

Oral Health 101



Educational Community Health Outreach
LOCAL DENTAL PILOT PROJECT

Acknowledgements

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Overview

- Introduce ECHO-LDPP
- True/False Quiz about Oral Health
- Importance of Oral Health
- Oral Hygiene: How to Brush & Floss Teeth
- Oral Health Resources
- Additional Resources during COVID-19

Goals & Objectives

- Understand the importance of good oral health
- Describe and practice proper flossing and brushing
- Learn about activities that make flossing and brushing teeth fun for children
- Understand the importance of having a Dental Home
- Understand your Medi-Cal Dental benefits



True or False

- You should brush your teeth once a day

False

- You should brush your teeth for at least two minutes

True

- The correct way to brush your teeth is from side to side

True

- It is recommended to go to the dentist every 6 months

True

- You should brush your teeth first then floss after

False

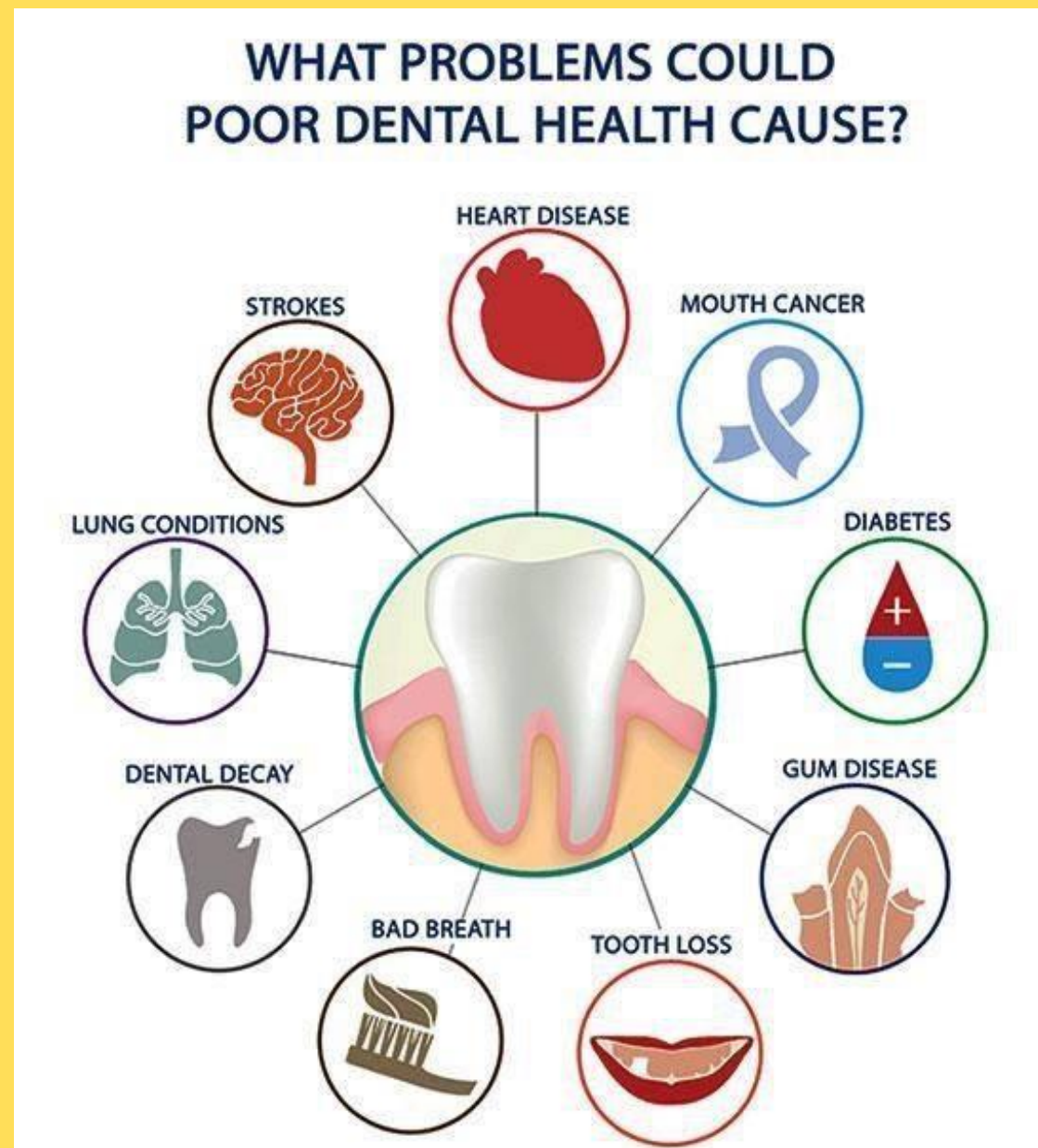
Why is oral health important?



Importance of Oral Health for Children

- Important to overall health and self-esteem
- Poor oral health can interfere with children's education at school
- In fact, children who suffer from oral health problems have a higher chance of suffering from lower academic achievement

Seirawan, Faust, & Mulligan (2012)



IMPORTANCE OF ORAL HEALTH: AVOID CAVITIES

- Poor oral health can cause cavities and oral diseases
- Dental cavities are holes or structural damage in the teeth
- Often occur in young children and young adults



MedlinePlus Medical Encyclopedia, 2019

IMPORTANCE OF ORAL HEALTH: UNTREATED CAVITIES

- Carbohydrates, sticky foods, and frequent snacking can increase the risk of tooth decay.
- For example, frequent snacking and sipping of sugary beverages/snacks (soda, chips, cookies, crackers)



MedlinePlus Medical Encyclopedia, 2019

State of Oral Health in California



- 54% of Kindergarteners experience dental caries
- Latinx & low-income children experience more dental caries
- Over 22% of children age 1-17 reported oral health problems in past 12 months
- Children miss over 800,000 days of school each year due to dental problems

