



**Dental Support Center**  
1020 Sundown Way  
Roseville, CA. 95661  
Phone: (916) 929-9761



### DSC ADVISORY COMMITTEE

**Steve Riggio, DDS**—Area Dental Officer (IHS/CAO)

**Consuelo Gambino, BA**—Dental Support Center  
Coordinator (CRIHB)

**Jan Carver, MSHS, RDH**—Dental Project Coordinator  
(CRIHB)

**Nicamer Tolentino, MPH**—HSD Deputy Director (CRIHB)

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Wellness Center (Central CA Programs)

**Rick Trahin, DDS**—Feather River Tribal Health  
(Northern CA Programs)

**Stacey Wobbe, RDH**—Greenville Rancheria (RDH  
Representative)

**Alice Huang, DDS**—American Indian Health Services  
(Urban Indian CA Programs)

**Elizabeth Lauron, DDS**—Riverside San Bernardino Counties Indian Health (Southern CA Programs)



# CALIFORNIA DENTAL SUPPORT CENTER NEWSLETTER

January 2019  
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## Our Mission

**Reduce dental decay  
in Native American  
infants, children, and  
adults. Provide  
training, technical  
assistance, and  
resources to Tribal  
and Urban dental  
clinics operating in  
California.**



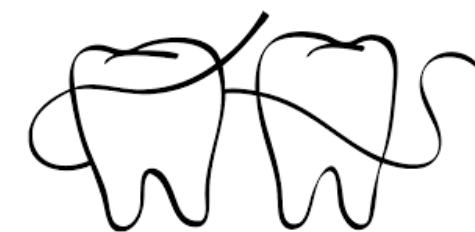
California Rural Indian  
Health Board, Inc.  
1020 Sundown Way  
Roseville, CA. 95661

Visit us at:

[www.crihb.org/dental](http://www.crihb.org/dental)

## California Rural Indian Health Board & California Area Indian Health Service Continuing Dental Education Conference MAY 6-9, 2019

This four day action-packed conference for dental and health professionals is designed to support continued education in the dental and health professions. There are up to 39 sessions available with over 31 Continuing Education Units (CEUs) offered. Attendees will also have the opportunity to visit with over 30 dental vendors.



### REGISTRATION:

To register for the conference, please visit the Indian Health Service Continuing Dental Education site at:

<https://www.ihs.gov/DentalCDE/index.cfm>

### WHO IS ELIGIBLE TO ATTEND:

- Dentists
- Registered Dental Hygienists
- Registered Dental Assistants
- Dental Assistants
- Office Staff
- Billing Staff

### LOCATION:

DoubleTree by Hilton  
2001 Point West Way  
Sacramento, CA. 95815  
(916) 929-8855

### QUESTIONS:

Please contact Dental Support Center  
Coordinator, Consuelo Gambino at  
(916) 929-9761 x1307 or at  
[cgambino@crihb.org](mailto:cgambino@crihb.org)

### LODGING INFORMATION:

Special Conference Rate: \$112.00/night  
Room Block Code: ICD (Expires April 9, 2019)  
Room Link: <https://tinyurl.com/y8yuwc53>



## Patient No-Show Rates

One of the biggest problems in treating dental patients continues to be the high rate of no-shows. *Relatient* patient engagement firm has identified the five most common reasons that patients don't show up for appointments.

- **They forget:** the number one reason for no-shows
- **Poor scheduling practices:** if it's inconvenient, they won't come. One study found that poor appointment scheduling practices account for a third of missed appointments.
- **Cost:** copays, deductibles, and out of pocket expenses have risen dramatically.
- **Fear/anxiety:** procedures, bad news, and disapproval from the dental staff are all sources of anxiety that often cause the patient to no-show.
- **Demographic barriers:** transportation, child care, language barriers, and age.



Devoting some staff time to coordinating care for these at-risk patients can go a long way in reducing the clinic's no-show rate.



