



Using Teledentistry to Expand Your Dental Practice

Introduction



Recent advances in technology have provided opportunities for innovation and improvement in many areas of health care, including improved access to care through virtual consultations. Teledentistry allows dentists to consult with patients virtually when an in-person visit is unnecessary or as a prelude or follow-up to an in-office visit. The convenience of a virtual visit, which eliminates travel time and expense, increases patient compliance and satisfaction. This is also a convenient option for dentists as well as an opportunity to grow their patient base, improve their patient care, and increase revenue for their practice.

Through their partnership with Care Pulse LLC,

Novadontics now offers teledentistry as an integrated part of our all-in-one practice management software. This eBook will explain how to list your practice with Care Pulse and enable teledental sessions with your patients.

Getting Started

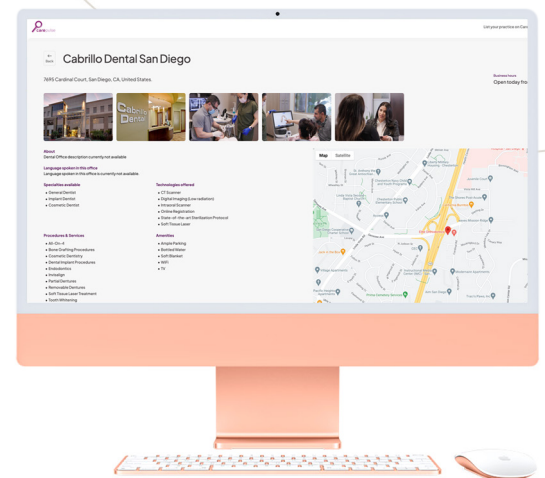
Your Novadontics team member will guide you through a few simple steps in your Software Setup to enable online booking and teledental sessions through Care Pulse.

Office Setup

For each office in your practice, you will enter basic details such as address and contact information. Here, you will also set up an account for online patient bill pay, which will allow you to collect your teledental appointment fees through Care Pulse. In addition, this is where you can set up your Care Pulse profile, including:

- ✓ Amenities
- ✓ Technologies
- ✓ Procedures & Services
- ✓ Dental Conditions Treated
- ✓ Teledental Consultation Fee
- ✓ Location
- ✓ About the Office
- ✓ Languages
- ✓ Office Photos

Everything entered here will automatically appear in your Care Pulse profile, and you can make changes at any time, which will automatically sync with the Care Pulse app.



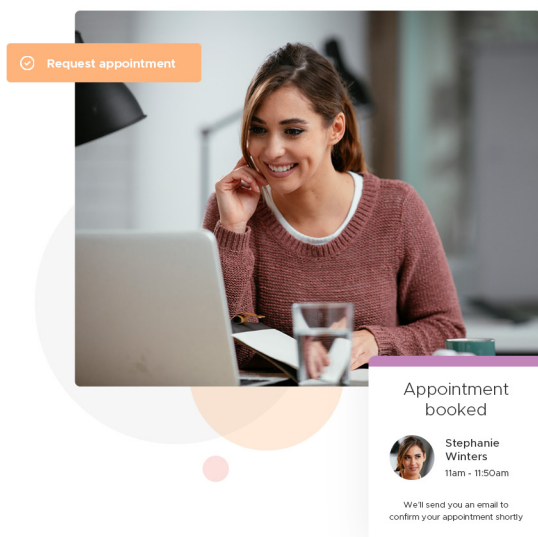
Provider and Office Availability Setup

You will enter the names of all providers and their availability, the business hours, and non-working days for your office. If your practice includes more than one office, you will enter this information for each office. This information will be automatically synced with the Care Pulse app and be included in the algorithm to provide accurate availability for online booking. Appointments will only be able to be booked at times that offices are open and providers are available. All of this will happen “behind the scenes” and without any further management by you or your staff unless there are changes.

Default Operatory Setup

In order for Care Pulse to sync with your appointment book, you will need to designate one or two operatories as Care Pulse operatories. Appointments will only be able to be booked if these operatories and the selected provider are available in your appointment book. This information is also synced with the Care Pulse app for instantaneous accuracy in availability for online appointment booking.

How Teledental Appointments Work



Online Booking

Once you have completed the setup for your office to accept teledental appointments, the Care Pulse app will show patients that they have the option to book either in-office or teledental appointments.

When a patient books a teledental appointment online, the office manager and the patient will both receive a confirmation email.

For the office, the appointment block will appear in the appointment book in a default Care Pulse operatory with the selected provider. A video camera icon will appear in the appointment block to indicate that it is a teledental appointment.