Oral Health Tips

Concerns

- ☐ Sugary drinks (e.g. juice)
- ☐ Cavities and other oral health diseases that cause pain and infection
- ☐ Toothpaste amount
- ☐ Fluoride toothpaste

Solutions

- ☐ Water down sugary drinks or drink infused water
- ☐ 6-month check-ups can reduce and prevent cavities
- ☐ Pea-size is enough for children that are able to spit and older children
- ☐ Fluoride toothpaste protects and strengthens the enamel

THE PROCESS OF TOOTH DECAY

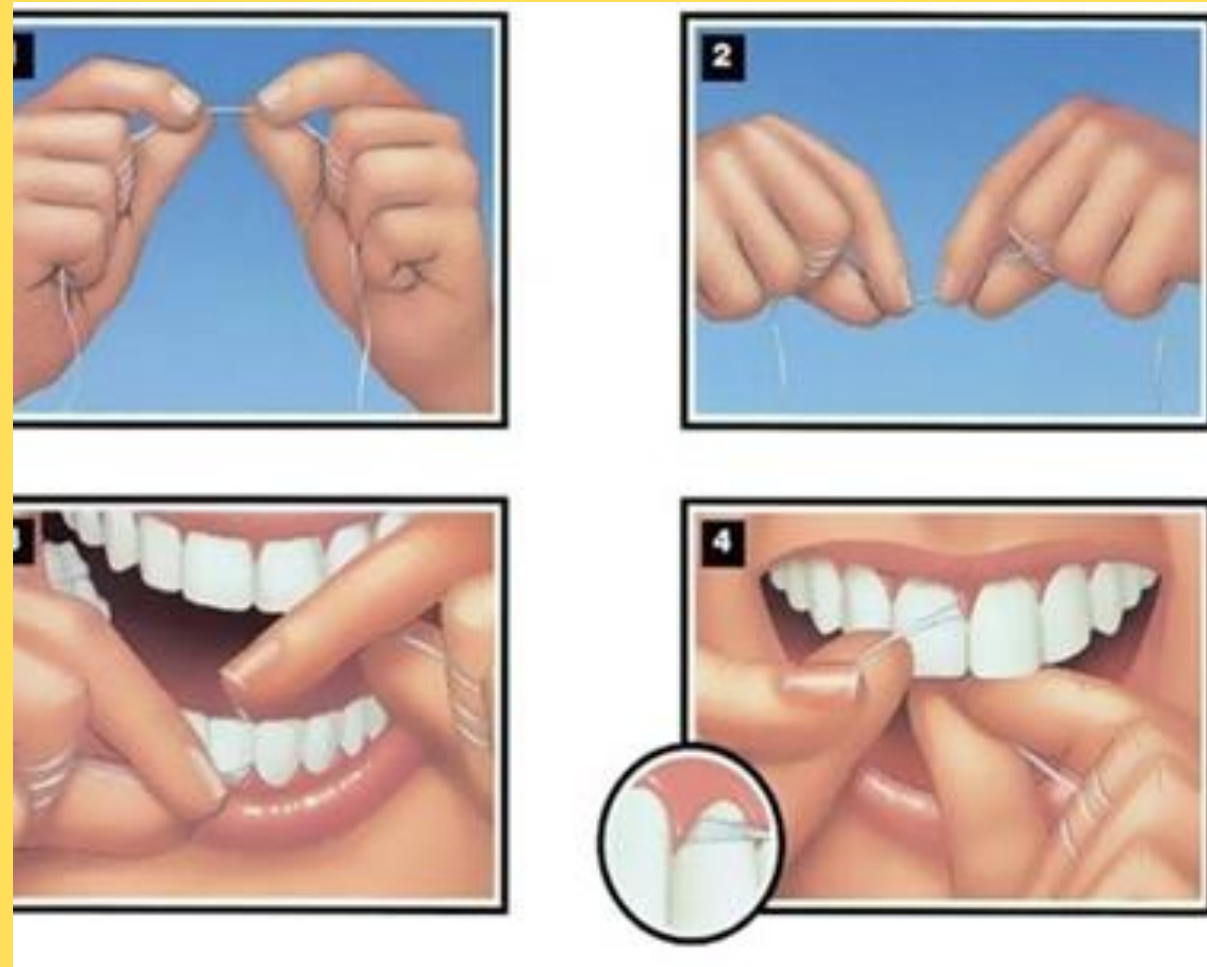


THE PROCESS OF TOOTH DECAY

Best Practices

- **Flossing**
- **Brushing**
- **Routine dental visits**

Flossing



- Flossing should be done every night before brushing
- Disposable flossers can be used with young children or on the go
- Use a C-formation hugging the side of each tooth to remove food between teeth
- Bleeding may occur at first, but after flossing becomes a habit bleeding will stop



