Dental CareCoordination Workflow
Office of Dental Health

Referral Recieved

Meets Enrollment Criteria — No → **Close the Case**

Yes ↓

Verify Medi-Cal eligibility status — No → **Referral to HIT** Referral to Health Information Technician to enroll into Medi-Cal

Yes ↓

Initiates program enrollment process (collect client info, sign consent form etc.)

Active Medi-Cal status Proceed to enrollment

Refer to Healthy Smile program

Assessment urgency of care, oral health needs, oral health behaviors, social needs etc.

Referrals to Social Services as needed

Provide oral health education

Non-Urgent / Urgent

Schedule Appointment within 2-7 days

Schedule Appointment within 1-2 days

Missed Appt Follow-up to Troubleshoot

Appointment Reminder

Verify appointment attendance status (F/up with clients & provider's office) — No

Yes ↓

Schedule Continuity of Care Follow-up 3 to 6 months later

Document each step into excel data spreadsheet

Close referral loops on bi weekly basis