Chapa-De Indian Health in Auburn and Grass Valley has made great strides in reducing their no-show rate by adopting scheduling practices that address many of the reasons that patients fail to show. One reason patients may be a no-show is that clinic schedules are impacted, putting the first available appointment two months or more in the future. This greatly increases the risk of a no show. In addition, if the next available appointment is two months or more away, it can take many months to complete a treatment plan, if it can be completed at all. Chapa-De has adopted a three-week scheduling plan. This means that they do not schedule any appointments further out than three weeks. Prior to utilizing this approach, treatment appointments were scheduled four months out, leaving no place for emergencies. With that schedule, most patients were unable to complete their treatment plans, so very few of the patients' needs were being met.

Here's how it works: after receiving an exam and treatment plan, new patients are placed on a *Treatment List*. When a new week opens up for appointments, continuing treatment patients are scheduled first and then the remaining appointments are filled with patients from the *Treatment List*. If a patient misses an appointment, he is placed back on the *Treatment List* until another appointment opens up. Once in treatment a patient automatically gets one appointment every three weeks until completed. There is room in the schedule to accommodate new patient exams, recall exams and dental emergencies, which are usually seen within one week, if not the same day. This method has reduced Chapa-De's no-show rate from 20-30% down to approximately 10%. Patients remaining on the *Treatment List* for two months or less, have been able to complete their treatment plans in a timely manner.

The second part of success in reducing no-shows is having a robust confirmation program. Up to three confirmation calls or texts in the week before the appointment can greatly reduce no-shows. Confirmation via text has been shown to be 295% more successful than phone calls. Chapa-De begins with automated

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confirmations using the medium of the patient's choice—email, text, or phone call—two working days before the appointment. Their system allows the patient to respond, confirming if they will be there or not. If the patient doesn't respond or the message delivery fails, then another message goes out one working day ahead. After 4:00 p.m. anyone who has not responded receives a personal call. If the patient still hasn't been reached or confirmed, there is another call at 7:00 a.m. the day of the appointment, with a final attempt two hours before the appointment. This sounds labor intensive, but much of it is automated. This successfully addresses the number one reason patients with no shows—they forget.

This is just one of the techniques for reducing no show rates while increasing treatment completion rates. We would love to hear about methods that have worked successfully in other clinics. If you have a success story to share, please contact Jan Carver, *Dental Project Coordinator*, at [jcarver@crihb.org](mailto:jcarver@crihb.org).

#### Reference:

Moses, R.W. (n.d.) Approaches for Medicaid patient no-shows. Ethics Forum, American Optometric Association. Retrieved from <https://www.aoa.org/about-the-aoa/ethics-and-values/ethics-forum/approaches-for-medicare-patient-no-shows>

Relatient (n.d.) Patient no-shows: Everything practice managers need to know. Retrieved from <https://www2.relatient.net/resources/patient-no-shows/>  
Murchison, Cathy, Chapa-De Indian Health. (2018) Personal communication, Dec 17, 2018.

## We Want To See Your Smile

The Dental Support Center will be creating a slide show of all of the California Tribal/Urban programs, staff, and their activities, to be shown during the upcoming Continuing Dental Education Conference in May 2019.

Please send your photos by **Friday March 1, 2019** to: [cgambino@crihb.org](mailto:cgambino@crihb.org)



## Attention Oral Health Mini-grant Recipients!

The Dental Support Center would like to invite you to join us at our Table Clinics/Poster Session to highlight your oral health mini-grant project and display it at our upcoming Continuing Dental Education Conference on **Tuesday May 7, 2019 from 12pm-3pm**. We would love to have your participation! Please contact Consuelo Gambino at (916) 929-9761 x 1307 or at [cgambino@crihb.org](mailto:cgambino@crihb.org).

## Upcoming Certification Courses for Registered Dental Assistants (RDAs) and Dental Assistants (DAs)

Courses for RDA/DA's are offered through the Foundation for Allied Dental Education (FADE) Institute in Folsom, CA. Registration is free through the Dental Support Center and travel reimbursement may also be provided.

**Radiation Safety:** February 8-10 or March 22-24, 2018

**Infection Control/Dental Practice Act:** March 2, 2018 or April 6

**Coronal Polish:** February 16-17 or March 16-17, 2018

**Pit & Fissure Sealant (Must be RDA):** March 9-10 or April 27-28

To register for a course, please contact Consuelo Gambino at (916) 929-9761 x 1307 or [cgambino@crihb.org](mailto:cgambino@crihb.org).