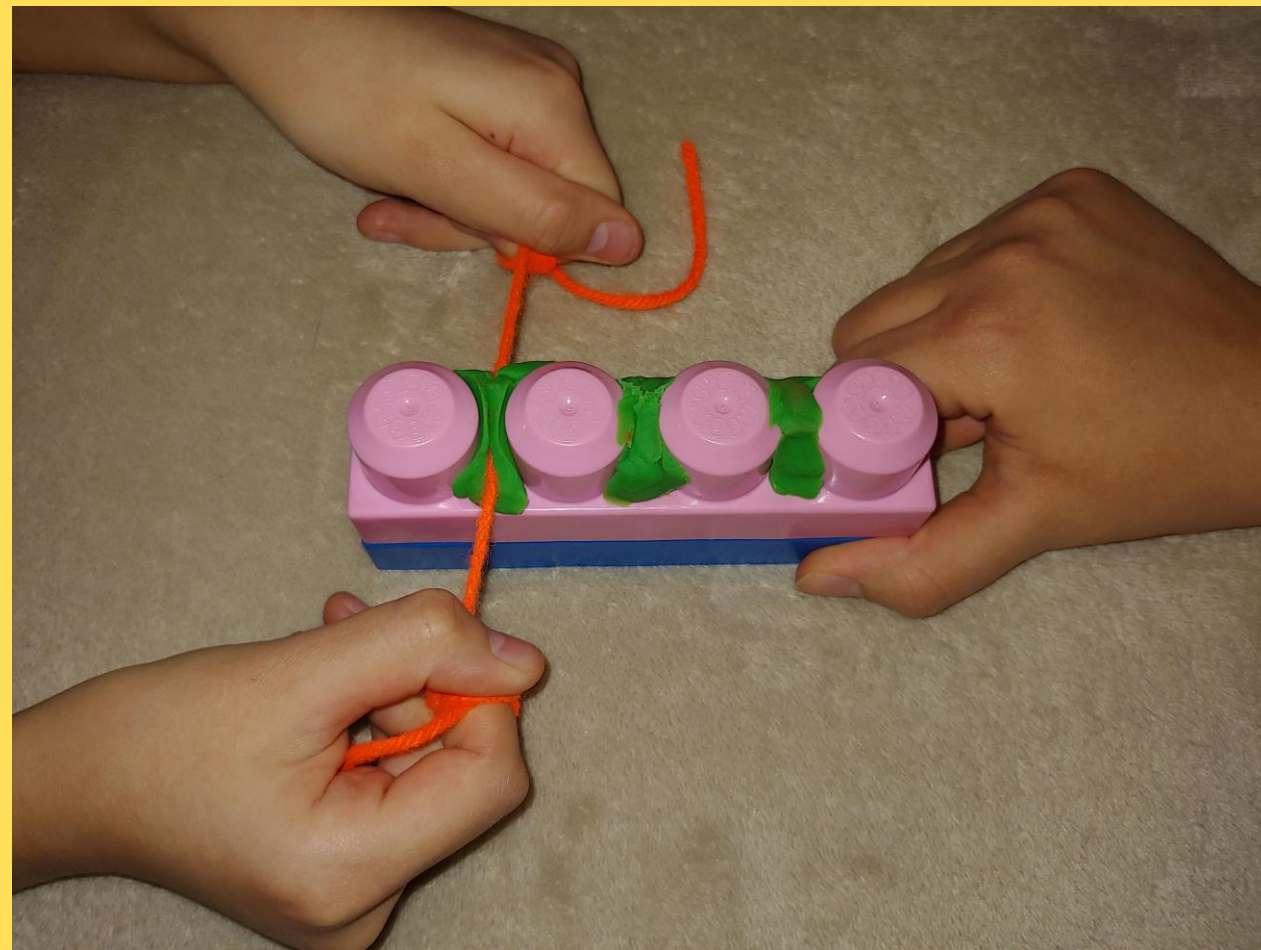
Flossing Teeth Video



Link to Video:

<https://youtu.be/u-ILeWRotnQ>

Flossing Activity



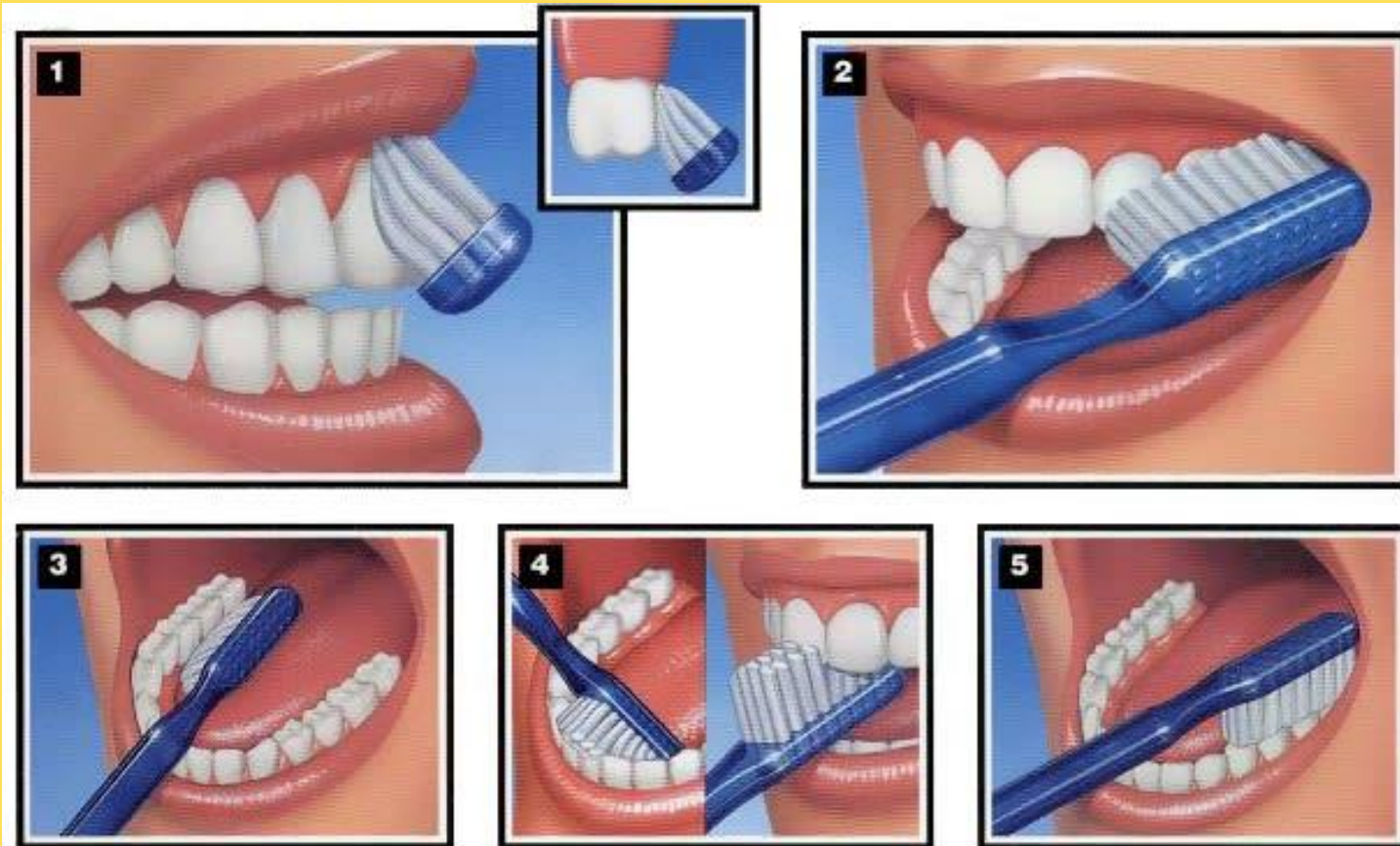
- Find a partner
- Each partner will take turns practicing proper flossing with the materials
- While one partner holds the block, the other partner will use the yarn to remove the play dough in between the ridges of the block
- This activity is great for children to practice and gain an interest in flossing

