Bleaching Kit Business Protocol

Updated June 2014: VBH

1. The following business protocol for obtaining bleaching kits and refills will apply to both the student and resident programs. The Dental Faculty Practice Group operates differently. Details of each bleaching appointment are found in a separate document located in Axium under the LINKS tab leading to Student Resources (Forms), and is entitled “Bleaching Appointments”.

2. The student/resident will enter the code for bleaching into Axium during the treatment plan formation (code D9975, by arch). If added to the treatment later, patient consent is obtained either through creating a separate treatment plan, or involving the “chart add” process.

3. The D9975 code is placed “in process” at the appointment that the bleaching examination, photographs, radiographs and alginate impressions are made. The patient is notified that they will need to pay for the procedure in the Business Office in order for the student/resident to proceed with obtaining the materials.

4. The Cashier receives payment for bleaching kit and enters this payment into the patient chart.

5. The student/resident will pick up bleaching kit in Lab Tracking office on the 2nd floor prior to the patient’s appointment to insert the tray. Lab tracking personnel will verify payment in the chart, and the student/resident will sign to receive the complete bleaching kit.

6. The procedure will remain “In Process” when the tray is delivered, and will only become “Completed” at such time as the bleaching treatment is completed.

7. If refills are needed beyond the basic kit, or at a later time, refills will be paid for and dispensed to the patient in the Business Office. A prescription for Opalescence 10%, 4 syringes per kit, and the number of refills allowed must be written in the Electronic Health Record (EHR) under the “Prescriptions” tab. The number of refills must be specified (it cannot be “prn”).

8. The Business Office will record in the Transaction notes when a refill kit is purchased. After one year, a prescription for refills will be void, so a new prescription must be entered in the chart.

9. Faculty and resident providers will be able to prescribe bleaching material in refill kits for situations in which a patient has finished another treatment, such as orthodontics, and has the cast and tray made as part of the treatment. Additional situations would include sleep apnea devices and bruxism trays.

10. Patients who are prescribed bleaching kits by faculty members will continue to pay for and receive kits in the Dental Practice Group clinic.