

JustHealth Consultants is the consultancy service of AHHA, launched to support Australian healthcare organisations at national, state, regional hospital and community levels across all sectors to meet complex governance and organisational requirements of today's healthcare system.

**SERVICE EXAMPLE:**

**TELEHEALTH IN DENTISTRY**

<b>Client</b>	<b>Bupa</b>
<b>Services</b>	<b>Oral health, telehealth, team-based care, value-based healthcare</b>
<b>Context</b>	<p>Bupa required a review that explored the potential in dentistry to combine telehealth, value-based healthcare and team-based care into a service offering for Bupa customers.</p> <p>This included:</p> <ul style="list-style-type: none"> <li>• Current and potential telehealth modalities for oral health.</li> <li>• Comparisons with other telehealth coaching and screening programs.</li> <li>• Identification of benefits for consumers and dental care provider benefits.</li> <li>• Potential cost-benefits of a dental telehealth coaching and screening program for health funds.</li> <li>• Safety, quality and governance issues.</li> </ul>
<b>Approach</b>	<p>AHHA oral health experts examined the literature, relevant to dentistry, around telehealth, value-based healthcare and team-based healthcare. Australian examples were selected for deeper analysis to identify benefits for both providers and consumers. A comprehensive report was provided to Bupa that recommended support for a telehealth oral health coaching program delivered by trained Dental Assistants at initial intake. The recommendation aligns with existing Bupa telehealth coaching programs, which assist participants to:</p> <ul style="list-style-type: none"> <li>• Better understand their condition and treatment options</li> <li>• Provide guidance to engage in more productive conversations with healthcare providers</li> <li>• Set health goals and develop an action plan</li> </ul>
<b>Result</b>	<p>The methodology enabled a well-considered and robust assessment of the benefits to consumers, dental care providers and health funds that would result from the implementation of a cost-effective telehealth oral health coaching program.</p>
<b>Date completed</b>	<b>January 2021</b>