Flossing Activity Video



Brushing

- Brushing should be done 2 times a day, morning and night for 2 minutes
- Brush side to side at the gum line in short, back and forth strokes
- **Fluoride** toothpaste amount:
 - Pea size amount for children 3+
 - Grain of rice size amount for children under 3
- Use a soft bristle toothbrush



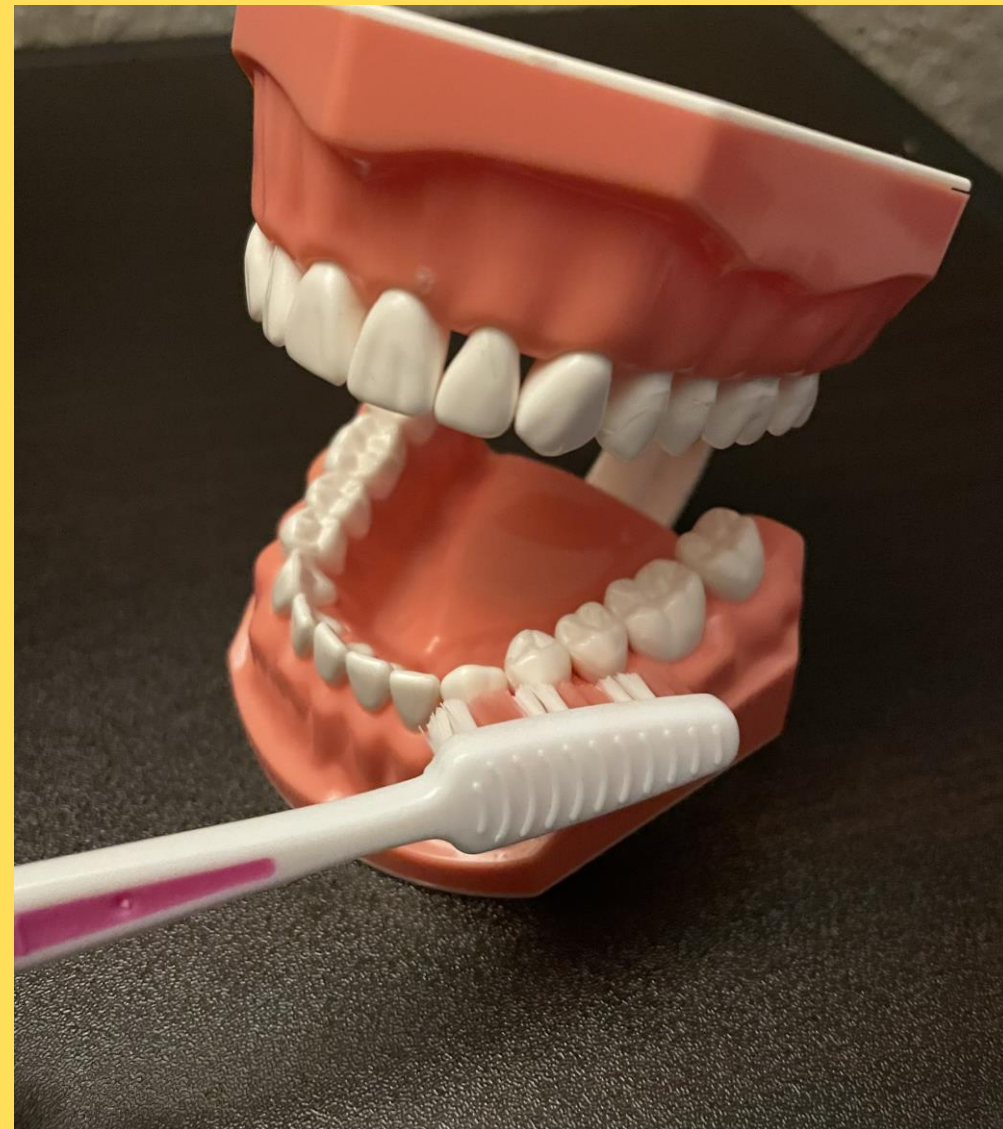
Brushing Teeth Video



Link to Video:

