

Remote oral health check (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 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 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-remote oral health check-in questionnaire

2. Connect - Make video link



- Check video and audio
- Can you hear / see me?
- Introduce yourself and anyone else in the room

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

- Check where the CYP is
- Is now a convenient time for the ROHC?
- Proceed or rebook
- Where are you right now?

- Advise that you will call back if the connection fails
- Ensure CYP has privacy

3. Get started



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

- Speak clearly
- Keep sentences simple
- Be specific
- Give time
- Ensure reasonable adjustments made where 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:
 - Urgent dental problem
 - Reassurance
 - Repeat prescription
 - Address any other healthcare concern they may raise

Key Documents:

1. Medical History form
2. Mouth check
3. Pre-remote oral health check-in questionnaire

Remote oral health check-in form

4. History



Ask about any changes to medical/ dental history since paperwork for CYP was completed?

Confirm level of support required for daily mouth care

If CYP is non-verbal, engage with accompanying person to answer questions

- Ask about current oral or dental problems
- 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 being kept under review by a dental/ medical professional
- Address any concerns

- Utilise remote oral health check in form as a prompt for further questions

Key Documents:

1. Medical History form
2. Pre-remote oral health check-in questionnaire
3. Remote oral health check-in 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 and during assessment by 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

Key Documents:

1. Remote oral health check-in 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
- Remote check-in reveals management only possible under GA
- Urgent referral to appropriate service for a face-to-face assessment
- Requires development of a mouth care plan (review at the next remote check-in)

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 (reviewed at the next remote check-in)

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 remote check-in 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



Agree interval for next remote or face-to-face appointment

Check-in or check-up?

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 written correspondence

Referral onwards if necessary

Key Documents:

1. Planning care guide
2. Template letter
3. Information collection database