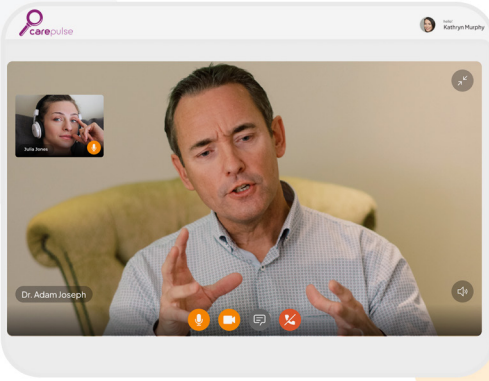
For the patient, the appointment will appear in their Upcoming Appointment list in the Care Pulse app.

Starting the Appointment

Beginning 5 minutes before the scheduled appointment time, you can click in the appointment block to open the Edit Appointment window, where a Start Call button will appear. Any notes or photos provided by the patient will also appear in this window.

The patient will be able to join the call directly from the Appointment List in the Care Pulse app on any desktop or laptop computer or mobile device with an internet connection.





Easy Record Keeping

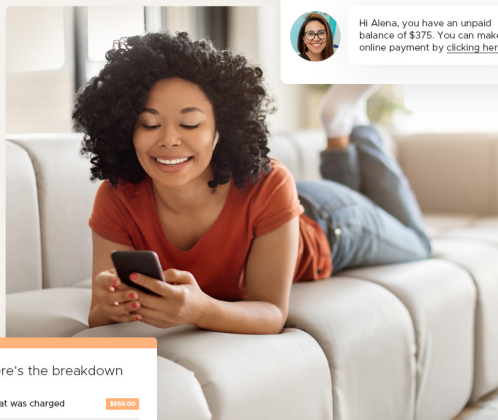
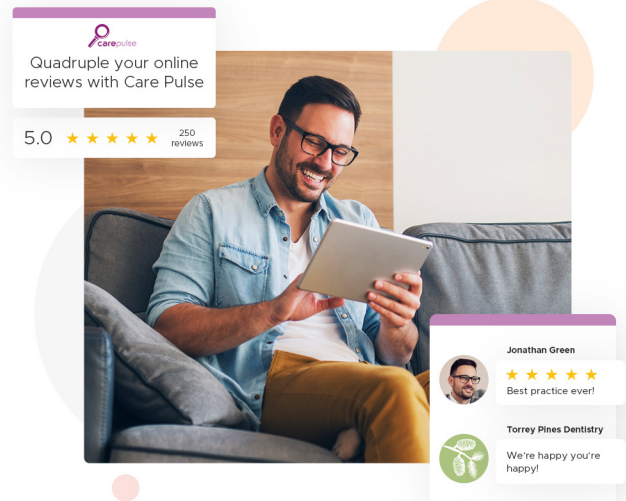
You have the option to record the call for medicolegal and record-keeping purposes. If the call is recorded, the recording will be available from the Document Center in the patient's electronic file.

You can also enter notes directly in the Care Pulse portal during the call, which will be automatically recorded in the Edit Appointment window under Teledental Doctor Notes as well as in the Clinical Notes section of the electronic patient file.

Simplified Patient Rebooking and Reviews

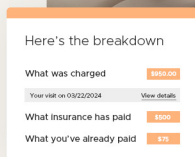
After the appointment is completed, it will appear in the patient's Past Appointments list in the Care Pulse app. From here, the patient can easily book another appointment.

Patients can also click a button in the Care Pulse Past Appointment window to write a review of their appointment. Providers have the opportunity to respond to these reviews, which will appear on their Care Pulse profile.



Convenient Online Fee Collection

The patient pays the teledental appointment fee, set by the provider, when booking the appointment. Payments are processed online with no need for a terminal, and the fees will be automatically transferred to your office's bank account, saving you time and money!





About Novadontics

Novadontics' patented cloud-based practice management software (PMS) is the first and only dental PMS built by dentists for the general and dental implant industry. Based on expert guidance and experience, this platform streamlines traditionally fragmented functions, allowing you to efficiently manage your practice, optimize patient care, and grow your business.

A few things that make us different:

- ✓ Innovative, integrated software features that aid in diagnosis and treatment planning while managing all patient information and health history in a completely secure HIPAA-compliant cloud environment
- ✓ Industry-leading business, clinical, and front-office tools that streamline administrative functions with mobile access from any web-enabled device
- ✓ Network of experts providing online consultation support
- ✓ Second-to-none continuing education platform
- ✓ Integrated patient engagement tools
- ✓ One-of-a-kind online marketplace offering tremendous discounts on over 40,000 products from more than 50 of the dental industry's most prominent and reputable manufacturers and suppliers
- ✓ Seamless integration with the Care Pulse online booking app to help patients and providers connect

To Learn More or **Schedule a Free Demo**