<https://youtu.be/xm9c5HAUBpY>

Brushing Activity



- Using teeth models and toothbrushes, practice proper brushing for 2 minutes
- Brush side to side at the gum line in short, back and forth strokes in a 45 degree angle
- Focus on all areas of the teeth and mouth such as the outer surfaces, inside surfaces, chewing surfaces, and lastly the tongue

Amount of toothpaste

Before age 3



Grain of Rice Amount

After age 3



Pea Size Amount

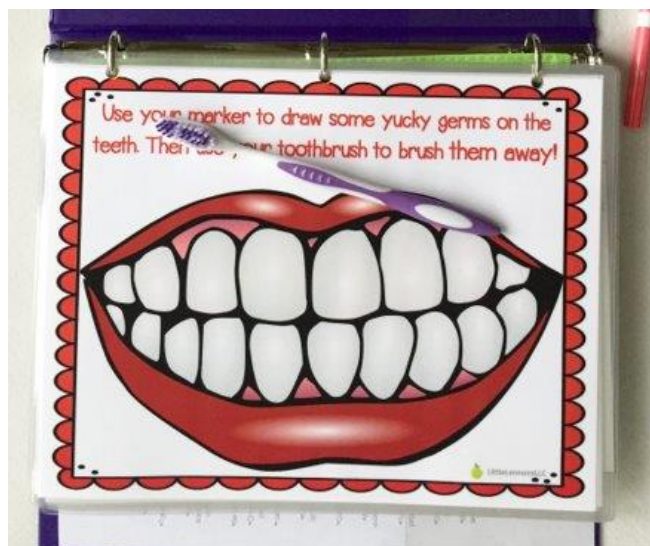
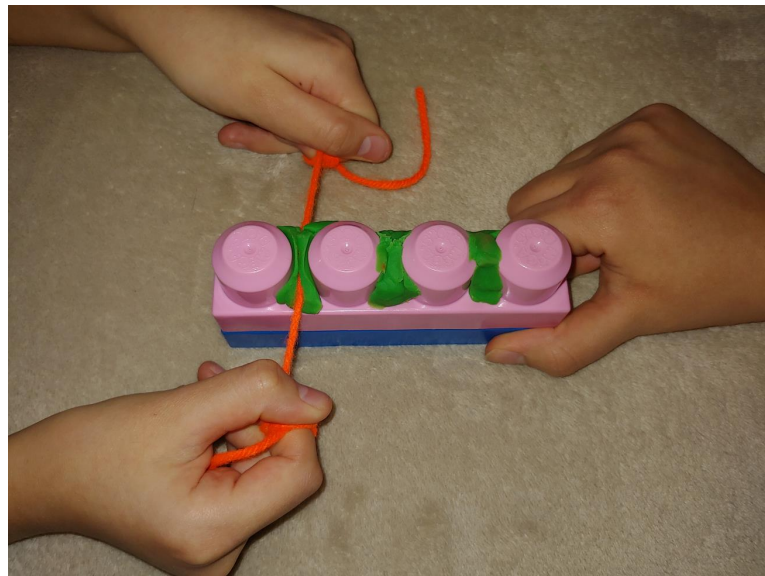


Rules of 2's

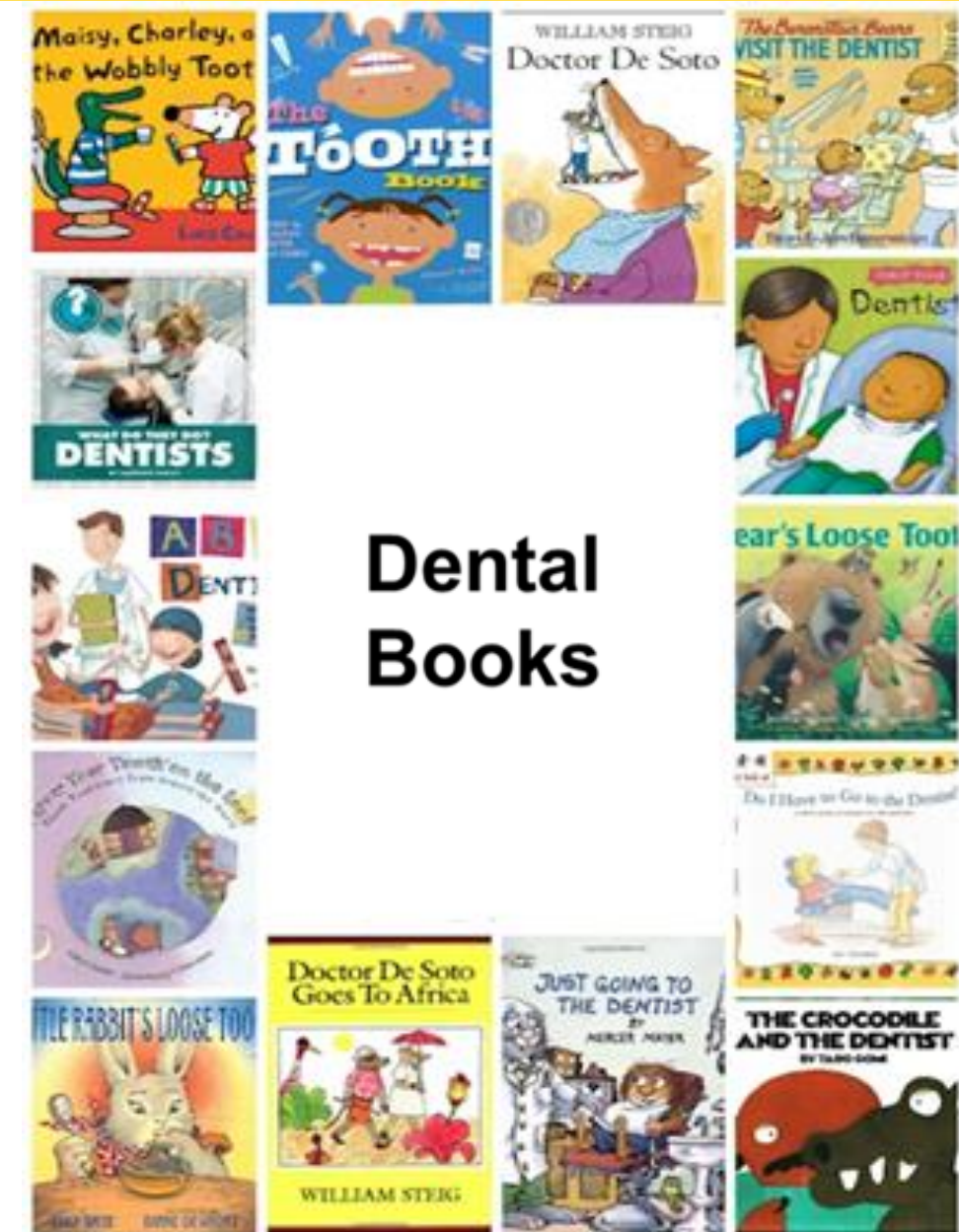
- Visit your dentist 2 times per year
- Brush your teeth 2 times per day
- Brush for 2 minutes



