

COMMUNICATION
CHECKLIST #3
PROMOTING COMMUNICATION BETWEEN REFERRING AND CONSULTING DENTISTS

Lack of communication between dentists may result in poor coordination of care. This may include a delay in diagnosis or treatment, the failure to order diagnostic testing or act upon abnormal test results, or the failure to prescribe appropriate medications. Clearly defining the roles and responsibilities of the referring and consulting dentists will promote safe and effective patient care.

	YES	NO
1. A tracking system is in place to determine if the patient obtained the recommended consultation.	<input type="checkbox"/>	<input type="checkbox"/>
2. There is a process for determining whether a report has been received from the consulting dentist.	<input type="checkbox"/>	<input type="checkbox"/>
3. All consultation reports are reviewed by the referring dentist prior to being placed in the patient's record.	<input type="checkbox"/>	<input type="checkbox"/>
4. If a patient has been non-compliant in obtaining the recommended consultation, follow-up is performed. All attempts to contact the patient and any discussions with the patient, including reinforcement of the necessity and reason for the consultation are documented.	<input type="checkbox"/>	<input type="checkbox"/>
5. If a report is not received in a timely manner, the consultant is contacted to determine if the patient has been seen and whether a report has been generated.	<input type="checkbox"/>	<input type="checkbox"/>
6. Consultants send reports to referring dentists in a timely manner. These reports should include the: <ul style="list-style-type: none"> • Findings • Recommendations including interventions • Delineation of dentist responsibility for treatment and follow-up of test results. 	<input type="checkbox"/>	<input type="checkbox"/>
7. The consultant contacts the referring dentist when a patient fails to keep an appointment. The record reflects the missed appointment, as well as notification of the referring dentist.	<input type="checkbox"/>	<input type="checkbox"/>
8. All telephone conversations between referring and consulting dentists are documented. Timely communication occurs when an urgent or emergent clinical finding is identified.	<input type="checkbox"/>	<input type="checkbox"/>