

## COHW Guidelines

### Providing Oral Health Education

1. **Use accessible language.** Help patients understand medical terms, health conditions, and treatments by providing information in plain, simple language that avoids medical terms.
2. **Serve as a bridge between patients and providers.** Act as a bridge between the health care provider and patient to help improve communication and help the patient understand their medical condition and treatment plan.
3. **Connect communities and individuals to information and resources.** Provide health education and information regarding vaccines, oral health, disease prevention, and other health related topics.
4. **Support health literacy skills.** Help individuals develop and improve their health literacy skills by providing resources on how to access and understand health information. Info graphs and charts are provided in each module to help understand the content.
5. **Collaborate with patients through Motivational Interviewing.** Involve patients in their oral health through the collaborative conversation style known as Motivational Interviewing (MI). MI strengthens the patient's own motivation and commitment to change by setting manageable goals. The basic skills of MI are represented by the acronym OARS:
  - Open-ended Questions
  - Affirmations
  - Reflective Listening
  - Summarizing

### Telehealth Principles

#### Steps for Conducting a Telehealth Visit 1-2 days prior to an in-person visit

1. Conduct a Caries Risk Assessment using the appropriate CAMBRA form.
2. Review patient's medical history and any additional documents.
3. Review pictures of patient's teeth and discuss any concerns.
4. Discuss preparation/procedure for in-person visit,

Document the telehealth appointment including appropriate CDT codes.

#### Steps for Conducting a Follow-Up Telehealth Visit

1. Review clinical findings from in-person appointment.
2. Review the Caries Risk Assessment Results
3. Provide anticipatory guidance, including discussing and working with the patient to set self-management goals.
4. Provide follow-up guidance and support for establishing a dental home.
5. Work with the patient to schedule their next appointment.
6. Document the telehealth appointment, including appropriate CDT codes.

## Care Coordination & Patient Navigation Support for Families

1. Remind patients to tell their dentist about
  - Their main reason for visiting the dentist (chief complaint)
  - Any current or previous medical conditions they have
  - Any medicines they are currently taking, ongoing treatments, surgeries, hospitalizations, allergies, vaccines status
  - Their dental history, including oral health habits, maintenance, caries experience, changes in their mouth, history of pain and treatments
2. Increase oral health literacy by providing oral health education and resources
3. Review health care information and medications provided by dental provider
4. Remind patients to schedule recall appointments