Making Oral Health Fun



- Teeth Brushing Videos on YouTube
-Ex: "Sesame Street: Healthy Teeth, Healthy Me"
- Apps: "Disney Magic Timer" by Oral B (FREE)
- Pinterest
- Songs



Finding a Dentist & Medi-Cal Dental Benefits



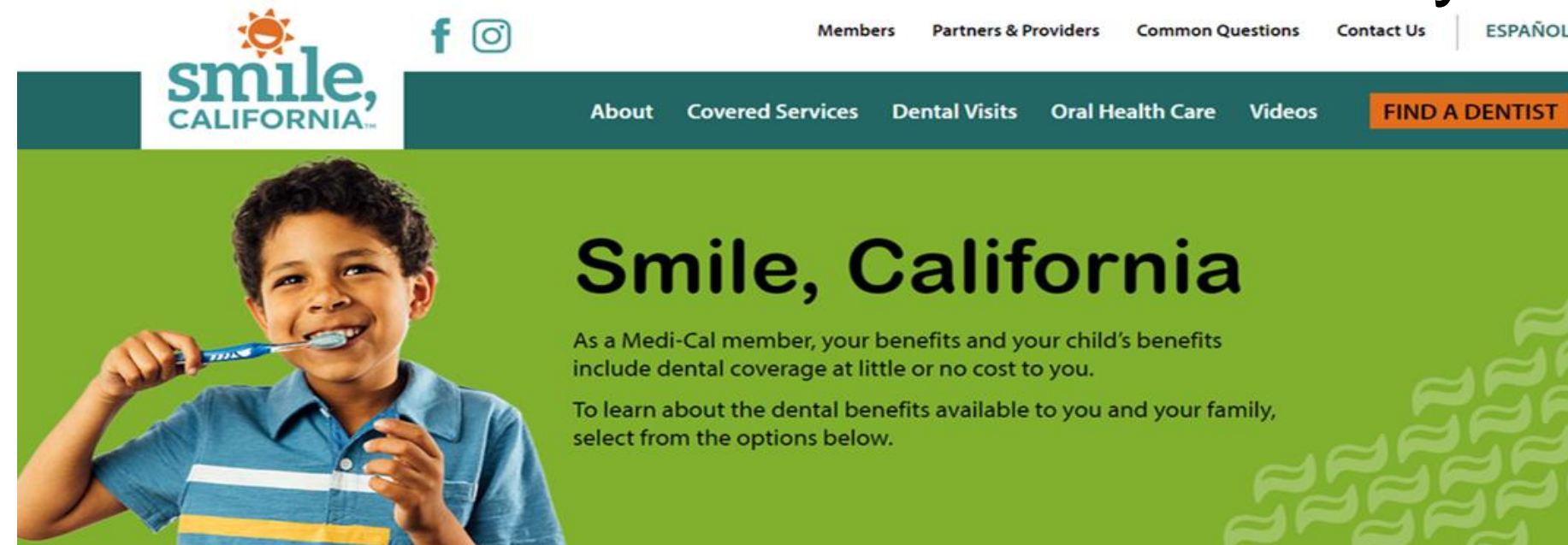
Choosing a Dentist

- Finding a dental home (a dentist office you regularly visit)
- Children should have their first dental visit by their 1st birthday
- Establish a relationship with your dentist – Visit every 6 months or how often your dentist recommends
- Create a healthy teeth routine (home and school)

Medi-Cal Dental Benefits

What is Smile California (Medi-Cal)?

- A free service that can help you understand Medi-Cal dental insurance coverage as well as find needed dental services near you
- A great resource for oral health information for a variety of ages



www.smilecalifornia.org

What Services Does Medi-Cal Dental Offer?

SERVICES	BABIES	KIDS	TEENS	PREGNANCY	ADULTS	SENIORS
Exam*	☀	☀	☀	☀	☀	☀
X-rays	☀	☀	☀	☀	☀	☀
Teeth cleaning	☀	☀	☀	☀	☀	☀
Fluoride varnish	☀	☀	☀	☀	☀	☀
Fillings	☀	☀	☀	☀	☀	☀
Tooth removal	☀	☀	☀	☀	☀	☀
Emergency services	☀	☀	☀	☀	☀	☀
Sedation	☀	☀	☀		☀	☀
Molar sealants**		☀	☀			
Root canals		☀	☀	☀	☀	☀
Orthodontics (braces)***			☀			
Crowns			☀	☀	☀	☀
Partial and full dentures			☀	☀	☀	☀
Denture relines			☀	☀	☀	☀
Scaling and root planing			☀	☀	☀	☀

*Free or low-cost check-ups every six months for members under the age of 21, every 12 months for members over the age of 21.

