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**Q – What is the average length of time spent with each patient?**

A – This can vary depending on the number and type of services provided. If the patient only needs cleaning, fluoride application, and oral hygiene instructions (which is often the case with elementary age patients who do not tend to form calculus) eight to ten minutes will be adequate. If pit and fissure sealants are needed, the time required will increase. If restorations are required, the time needed can be up to thirty to forty minutes per patient.

**Q – Does our dental team include flossing instructions when presenting oral hygiene instructions?**

A – Yes. This should always be a part of a dental cleaning appointment and of oral hygiene instructions.

**Q – Are our teams sensitive to the status of funding and observant of HIPAA standards when calling for patients?**

A – We will provide training to ensure that our teams are always aware of and sensitive to the financial status of patients and are always mindful of HIPAA requirements in maintaining patient privacy, especially when patients are called to the treatment area in groups.

**Q – Will restorative treatment be provided on each day of service?**

A – Our teams will make every effort to provide restorative services on each visit. Restorative treatment requires more time per patient; therefore, the teams might not be able to see the entire list of patients for a given day, but those not seen will be rescheduled for a visit in the near future.

**Q – Will patients needing additional restorative treatment be scheduled for another day of service?**

A – Yes. The teams will provide a mix of services each treatment day and those not seen will be scheduled for another visit in the near future. Our Home Office staff will stay in communication with the school contact to schedule follow up visits as well as ask the school to always promote the program allowing more to sign up for the program that may have missed the initial signup.

**Q – What if our team/staff do not speak the patient's language?**

A – Our home office has access to online and phone translation services that are HIPAA compliant to aid in communication in the patient's own language. We have access to translation services for over 80 languages and online translation for over 120 languages.

**Q – To whom should nursing staff address questions about operational policy?**

A – Questions about operations information, such as plan coverage and scheduling, should be directed to the School Smiles Home Office. Our dental professionals in the field are focused on providing clinical care and do not have access to or knowledge of such information.

**Q – To whom should the nursing staff address questions about treatment?**

A – Our teams in the field should be able to answer questions about clinical topics such as treatment modalities, materials, sterilization, etc. Nursing staff should be sensitive to the nature of questions posed in front of a patient in the chair or in front of a group waiting for treatment. Please also consider the time a team has available in the school during any given day and our goal to focus on the patient list and see as many patients as reasonably possible each clinic day. The Home Office is available to answer any questions which time did not permit in-clinic.

**Q – What are the minimum services schools should expect on a day of service?**

A – Exams, cleaning, oral hygiene instructions, fluoride varnish application, pit and fissure sealants, and silver diamine fluoride (with parental consent) are routine services provided. Radiographs (x-rays) and restorative treatment can also be provided at an initial visit. If more extensive treatment is needed, we will schedule an additional visit.

**Q – Does every dentist on the team work at the same pace?**

A – No. Just as individuals in any work situation will tend to work at different speeds, our providers will also naturally work at different paces. Additionally, clinic days will vary depending on the needs and circumstances of the individual patients seen each clinic day. Despite this, however, the quality of treatment will never vary and it will not prevent School Smiles from providing your students from receiving the treatment they need.

**Q – What are some factors that might affect the amount of treatment delivered on any given day of service?**

A – (1) The amount of treatment needed per patient is a major factor. We can see more patients on a treatment day if there is less restorative treatment needed. On days where we provide a greater proportion of restorations, much more time will be needed per patient. (2) The speed and efficiency of getting patients to the treatment area for the dental appointment is also a limiting factor. (3) Behavioral issues with some patients can slow treatment down considerably or prevent treatment altogether. (4) The need for additional consent for specific procedures can limit same-day treatment.

**Q – What treatment will require additional parental consent apart from our initial blanket consent?**

A – We will need additional parental consent for extractions, silver diamine fluoride (SDF), stainless steel crowns, and placement of space maintainers. These additional consents are sent home the day of the initial exam with additional follow-up processed by the Home Office.

**Q – What is silver diamine fluoride (SDF) and why are parents asked to give additional consent for this treatment?**

A – The American Academy of Pediatric Dentistry supports the use of SDF as part of an ongoing caries management plan with the aim of optimizing patient care consistent with the goals of an individualized treatment plan and recognizes the application of SDF as a minimally-invasive approach that may prevent or delay the need for more extensive and expensive procedures. SDF stands for silver diamine fluoride. SDF is a colorless liquid that is applied to teeth with a small brush. It contains silver, which kills germs that can cause tooth decay, as well as fluoride to prevent, slow down, or stop decay. SDF can be put on teeth as soon as tooth decay is detected. It works best on primary (baby) teeth, especially front teeth. It may not work as well on back teeth, especially if there are large areas of decay. Often, back teeth need to be filled to prevent food from packing into the decayed area and to keep the child's bite lined up properly. SDF works best if it is put on the decayed tooth more than once. In addition, using SDF can avoid the need to remove decay and fill a tooth. Applying SDF is easy. It is painless and no local anesthesia is needed. Many oral health professionals use SDF in their practice.

