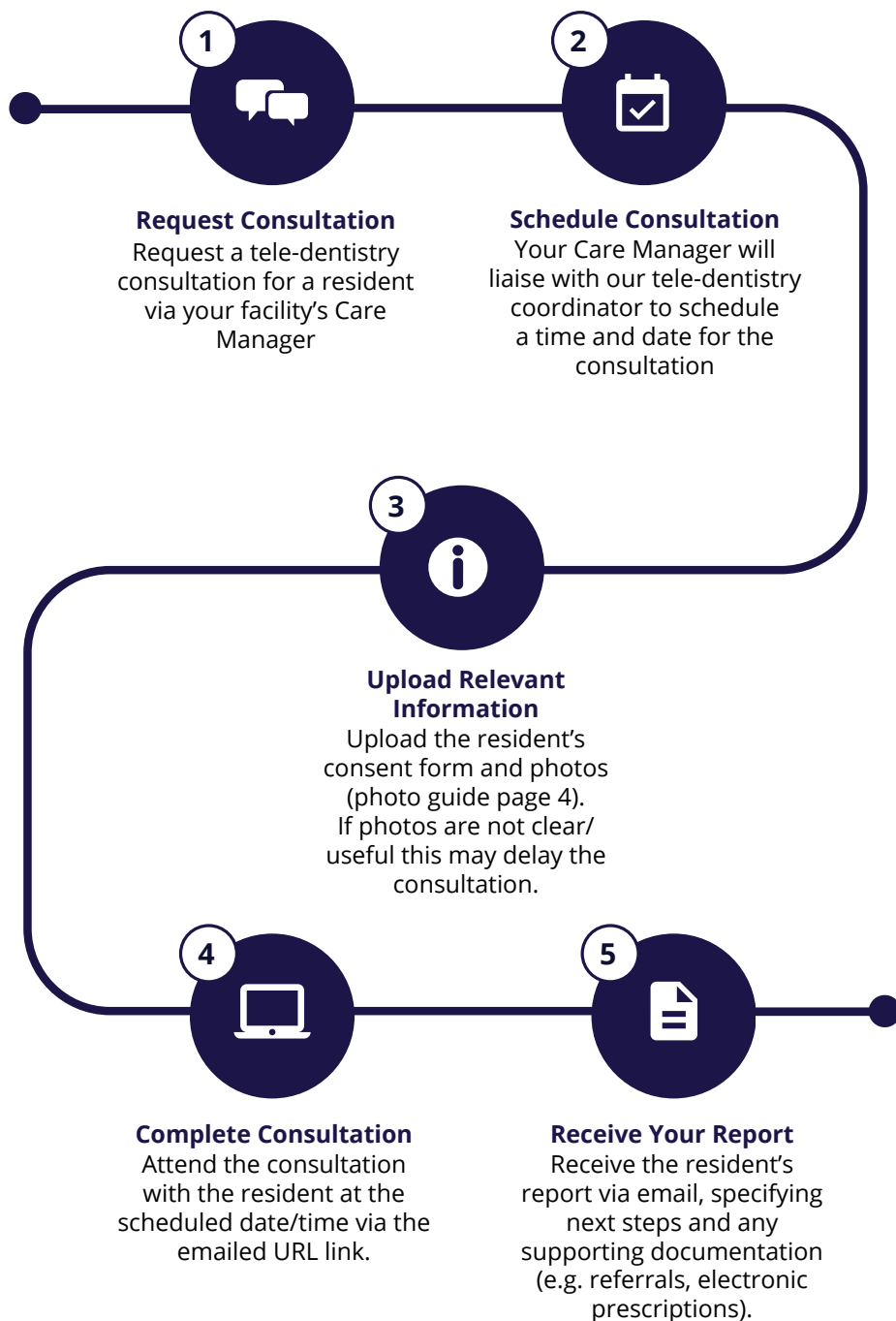
### **How much will the consultation cost?**

A tele-dentistry consultation costs \$54.35

This amount may vary depending on the resident's level of private health insurance and/or eligibility for a government scheme.



## How it Works



# Photo Guide

The photos below are the type and quality we need as part of the resident's dental consultation.

Please provide them at least 24 hours prior to your scheduled appointment. They will give the dentist a clearer understanding of the resident's dental needs, to assist with a correct diagnosis.

These photos were taken on a smart phone, using the zoom function. Please take similar, clear photos of the resident, using various angles if necessary.

A helpful photo is clear, unedited, not blurry and not too light or dark.



**Photo 1 of 6: Relaxed Face**  
Half (or full) face with the lips and face relaxed.



**Photo 2 of 6: Tongue Out**  
Tongue out straight with their mouth open and lips back.



**Photo 3 of 6: Wide Smile**  
Wide open smile with their lips apart.



**Photo 4 of 6: Lips Pulled Back**  
Teeth biting together with their lips pulled back.



**Photo 5 of 6: Upper Teeth**  
Head tilted back with their tongue resting on the bottom of their mouth. Show all upper teeth.



**Photo 6 of 6: Bottom Teeth**  
Head tilted forward with their tongue resting on the roof of their mouth (or near) and their lips retracted back (with help from the carer if necessary). Show all bottom teeth.



# Joining the Consult

After the appointment has been scheduled, a confirmation email will be sent with the URL link for the resident's video consult.

## To join your consultation:

**1**

Click the link provided in the confirmation email 10 minutes prior to your appointment time and click 'Start Video Call'

**2**

The web browser will request access to your camera and microphone, click 'Allow' so the practitioner can see and hear you

**3**

Enter the resident's name and phone number when prompted and accept the terms of use and privacy policy to click 'Continue'

**4**

You are now in the Australian Dental Foundation's virtual waiting area. Your practitioner will join the consultation at the specified time

**For further information contact:**

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