**Molar sealants are covered for teens up to age 21.

***For those who qualify.

What Services Does Medi-Cal Dental Offer?

- Transportation
- Translation
- Right to a second opinion
- Grievances

Source: DHCS. (2019). Welcome to the Medi-Cal Dental Program. https://dental.dhcs.ca.gov/DC_documents/beneficiaries/DC_member_handbook_english.pdf

Medi-Cal Transportation Services

- Medi-Cal offers transportation to and from appointments as well as nonmedical services
 - Includes transportations to...
 - Medical
 - Dental
 - Mental health
 - Substance Abuse appointments
 - Pick up prescriptions and medical supplies
 - If you receive Medi-Cal through a managed care plan, contact your plan's member service department to request NMT or NEMT.
 - If you do not have a managed care plan you should...
 1. Contact your doctor who may be able to put you in touch with a transportation provider
 2. Contact an approved provider to arrange a ride, or you can call your health
- Medi-Cal members may email DHCS-Benefits@dhcs.ca.gov requesting assistance if their provider is not able to arrange NMT. Please do NOT include personal information in your first email. DHCS staff will reply with a secure email asking for your information about the appointment.

Source: DHCS. (2021). *Transportation*. <https://www.dhcs.ca.gov/services/medi-cal/Pages/Transportation.aspx>

Medi-CAL Transportation Services (Part II)

- Types of Transportation
 - Nonemergency medical transportation (NEMT)
 - If special medical vehicle is necessary, your medical provider can order special NEMT such as
 - Wheelchair van
 - Litter van
 - Ambulance
 - Air Transportation
 - Nonmedical Transportation
 - Set up a ride
 1. Call your health care provider and ask about transportation providers in your area
 2. Contact the transportation provider
- Information about your appointment date and time will need to be provided

Source: DHCS. (2021). *Transportation*. <https://www.dhcs.ca.gov/services/medi-cal/Pages/Transportation.aspx>

Medi-CAL Translation Services

- Translation Services can be provided by contacting the Telephone Service Center (TSC)
 - A representative can provide English and Spanish translation
 - Services can also be provided at medical visit
 - All members have a right to translation services free of charge
 - Translation services can be provided in additional languages
 - Member must inform TSC Representative and will then be connected
 - TSC can also assist in finding a medical provider that speaks preferred language

Medi-Cal Dental Telephone Service Center:

1-800-322-6384

Teletext Typewriter

(TTY): 1-800-735-2922

Telephone Service Center (TSC) operators are there to help you Monday through Friday between 8:00 a.m. and 5:00 p.m. The TSC is closed for State holidays.

