

OFF THE CUSP

Dental industry news, trends and
information from Patterson Dental.

PROVIDE A TOUCH-FREE PATIENT EXPERIENCE WITH OPERADDS

By RevenueWell

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The world has changed and to adapt, we must change our processes. Social distancing massively effects the dental industry, forcing us to change what our standard procedures are. Believe it or not, 85% of offices were still using paper forms prior to COVID-19. Fast forward three months, many people are concerned at having to sign paper receipts at their local grocery store, hence the need for dental practices to adapt. In this new reality, we can't just go paperless, we must go *touchless*.

Continue reading for steps dental practices can take to provide a touch-free dental experience. The more dental professionals can adjust to these changes, the more successful we can be.

Prescreen patients

Before each appointment, email or text a COVID-19 screening form ([example here](#)). Based on guidelines from the Centers for Disease Control and Prevention (CDC), this form will allow you to pre-screen and make critical decisions regarding at-risk patients before they arrive at your office. Taking proactive steps like this helps to protect your team, your patients and your community.

Provide paperless forms

Easily send your forms via text message or email using [OperaDDS](#) or include them in your recall system. In OperaDDS, you can always see the status of forms and forms will write back to your practice management system to reduce data entry. No more paper, no more clipboards. You can even allow patients to securely send a picture of their insurance information and driver's license.

Implement a curbside check-in system

Make it easy and safe for patients by eliminating time spent in your waiting room. Send a curbside check-in form so patients can let you know when they have arrived at your office and you can let them know when it is time to enter your office.

Use a teledentistry emergency triage form

Reduce unnecessary emergency appointments and exposure by using a Teledentistry Emergency Triage Form. This form can be easily texted or emailed and allows patients to securely send photos and videos of their issue. The doctor can then review the information and make an educated decision on whether the case warrants an emergency appointment.

Users have shared that the ability to see what has been going on without an office visit has reduced after hours and weekend appointments by up to 80%. This is a crucial step to reduce the burden and exposure of your concerned team. Want to learn more about how teledentistry can benefit your practice? Here are [three things you should know](#).

The more we can adjust to the current environment and adapt our procedures, the more successful we can be. Patterson is available to support you on your touch-free journey. To learn more, contact your Patterson eService Sales Specialist at 800.294.8504.

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From Patterson Dental's blog, Off the Cusp. View the original blog post:

<https://www.offthecusp.com/provide-a-touch-free-patient-experience-with-operadds/>