**Q – What happens if a team needs to leave early on a day of service?**

A – This is very rare. However, if a team needs to leave early, it will always be communicated to the school staff in advance (or as soon as possible) and plans will be made for a return visit in the near future.

**Q – What if parents want additional information about treatment needed or treatment provided?**

A – A Dental Report Card will be sent home with every patient at their dental appointment. We maintain a dental health record via our practice management software for all patients seen by our program which includes treatment provided and needed. The Home Office is equipped to answer questions and parents are encouraged to call School Smiles directly for any additional information needed.

**Q – What if the patient needs a referral to a local dentist?**

A – A Dental Report Card will be sent home with the patient at their dental appointment informing the parent a referral is needed. Follow up communication will also be sent to the parent/guardian using some (or all) of the following: text, email, letter mailed to the home, and/or phone call. We encourage parents to contact the School Smiles office for assistance in locating a local dentist if needed.

**Q – Do you set up inside the school?**

A – Yes. All our equipment is portable and brought inside the school.

**Q – Why is a child that signed up for the program not being seen?**

A – This is a case-by-case basis. We always encourage you to ask about the specific student because it could be as simple as a technological error, and we didn't receive the form. Our most common reasons for children not being added to the schedule is that they were seen by another practice and per insurance they are not eligible. It could also be that we have tried reaching the family to get insurance and/or payment details and have been unable to reach them. We strive to provide you a list one week prior to our visit identifying those patients that are "missing information" and will not be scheduled unless we can locate additional details needed.

**Q – How many kids will you see in a day?**

A – We can see 25-45 students in one day. This will always vary and will depend on student cooperation, additional treatment and restoration needs that can take place on the same day, time allowed in the school, etc.

**Q – How can I help get ready for the dental team?**

A – The dental team needs access to ramps and/or elevators for the treatment area inside the school, as the equipment is very heavy and on wheels. Having at least a 9'x9' area with access to an electrical outlet is needed. If possible, it is helpful for the team to have Wi-Fi access (with the password provided in advance or upon arrival) to use our online patient management software. If your school allows us to access your Wi-Fi, please also confirm the school's network will allow our teams to access the following site:  
[www.carestack.com](http://www.carestack.com).

**Q – What if I won't be at the school during their visit?**

A – That is perfectly fine as we have a few options. The main goal is finding a way to locate the correct students for their dental appointments. Some schools have parent volunteers or use other staff members to help transport students. Another option is to provide a phone with room assignments for each student and a telephone number and our team can call classrooms directly.

**Q – What if students turned in their forms late?**

A – No problem. Please always send in the registration forms as you get them to [patientforms@schoolsmiles.com](mailto:patientforms@schoolsmiles.com) and we will do everything we can to process them as quickly as possible to get the students added on the schedule. If they cannot be added to the upcoming visit, they will be added to the next scheduled date.

**Q – What if students turned in their forms after the dental visit?**

A – No problem. We encourage the school to promote the program all year long so that all students have the opportunity to sign up. This can help add participation for return treatment dates and 6-month follow up scheduling. Please continue to send all forms in and we will process them to be seen at our next visit.

**Q – When will I receive a schedule?**

A – Our goal is to have the schedule to you 1-2 days prior to our visit to include all updates. This schedule will look different from the schedule you receive a week prior to our visit as we are continuously checking insurance eligibility. As things change with the patient, the schedule will change. Each time we send you a schedule, it will be emailed to you along with other day-of details.

**Q – What is the best form of communication?**

A – We ask that you contact us as soon as there are any issues, scheduling or patient changes, or concerns you are aware of using the contact list below, as applicable.

Brian Goins, Internal Sales Rep <b>KY &amp; IL</b>	Email/Call: Registration forms, Scheduling requests or changes, Request more forms or flyers, Event inquiries, so on.	<a href="mailto:bgoins@schoolsmiles.com">bgoins@schoolsmiles.com</a> 855-497-6453 x4383
Brandon Preda, Internal Sales Rep <b>IN &amp; OH</b>	Email/Call: Registration forms, Scheduling requests or changes, Request more forms or flyers, Event inquiries, so on.	<a href="mailto:bpreda@schoolsmiles.com">bpreda@schoolsmiles.com</a> 855-497-6453 x6643
Nicole McKinney, Patient Coordinator	Will send out schedules and can help answer any day of/ patient questions.	<a href="mailto:nmckinney@schoolsmiles.com">nmckinney@schoolsmiles.com</a>
Tanner Murphy, Operations Manager	Operational questions/concerns	<a href="mailto:tanner@schoolsmiles.com">tanner@schoolsmiles.com</a>
General Email		<a href="mailto:contactus@schoolsmiles.com">contactus@schoolsmiles.com</a>
Website and main line	<a href="http://www.schoolsmiles.com">www.schoolsmiles.com</a>	# 855-497-6453