

## DATA BRIEF- DENTAL SCHEDULING

### Data Captured

- Appointment Availability for New Patient (Exam & Cleaning)
- Appointment Availability for Emergency (Non-Patient & Patient)

### Disclaimer & Explanation

Data provided in this response is provided by the Bermuda Health Council and must be cited and authorized prior to publication or use. Bermuda Health Council does not make any guarantees or provide third party validation for the data sources.

Data briefs are created and posted based on input from a variety of stakeholders and are used for multiple applications. The data presented below are by topic, with specifics such as diagnoses codes and procedures codes often coming from the requestor. As a result, the same topic or condition may show different claims data, due to variability in coding selection. Additionally, as information is received, changes in data capture may occur, which may be corroborated by the dates of the request. Due to the nature of procedure coding, many codes are not mutually exclusive to a specific application or specialty, which means values for office visits, for example, may appear in multiple specialty analytics. Additional information is available, with regard to claim type and diagnosis to discern further follow up, as needed. Finally, analytics for “common” coding in any field are strictly based on identically matching values. It is possible other, frequent codes exist, but may not be captured if entered in multiple varied formats.

For this data brief, all practices listed on the Bermuda Dental Association were contacted by phone between 2:00 pm and 3:30 pm on both Monday and Friday. For any clarification or follow up information, please email [healthcouncil@bhec.bm](mailto:healthcouncil@bhec.bm). To submit a topic of interest for a data brief, please complete an online [Data Analysis Interest Form](#).

### Data & Interpretation

	Number of Practices (n)	Percentage of Practices (%)
Answered Phone Call on Monday or Friday	12 (16)	75%
New Patient Wait Time Less than 24 Hours; including due to next day patient cancellation	4 (12)	33%
New Patient Wait Time Less than 72 Hours	7 (12)	60%
New Patient Wait Time Less than 1 Week	10 (12)	83%

New Patient Wait Time Less than 2 Weeks	11 (12)	92%
New Patient Wait Time Less than 1 Month	12 (12)	100%
Emergency Dental Work Less than 24 Hours*	6 (6)	100%

Four of the sixteen practices listed as part of the Bermuda Dental Association did not participate in providing appointment options, as multiple calls were met only by answering machines. Each practice was asked about availability for a new patient to receive a dental exam and cleaning. Additionally, six practices were asked about the procedure for emergency appointments, based on their available new patient windows. \*Only one practice of the six clarified requiring the patient be an existing patient to receive an emergency dental appointment.