



42K

members have access

100%

same day resolution

60%

visits resulted in ER avoidance

Virtual Care Coordination for Employees

A **Union**, looking to keep it's 42,000+ members connected to oral health care while dental offices and emergency rooms were closed during COVID-19, partnered with **Virtudent** to offer Virtudent Connect to its members. With tens of thousands of members working across twenty-nine sites and their state suddenly ordering a shelter in place, the union's goal was to keep their employees healthy by offering relevant benefits during the crisis. With Virtudent Connect, the members and their families, have access to vital care coordination, triage, and teledental exams from the safety and comfort of members' homes.

Virtudent Connect

Virtudent's care coordination team responds to patient inquiries and scheduled appointments with concerned patients in virtual exam rooms. The clinical team collaborates to triage patients' needs, help assess their oral healthcare concerns, and conduct teledental exams. The team determines whether patients need treatment, alleviating the burden of finding an open dental office for the patient, and spending hours monitoring the situation and

"Thank you very much for your prompt attention and sweet demeanor to both of you."

finding available appointments. This frees up employees time and takes away the stress of ensuring they are getting the appropriate care, prescriptions, referrals, and follow-up care that is needed.

Patient Case Study: Emergency Referral

A patient scheduled a visit after they started to experience pain in their gum on the top-left side of their mouth and had irritation on the inside of the cheek area. The care coordination team deduced that it was possibly an abscess and was able to locate an office open for Emergency visits. The patient was able to get immediate support.

Patient Case Study: Care Coordination

After receiving an email about Virtudent Connect, a mother called in about her child's bleeding baby tooth. This is not the first time the patient was in discomfort or bleeding. The care coordination

team saw the adult tooth coming in behind the baby tooth. The team provided reassurance and advised the patient. The patient saved an unnecessary trip to the dentist or ER - saving hours, time and money.

Patient Case Study: Home Monitoring

This patient contacted Virtudent Connect about a pain in their mouth, near the gum area. Upon looking in the patient's mouth, the clinical team noticed that one of the patient's crowns was cracked. This issue didn't need emergency care, but rather the patient was provided instructions and recommendations on how to minimize the pain. Fortunately further immediate care was unnecessary, saving the patient hundreds of dollars and hours at the ER.

The average patient hasn't been to the dentist in

2.5 years