How to file a Grievance

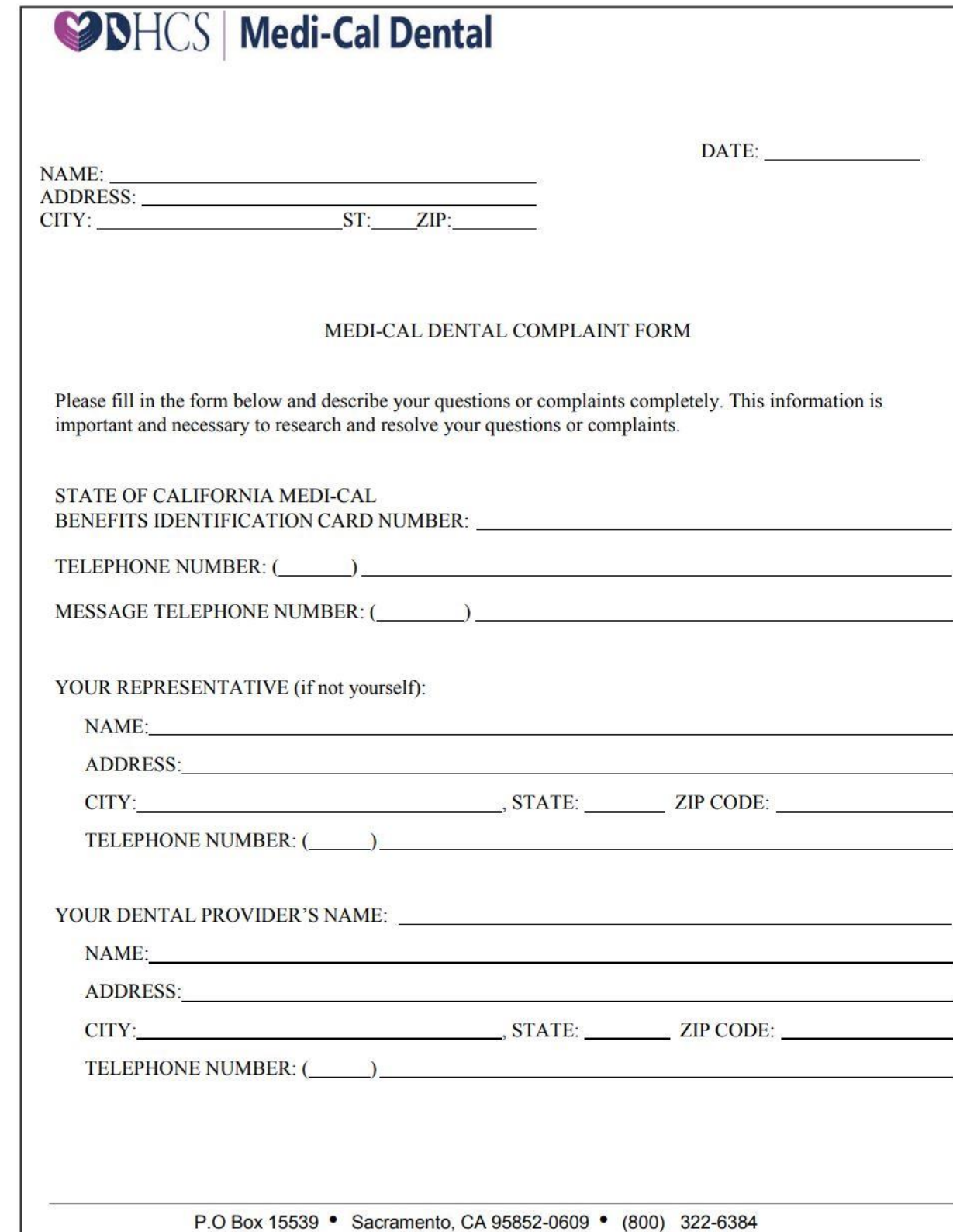
Grievances done via telephone

1. Contact TSC Representative (Contact information on previous slide)
2. Give them your information and the name of the dentist involved.
3. Describe your problem, including the services involved and any action or inaction
4. TSC will attempt to resolve complaint during phone call
5. A follow-up call will be provided if complaint is not resolved during first attempt

Source: DHCS. (2019). Welcome to the Medi-Cal Dental Program. https://dental.dhcs.ca.gov/DC_documents/beneficiaries/DC_member_handbook_english.pdf

How to File a Grievance (Part II)

1. Medi-Cal Dental Complaint Form from the Medi-Cal Dental website
https://dental.dhcs.ca.gov/Beneficiaries/Denti-Cal/Beneficiary_Forms/
2. Complete and return the form to Medi-Cal Dental at the address printed on the form
3. Medi-Cal Dental will let you know it has been received within five calendar days of receiving the form
 - You can also call the TSC to ask if your form has been received
 - Form is available in 16 languages



The image shows a 'Medi-Cal Dental Complaint Form' from DHCS. At the top left is the DHCS logo and 'Medi-Cal Dental' text. The form includes fields for NAME, ADDRESS, CITY, STATE, ZIP, and DATE. Below these is the title 'MEDI-CAL DENTAL COMPLAINT FORM' and a paragraph: 'Please fill in the form below and describe your questions or complaints completely. This information is important and necessary to research and resolve your questions or complaints.' The form then has sections for 'STATE OF CALIFORNIA MEDI-CAL BENEFITS IDENTIFICATION CARD NUMBER', 'TELEPHONE NUMBER', and 'MESSAGE TELEPHONE NUMBER'. There is a section for 'YOUR REPRESENTATIVE (if not yourself)' with fields for NAME, ADDRESS, CITY, STATE, ZIP CODE, and TELEPHONE NUMBER. Another section for 'YOUR DENTAL PROVIDER'S NAME' has fields for NAME, ADDRESS, CITY, STATE, ZIP CODE, and TELEPHONE NUMBER. At the bottom, it says 'P.O. Box 15539 • Sacramento, CA 95852-0609 • (800) 322-6384'.

Additional Resources for Oral Health



Dental Visit during COVID-19

- The ADA has developed additional science-based guidelines to keep staff and patients safe
- Many people have put off their regular dental cleanings/check-ups this year, but it is important to schedule your appointments
- Protocols may vary per office
- Call your dental office for updates on what to expect before your appointment

Source: MouthHealthy - American Dental Association. (n.d.). *COVID-19: What to expect when your dentist's office reopens*. https://www.mouthhealthy.org/en/dental-care-concerns/covid-19-what-to-expect-when-your-dentists-office-reopens?utm_source=mouthhealthy&utm_medium=mhhomerotator&utm_content=covid-19-what-to-expect-when-your-dentists-office-reopens

Dental Visit during COVID-19

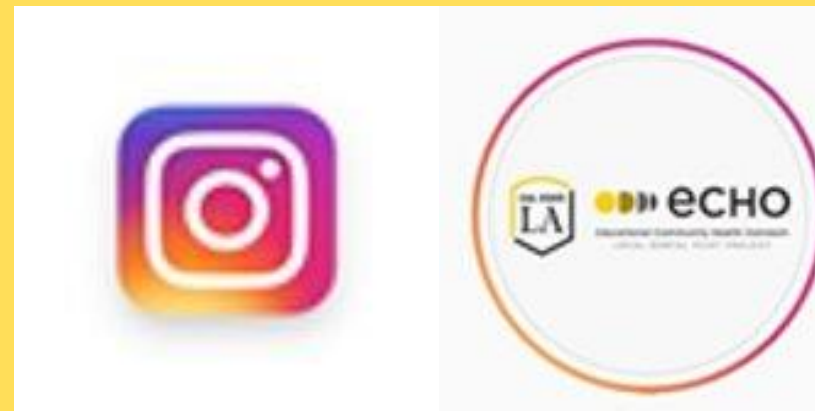
Some changes to expect:

- Physical distancing
- Different check-in process (e.g., from your car)
- Questions about your current health; temperature taken
- Extra Personal Protective Equipment worn by dentist and staff
- Limit number of people you bring to the appointment
- Notify dental office if you experience COVID-19 symptoms within 14 days of your appointment

Source: MouthHealthy - American Dental Association. (n.d.). *COVID-19: What to expect when your dentist's office reopens*. https://www.mouthhealthy.org/en/dental-care-concerns/covid-19-what-to-expect-when-your-dentists-office-reopens?utm_source=mouthhealthy&utm_medium=mhhomerotator&utm_content=covid-19-what-to-expect-when-your-dentists-office-reopens

Visit us

<https://www.instagram.com/echohpp/>



<http://www.calstatela.edu/echo>

Questions



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