



REPLY TO
ATTENTION OF:

DEPARTMENT OF THE ARMY
HEADQUARTERS, BAVARIA DENTAL ACTIVITY
UNIT 28038
APO, AE 09112

Command Policy 15-09

MCDS-EUV-HQ

15 October 2015

MEMORANDUM FOR Bavaria DENTAC Personnel

SUBJECT: Patient Appointment System

1. **Purpose:** To establish guidelines for appointing patients, managing a standby care system, and documenting unfilled appointment time.
2. **Applicability:** All subordinate elements of the Bavaria Dental Activity.
3. **Reference:** AR 40-3, AR 40-400.
4. **General:** The Bavaria Dental Activity delivers quality dental care. Currently treatment is reserved primarily for active duty military, but active duty family members, retired, and family members of retired personnel are seen on a space available basis as resources permit. They would then seek treatment from a civilian dentist.
5. **Appointment Policies:** Where possible, a central appointment system administered by the reception desk is preferred to relieve chair side assistants of the requirement to make and/or change appointments. The following principles apply:
 - a. Tailor appointments for the appropriate time required for the given procedure. The one doctor, one chair, one hour appointment philosophy will not be used in BDENTAC facilities. Using two chairs when available allows less transition time between patients and a corresponding decrease in the required appointment time.
 - b. Priority must be given to class 3 and 4 patients Soldiers. A class 3 patient should ideally be upgraded to class 3 within two weeks of diagnosis. A Class 4 patient should be examined and reclassified within 30 days of becoming class 4. All patients should receive an exam at the end of an extended treatment plan to avoid changing to Class 4 shortly after treatment is completed.

6. **Annual Oral Health Maintenance Program:**

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- a. The Clinic NCOIC is the primary responsible person to ensure that

accurate updated readiness information is entered into the corporate Database Application (CDA). Using clinic staff or MCDS-EUW-HQ liaison staff from the supported units, the clinic identifies, notifies and schedules those soldiers in need of annual exams. The database must reflect the last exam.

b. The DOD readiness goal is 95% (Class 1 and 2). The ultimate measure of the success of a clinic's treatment policies and priorities is the state of dental readiness of the community. This is reported periodically to the community leadership and ids of great interest to the DENTAC HQ as well. It is reported quarterly to the HQ as part of the Utilization Review Report to the Quality Assurance Committee.

7. Failed Appointments: All active duty will arrive 10 minutes prior to report for their appointment. Those Soldiers who fail to call with legitimate excuse for their failure (illness, mission related) will have their records annotated "failed appointment" and signed by the dentist. The record will be turned in to the NCOIC who will notify the unit commander. Where staffing permits, patients with appointments will either be called the day before the appointment to remind them. Email notification through CDA will be utilized.

8. Standby Care: To minimize the impact of failed appointments, each clinic will operate a standby care system. Patients can either be on a "short call" list or be seated in the waiting area in anticipation of a failed appointment. The goal of the standby care system should be to include those patients with limited access to care (retiree, family member, etc.). The standby care system should be configured in such a way that patients have a reasonable chance of being seen.

9. Unfilled Appointment Time:

a. This is defined as time original scheduled for dental care but not used as chairside time because of the patient's failure and time bot scheduled. Standby patients, when available, eliminate unfilled appointment time.

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b.

The clinic leaders are authorized administrative time, but are usually not reserving enough administrative time to perform these tasks. Therefore, unfilled appointment time will actually be considered part of their authorized administrative time. Other personnel are not specifically authorized administrative time, and therefore must list their true unfilled appointment time.

c. NCOICs will track the clinic unfilled appointment time on a weekly basis and brief on a quarterly basis.


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Commanding