

EDIC RISK MANAGEMENT | WITHIN YOUR CONTROL

Teledentistry 2020

The teledentistry endorsement now included in all EDIC policies confirms the information that EDIC sent out previously – teledentistry is covered by your policy when the dentist is licensed and credentialed in the state where the patient receives service. This includes using a third-party platform to provide teledentistry services, as long as the in-state requirements are met. Emergency communications with patients who may be traveling out of state to triage care are part of “professional services” and not subject to the in-state requirement.

Please remember that dentists using teledentistry will be held to the same standard of care as practitioners engaging in more traditional in-person care delivery, including the requirement to meet all technical, clinical, confidentiality and ethical standards required by law. When practicing teledentistry, a dentist must establish a doctor-patient relationship with the patient. The absence of in-person contact does not eliminate this requirement. Patient completion of a questionnaire does not, by itself, establish a doctor-patient relationship, and therefore treatment, including prescriptions, based solely on a questionnaire does not constitute an acceptable standard of care.

Additionally, if you are using teledentistry to treat a patient that has been referred to you, you must establish a doctor-patient relationship prior to rendering treatment, including taking an adequate medical history.

The dentist must provide proof of identity, jurisdiction, and licensure status to the patient. The dentist must make appropriate effort to confirm the patient’s identity. If patient is a minor, the dentist must make appropriate effort to confirm the parent or legal guardian is present when required. The dentist must confirm and document the patient is physically located in a jurisdiction in which the dentist is licensed.

If you are considering opening your practice to teledentistry modalities, there are some things you should keep in mind.

First, you must obtain the patient’s informed consent to treat them through teledentistry. We have attached a sample form here and will also make it available on the [EDIC website](#).



Second, you must ensure that you obtain an adequate medical history prior to providing care through teledentistry.

Third, any dental record made through teledentistry must be held to the same record retention standards as a record made through a traditional in-person dental encounter.

Fourth, if you are prescribing medications through teledentistry, you must adhere to your state’s law on e-prescribing.

Fifth, you must be aware of HIPAA compliance when engaging in teledentistry. If the care is being provided over the telephone, Facetime, Skype, or Zoom, those are already HIPAA-compliant platforms. If you are using an app or other third-party provider platform, please ensure the app or platform is HIPAA compliant. ■

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