

PATIENT WORKFLOW PROCESS

PATIENT WITHOUT A SLEEP STUDY OR DIAGNOSIS



STEP 1: INITIAL CONVERSATION

- Patient enters the process through hygiene screening, new patient calling in, OR referral from a physician
- Practice adds patient to Dental REMmanager and schedules Consult/Records appt.
- *Can be scheduled same day if patient & Sleep Hero are available.
- Practice enables the Dental REMmanager patient portal
- If patient is in office:
 - Sleep Hero explains testing and telehealth virtual visit – covered by most insurance plans; no more than \$75 for first virtual visit.
 - Practice enters contact & insurance info in Dental REMmanager & opens HST referral.
 - Sleep Hero calls Sleep Advisor with patient present to schedule Telehealth – at least 3 days out.
- Patient receives automated emails from software confirming appointments.



STEP 2: CONSULTATION VISIT

- Dental Office confirms patient before appointment
- Sleep Hero welcomes patient:
 - Reviews medical & dental history
 - Shows appliances & explains treatment
 - Takes records
- Dentist performs consultation (medical, dental, and joint exams)
- If not already scheduled for telehealth:
 - Sleep Hero explains testing and telehealth virtual visit – covered by most insurance plans; no more than \$75 for first virtual visit.
 - Practice enters contact & insurance info in Dental REMmanager
 - Sleep Hero calls Sleep Advisor with patient present to schedule Telehealth – at least 3 days out
 - Patient receives automated email confirmation
- After the patient leaves, Millennium Sleep Lab (Millennium) gets estOOP for HST and OAT coverage to provide at Initial Telehealth



STEP 3: INITIAL TELEHEALTH

- Patient receives automated email & text reminders
- Dream Team joins Google Meet 5 minutes before appointment time to assist patient in connecting
- Millennium's medical provider sees patient for 15 minute visit and signs order for HST
- Sleep Advisor stays on call:
 - Gives estOOP for HST, coverage of OAT, & financing options
 - Schedules shipment of HST & follow up telehealth appointment
- Recording of visit made available to Sleep Hero and dentist



STEP 4: HOME SLEEP TEST

- Dental Office confirms patient before appointment
- Sleep Hero welcomes patient:
 - Reviews medical & dental history
 - Shows appliances & explains treatment
 - Takes records
- Dentist performs consultation (medical, dental, and joint exams)
- If not already scheduled for telehealth:
 - Sleep Hero explains testing and telehealth virtual visit – covered by most insurance plans; no more than \$75 for first virtual visit.
 - Practice enters contact & insurance info in Dental REMmanager
 - Sleep Hero calls Sleep Advisor with patient present to schedule Telehealth – at least 3 days out
 - Patient receives automated email confirmation
- After the patient leaves, Millennium Sleep Lab (Millennium) gets estOOP for HST and OAT coverage to provide at Initial Telehealth

REMINDER!

We're here to support you every step of the way!

For questions or additional support, be sure to reach out to your dedicated team of support. For contact information, please see page 12 of the onboarding section.



STEP 5: FOLLOW-UP TELEHEALTH

- Patient receives automated email & text reminders
- Dream Team joins Google Meet 5 minutes before appointment time to assist patient in connecting
- Millennium's medical provider sees patient, reviews results, & signs order for OAT
- Sleep Advisor and Sleep Hero:
 - Confirm patient acceptance of oral appliance treatment
 - Provide estOOP for OAT (including Disease Management fee)
 - Get credit card for OAT (Sleep Hero charges card for Disease Management fee immediately, Sleep Advisor saves in Dental REMmanager)
- If the records are not already taken, Sleep Hero opens a referral for Impressions and clicks Request VOB/Auth
- If records were taken, Sleep Hero opens referral for Delivery and clicks Request VOB/Auth
- Sleep Hero changes Consult/Records visit to Ready to Bill



STEP 6: AUTHORIZATION & FINANCIAL REVIEW

- Sleep Impressions biller gets auth and updates estOOP
- If estOOP increases, Sleep Advisor calls to explain difference, otherwise proceed
- Sleep Advisor notifies office & referral changes to Ready to Schedule
- If records not taken, Sleep Hero schedules Impressions visit to take records
- Sleep Hero orders appliance from lab
- Sleep Hero schedules Delivery visit based on expected lab turn around
- Patient receives automated email from Dental REMmanager confirming appointment



STEP 7: DEVICE DELIVERY VISIT

- Dentist delivers OAT device:
 - Fits and adjusts
 - Instructs on cleaning and exercises
 - Delivers am aligner
- Patient signs Proof of Delivery and Sleep Hero uploads to Dental REMmanager
- Sleep Hero schedules follow up visit to adjust appliance
- Dentist signs note & Sleep Hero changes Delivery visit to Ready to Bill