



Tele-Dentistry Patient Information





Patient Information

What is tele-dentistry?

Tele-dentistry is a dental assessment delivered by a video chat application, between a patient 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?

In general, the benefits of tele-dentistry consultations include:

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

How do I schedule a consultation?

To schedule a tele-dentistry consultation for yourself or a family member, please call our team on SA: (08) 7226 1709 or VIC: (03) 9013 6644.

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 my 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 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

Who should be present at the consultation?

You (as the patient) must be present at the appointment with the dentist.

A support person (friend, spouse, family member) may accompany you for technical or morale support if you wish.

In the case of a child, the legal guardian must accompany the patient.

What if I have special needs or requirements?

If you have special needs, such as an interpreter or hearing impairment, please inform our team. We will make the necessary arrangements to accommodate your 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 you and the records correspond.

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



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Will the consultation be recorded?

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

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

What if there are problems (troubleshooting)?

Please contact SA: (08) 7226 1709 or VIC: (03) 9013 6644 and one of our team members will be more than happy to provide information and manage any problems you may encounter.

What if I do not want to continue with the consultation?

This may be the first time you have experienced an assessment via a digital platform. As a result, you 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 I need further treatment?

If the dentist decides you require further treatment, a referral to a dentist/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 my consultation?

Tele-dentistry consultations take a lot of time and effort to organise. If you would like to cancel your 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 your level of private health insurance and/or eligibility for a government scheme.



How it Works

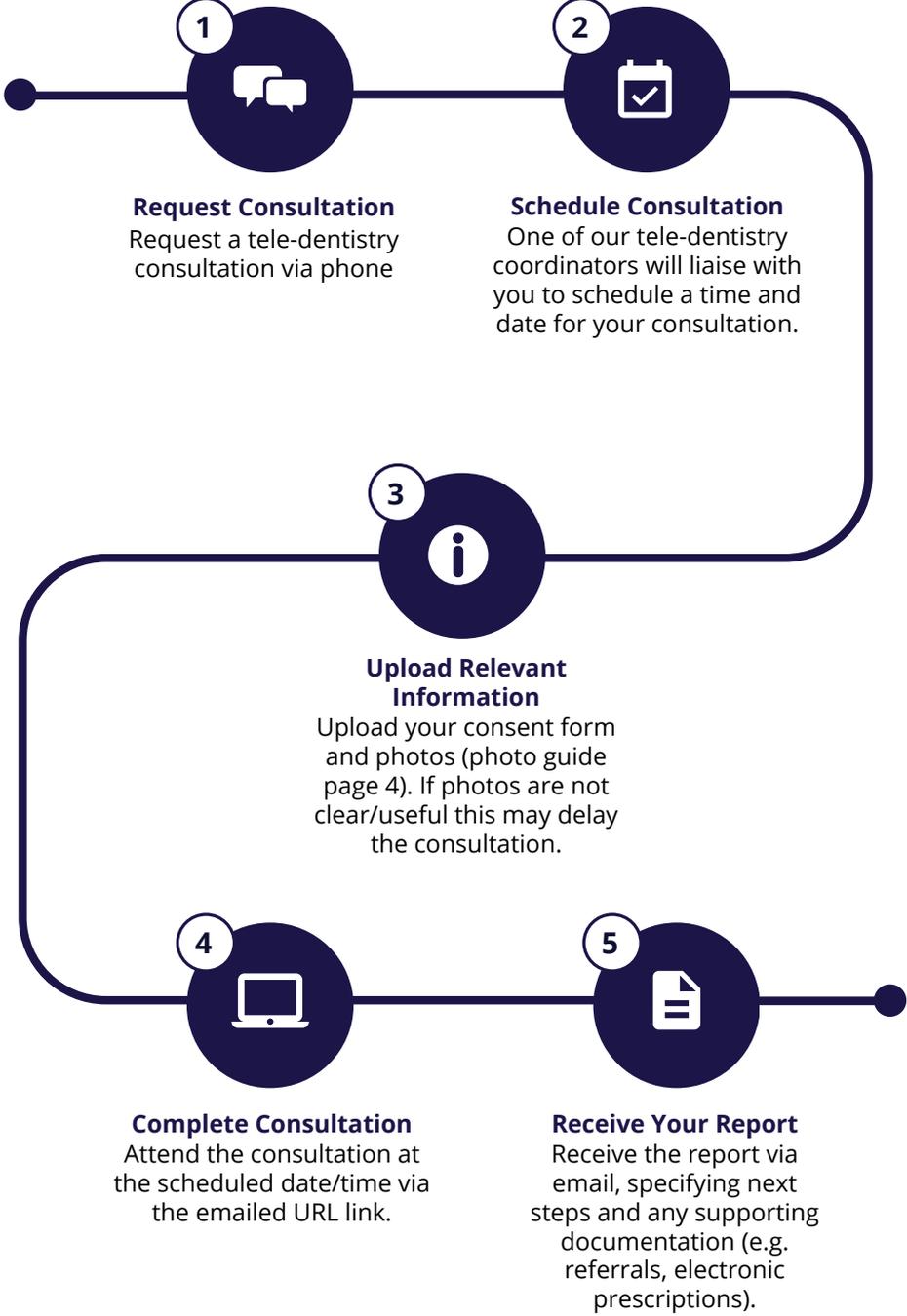


Photo Guide

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

Please provide them at least 24 hours prior to your scheduled appointment. They will give the dentist a clearer understanding of your 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 yourself, 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 your mouth open and lips back.



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



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



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



Photo 6 of 6: Bottom Teeth
Head tilted forward with your tongue resting on the roof of your mouth (or near) and your lips retracted back. Show all bottom teeth.



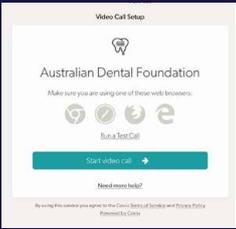
Joining the Consult

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

To join your consultation:

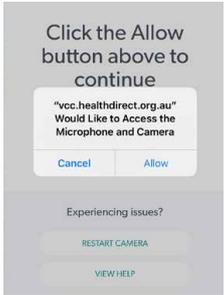
1

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



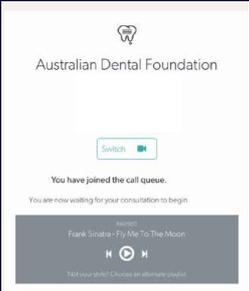
3

Enter your 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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