

# Dental Screening

## and Case Management Guidelines

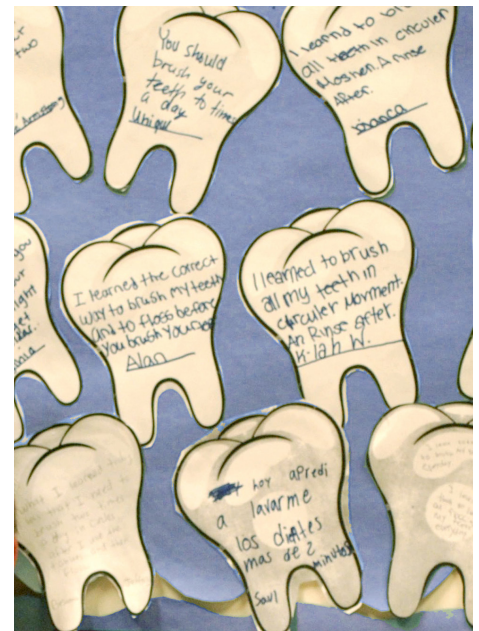
### About this Tool

All Alameda County School Health Centers (SHC) are expected to provide at least one mass dental screening per year. The ultimate goal is for students with high-risk dental needs to be identified and treated. Secondly, we want all students to have a regular source of dental care. To achieve these goals each SHC works together with a team of school partners to develop an effective plan. Below are the recommended guidelines for implementing the screening process at a school.

Case managers often make multiple phone calls and may need to work evening hours to reach families. Consider language barriers and interpretation when assigning case managers. At some sites we have found that case managers are most successful reaching parents by finding them in-person at the school site.

### Prepare for the Screening Day

- Identify and meet with a team of school partners. Partners always include school administrators, and may include other school staff, county staff, or district representatives, as needed.
- Coordinate and plan the screening day(s) with the team. Determine the best screening dates, times, and locations at the school. Schedule enough days and times with an optimal number of dental staff so that all students can be screened.
- Obtain the student rosters with key demographic information well in advance of the scheduled dates (first name, last name, address, phone number, date of birth, etc.).
- Complete the coverage status review and identify any students who are eligible for billing or may be eligible for enrollment. Begin to outreach to families that are identified as eligible.
- Prepare materials: promotional flyers, consent form, Parent Information Letter, and a screening form. Have all materials translated into additional languages, as determined by the school team.
- Advertise and conduct any outreach to families and the school community about the dental screening day(s).
- Send home and/or distribute the negative consent forms with promotional flyers. This should be done one to two weeks in advance. The distribution procedure will be determined by the school team.
- Collect any returned negative consent forms. Remove the names of these students from the screening roster and attach each negative consent form to a screening form. We recommend that the screening form and Parent Information Letter be pre-populated for each student and kept in an order that maximizes efficiency on the screening day(s).





## Client Flow Based on Classification and Insurance Status

For any client identified as a CLASS 1 or CLASS 2:

- Establish a dental home.
- Provide any required preventive services (varnish, fluoride, and/or sealants). If the family chooses their own provider, SHC will follow-up with the family to ensure that any dental treatment has been provided within two months of the screening.
- Provide any follow-up diagnostic services (examination and x-rays) as required.
- Provide treatment, if required, after the follow-up diagnostic services.

For any client identified as a CLASS 3 or CLASS 4:

- Schedule an appointment for any urgent treatment.
- Establish a dental home for the client. (1) If the family has chosen the SHC or Home Agency as their dental provider, provide the needed dental treatment. (2) If the family requests another provider, help the family connect to their dental provider as soon as possible, as their level of need is extremely high.
- Provide any required preventive services (fluoride and sealants).
- Provide follow-up diagnostic services (examination and x-rays) as required.
- Provide continued treatment, if required, after the follow-up diagnostic services.

## Screening Day

- Prepare and organize all screening supplies (mirrors, incentives, etc.).
- Prepare and organize the screening area and post any signs.
- Conduct the dental screenings according to your schedule and conduct any procedures previously decided by your school team.
- Record the results on a screening form for each student.
- Complete a Parent Information Letter for each student.
- Give each student a Parent Information Letter.
- Collect and organize all forms.
- Clean up the screening space and remove all equipment and supplies.

## After Screening Day

- Make arrangements for any follow-up dental care (see Client Flow). Please note, this is often the most difficult step of the screening. We recommend assigning a case manager or managers to this task. Case managers often make multiple phone calls and may need to work evening hours to reach families. Consider language barriers and interpreter options when assigning case managers. At some sites, we have found that case managers are most successful in reaching parents by finding them in-person at the school site.
- Report to the school team and county partners about the number of students who were screened and provide the results of the screening. Include any follow-up that is needed.
- Continue to follow students in need of follow-up and report any results by the end of school year.