

## Use Cases: Direct for Dentists

Direct is being deployed by dentists, physicians, and hospitals across the nation. Some of the current use cases for Direct include:

- Receive admit/discharge notifications
  - Receive x-rays
  - Refer patients to specialists
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### Scenario:

A female patient is admitted to the hospital after being hit in her jaw by a baseball. She undergoes x-rays, and is diagnosed with a cracked tooth. She is prescribed Tylenol and is discharged the same day with instructions to take her meds as needed and to contact her dentist immediately.

### Receive admit/discharge notifications

**Use Case:** Through Direct Messaging, the patient's dentist can be instantly notified when the patient was admitted to the hospital. The notification can include information such as the patient's name, DOB and reason for admission. Upon discharge, the dentist will be notified and will receive information including the patient's diagnosis and follow up instructions.

**Benefits:** Direct improves the transition of care from the hospital to the dentist as well as allowing the dentist to respond quickly to new information about their patients. Automated admit/discharge notifications are faster and more reliable than fax or mail. Providers can access these notifications from mobile devices, home or office computers, allowing the dentist to quickly respond and to ensure the appropriate follow up care. The data can be easily consumed by the dentist's current EHR, so information does not get lost or delayed.

## Receive x-rays

**Use Case:** The patient underwent x-rays during their hospital visit. Through Direct communications, the results of these tests are sent electronically to the dentist and are integrated into the dentist's EHR.

**Benefits:** Direct ensures that x-rays are sent immediately to dentists, so all of the information is in the dentist's hands before the patient's follow up visit. Direct also eliminates difficulties reading results that come over the fax machine.

## Refer patients to specialists

**Use Case:** The patient now needs to be referred to an oral surgeon. Her dentist, through electronic Direct communications, can easily send a referral to the desired oral surgeon. The oral surgeon can receive the referral instantly, along with the patient's history, hospitalization details, medications, x-rays and current diagnosis. With SES Direct, it is simple for the dentist to extract this information from their EHR, and equally simple for the oral surgeon's (different) EHR to consume the information.

**Benefits:** Sending referrals and histories electronically is faster and more reliable than sending the information by mail or by fax. The specialist will have all of the information needed before seeing the patient, and it will be simple and fast for the specialist to respond to the dentist with a summary of care. Direct simplifies the communications between dentists and specialists, improving transitions of care.

### Why do Dentists need Direct?

- Receive healthcare information instantly, on any device
- Improve transitions of care
- When information follows the patient, quality of care is improved

