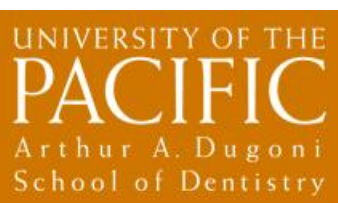# Virtual Dental Home
Multiple locations throughout the United States

Program Overview

The Virtual Dental Home (VDH) provides dental and oral health services in locations across California where people live, work, and receive social services. Dental hygienists and assistants gather diagnostic records, communicate with dentists using a telehealth system, treat individuals with basic oral health needs, and refer individuals with more complex needs to dentists in the same geographic area. This program leverages telehealth technology to bring comprehensive diagnostic, preventive, and early intervention services to otherwise hard-to-reach individuals in a convenient and low-cost fashion.

Program History and Development

UNIVERSITY OF THE PACIFIC
Arthur A. Dugoni
School of Dentistry

In 2009, the Pacific Center for Special Care at the University of the Pacific, Arthur A. Dugoni School of Dentistry recognized that the majority of people in the California population had unmet dental needs that were not being addressed through the traditional dental care system. The Center decided to create a model of care that could reach people in more convenient locations. The Virtual Dental Home system of care was sequentially developed in California as a six-year demonstration involving 13 communities.

VDH leverages telehealth technology to connect dental hygienists and assistants in the community with remote dentists to create a treatment plan. As of March 2016, 15 different communities in California had implemented this model, ranging from Head Start schools to nursing homes. Programs in Hawaii, Oregon, and Colorado were also in the process of implementing this model. In addition, several other states have followed California's lead, stimulated by the VDH system of care, and copied California's groundbreaking laws and regulations related to the use of store-and-forward teledentistry.

Program Sustainability

- VDH is supported by numerous organizations including: the University of the Pacific - Arthur A. Dugoni School of Dentistry, the California Dental Association Foundation, the DentaQuest Foundation, and the American Dental Hygienists' Association.
- The majority of the program's initial funding came from grants and contracts from federal and state government sources and private foundations. Approximately 15 funders contributed to a total of almost $4 million in the six-year demonstration. However, legislation now allows providers to directly bill for teledentistry enabled services.

Program Impact

- As of August 2015, VDH had provided more than 50,000 dental procedures to over 2,900 individuals since 2009.
- The VDH model improves access to care and requires less time per visit than the current Medicaid program.
- According to an analysis conducted by staff at the Pacific Center for Special Care, the VDH model would allow California's Medicaid to buy more oral health per dollar spent than the state's existing models of care.
- The cost of delivering diagnostic, preventive, and early intervention dental services, supplemented by education in case management, is approximately one-third the cost of delivering the same services in a traditional dental office setting.

"The VDH produces the 'Triple Aim' for dental care: better experiences, better health, and lower cost per capita."
-Paul Glassman DDS, MBA

Program Contact Information
Program Phone Number: 415-385-5017
Program Website: http://www.virtualdentalhome.org/

Virtual Dental Home
Multiple locations throughout the United States

Program Features

Note: A checked box below indicates an existing program feature.

Age
- ☒ 0-17 (Children and Youth)
- ☒ 18-60 (Adult)
- ☒ 60+ (Older Adult)

Specific Populations
- ☐ Homeless individuals
- ☒ Individuals with intellectual and/or developmental disabilities
- ☒ Individuals with physical disabilities
- ☒ Individuals with specific or complex medical conditions
- ☒ Individuals with low income
- ☒ Individuals with no dental insurance
- ☒ Individuals with Medicaid
- ☒ Veterans
- ☒ Refugees/immigrants

Geography
- ☒ Rural
- ☒ Urban

Service Delivery Setting
- ☒ Hospital
- ☒ Dental school
- ☒ Community/safety net clinic
- ☐ Private dental office
- ☒ Long-term care facility
- ☒ Senior center/community center
- ☐ Private residence
- ☐ Fairgrounds/stadium/parking lot
- ☒ Church
- ☒ School
- ☒ Homeless shelter
- ☒ Public housing

Service Delivery Model
- ☒ Dental clinic model (e.g. permanent setting)
- ☒ Mobile-portable model
- ☐ Eligibility and enrollment model (e.g. referrals, care coordination)
- ☒ Virtual model (e.g. telehealth)
- ☐ Event-based model
- ☐ Outreach and education model

Staffing
- ☒ Dentist
- ☒ Dental hygienist
- ☐ Dental therapist
- ☒ Dental assistant
- ☒ Dental/dental hygiene students
- ☒ Nursing staff
- ☒ Community health workers
- ☒ Non-dental clinical staff
- ☒ Non-clinical staff

Payment for Care
- ☒ Medicaid
- ☒ No charge to client
- ☒ Sliding fee scale
- ☒ Out of pocket
- ☒ Commercial dental insurance

Program Funding
- ☒ Foundation/organization grant
- ☒ Public funding (e.g. local, state, federal)
- ☒ Private donations (e.g. individuals, businesses)

Dental and Oral Health Services
- ☒ Emergency services
- ☒ Basic services
  - ☒ Screenings
  - ☒ Cleanings
  - ☒ Fluoride varnish
  - ☒ Sealants
  - ☒ X-rays
- ☒ Comprehensive services
  - ☒ Fillings
  - ☒ Scaling/root planing
  - ☐ Extractions
  - ☐ Oral surgery
  - ☐ Root canals
  - ☐ Dentures, partials, relines, repairs
  - ☐ Crowns
  - ☐ Bridges
  - ☐ Orthodontics

Other Program Services
- ☒ Referrals to dental and oral health services
- ☒ Care coordination/care management
- ☒ Patient education
- ☒ Caregiver education
- ☒ Provider education
- ☒ Advocacy/coalition

Integration with Services
- ☒ Medical services
- ☒ Behavioral health services
- ☐ Vision services
- ☐ Pharmacy services
- ☒ Transportation services
- ☒ Translation services
- ☒ Nutrition services

This profile was prepared using publicly available information. Date of last update: March 2016