

Remote oral health check-in (ROHC) A quick guide

This graphic is intended for use in the context of a child or young person (CYP) undergoing a remote oral health check-in at a special education setting (SES) with the assistance of school staff

1. Setup - Prepare yourself and decide how to connect



Prepare to connect to your appointment at the pre-arranged time on your electronic device. Use a suitable, secure platform (e.g. Attend Anywhere / MS Teams)

- Ensure appropriate consent is in place from the parent/ guardian/ CYP
- Appointment date and time should be pre-arranged with the SES

- Check the following forms prior to the ROHC:
 1. Medical history
 2. Mouth check
 3. Pre – ROHC questionnaire

Remember to adapt your communication method based on information gathered from the pre-ROHC questionnaire

2. Connect - Make video link



- Check video and audio
- "Can you hear / see me?"
- Introduce yourself and anyone else in the room
- Ensure CYP has privacy during ROHC

- Confirm the CYP's identity:
 1. Name
 2. Date of birth
 3. Name and job title of accompanying persons

- Check where the CYP is
- "Is now a convenient time for the ROHC?"
- Advise that you will call back if the connection fails

3. Get started



Remember to:

- Speak clearly
- Keep sentences simple
- Be specific
- Give time for responses
- Ensure reasonable adjustments made where it is necessary and possible

• Explain your purpose:

1. To complete an oral health check-in
2. Discuss any oral problems the CYP may have
3. Devise a mouth care plan for looking after the CYP's mouth and teeth

• Establish if the CYP has any specific needs such as:

1. Urgent dental problem
2. Reassurance
3. Repeat prescription

Key Documents:

1. Medical History form
2. Mouth check
3. Pre – ROHC questionnaire
4. ROHC form

4. History



- Ask about any changes to medical and dental history since paperwork for CYP was completed?
- Confirm level of support required for daily mouth care

If CYP is non-verbal, ask what methods of communication can be used, if methods are in place, engage with accompanying person to answer question

- "Have you had any

problems with your mouth or teeth?"

- "Have you been able to look after your mouth or teeth as well as you would like?"

- Check if any previous problems are being kept under review by a dental/ medical professional
- Address any concerns
- Utilise ROHC form as a prompt for further questions

Key Documents:

1. Medical History form
2. ROHC questionnaire
3. ROHC form

5. Examination



Ensure accompanying person has completed e-learning and is confident in use of pen torch to allow examination of the mouth (offer support where needed)

- Make an assessment of

the CYP's cooperation and engagement with the process

- Pay specific attention to the CYP during examination by the accompanying person
- Work with accompanying

person to note any obvious problems e.g. facial swelling, broken teeth, oral lesions

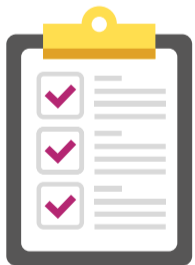
- Interpret findings from examination of CYP

- RAG Rate CYP
- Remember you are not expected to diagnose any oral health problems during the ROHC process

Key Documents:

1. ROHC form
2. Mouth check (for reference of findings from examination)

6. Action (Lists not exhaustive)



High Risk

- CYP with severe autism and sensory issues with mouth care
- Swelling on the face/ gum
- Has not seen dentist in >2 years
- ROHC reveals management only possible under General anaesthesia
- Urgent referral to appropriate service for a face-to-face assessment
- Any of the above PLUS requires development of a mouth care plan

Medium Risk

- Poor oral hygiene, plaque deposits, no evidence of dental decay
- No dental check-up in the last 18 months
- Mild learning disability- can be seen in primary care
- A face-to-face appointment with the dental team will be generated as a baseline (unless CYP can be seen by own dentist)
- Requires development of a mouth care plan - review at next ROHC

Low Risk

- CYP has a family dentist and has been seen recently
- Suitable for management in a primary care setting
- Has a pre-existing mouth care plan in place
- No face-to-face appointment generated
- Follow up with ROHC at a later date

Key Documents:

1. RAG outcomes
2. My mouth care plan
3. Product information guide

Red flags

- Signs of oral cancer
- Severe infection
- Safeguarding concerns
- Follow local policy and guidance



7. Planning future care



- Check-in or check-up?
- Agree interval for next ROHC or face-to-face appointment
- Note items for future review or discussion

- Make sure CYP/ accompanying person knows how to contact you for oral health advice in an emergency
- Ensure everyone has an opportunity to ask questions
- Thank CYP and accompanying person

- Say goodbye
- End ROHC
- Write up records
- Complete mouth care plan
- Upload documents
- Complete relevant written correspondence

Referral onwards if necessary

Key Documents:

1. Planning care guide
2. Template letter

