

# Dental Care Services Department



**Dr. Steven Santiago, Chief Medical Officer**

**Dr. Manuel Casas, Dental Director**


**Ausline Perry, Director of Dental Care Services**

**Jasmine Ruiz, Dental Care Services Manager**



# Midtown Dental Office





# Outstanding Oral Health Care Service Quality...

**88% of 204 OHC Clients with Annual Oral Exam**

Care Resource Dental department is committed **to** providing comprehensive care to every patient. Our goal is to ensure services are rendered with the highest quality by a team of compassionate and competent clinicians and support staff.

## **Staffing Profile**

- 2 Full-time Dentists
- 1.5 Dental Hygienist
- 5 Full-time Dental Care Assistants (DCAs)
- 3 Receptionist/Dental Clerks
- 1 Referral Coordinator



# About our Facility...

Our facility is one to be proud of. With state-of-the-art equipment, we are able to provide quality care throughout the patients' experience.

- 10 operatories to serve an increased population
- Digital portable x-rays, digital panoramic x-ray, reprocessing of instrument by following the highest guidelines/standards (e.g. Joint Commission & CDC).
- General and Specialty procedures performed
  - ✓ Prophylaxis (*Cleanings*)
  - ✓ Filings
  - ✓ Crowns/Bridges
  - ✓ Root Canals
  - ✓ Extractions
  - ✓ Partials and Dentures
  - ✓ Oral Hygiene Instruction/Education





# Success is Due to...

## ***88% of 204 OHC Clients with Annual Oral Exam***

- ✓ Patients are scheduled in advance for their annual oral exam and other dental services
- ✓ Appointment reminders (*3 attempts; text and voice messages*)
- ✓ Review of patient health records by the assigned provider day before
- ✓ Compliance with funders' guidelines (*e.g. Ryan White*)
- ✓ Timely completion of treatment plan through care and coordination

# Medical Services Department Little Havana



**Presenting: Yusvell Mori APRN and  
Noralsy Pino, Medical Care Services Manager  
Dr. Steven Santiago, Chief Medical Officer  
Dr. Sheryl Zayas, Medical Director  
Doug Steele, Director of Medical Care Services**



# **Outstanding Outpatient Ambulatory Health Service Quality FY 2021-2022**

## **98% Suppressed Viral Loads Among 113 OAHS Clients**

Care Resource in Little Havana provides comprehensive health services to our pediatric, adolescent, and adult populations.

### **Staffing Profile**

- 4 Physicians: 2 Family Medicine(PT),1 Infectious Disease(PT) and 1 Pediatrics (FT)
- 2 Nurse Practitioners (PT and FT)
- 1 Physician Assistant (FT)
- 1 Nutritionist (PT)
- 2 Nurses (RN)
- 1 Nurse (LPN)
- 2 Laboratory Assistants
- 5 Medical Assistants
- 4 Scribes
- 4 Receptionists



# About our Facility...

- Our Little Havana location includes 9 adult exam rooms and a laboratory
- Procedures performed
  - ✓ EKG
  - ✓ Retinal Scanner
  - ✓ Point of Care testing (hgba1c, flu, strep, covid, etc)
  - ✓ Colposcopy/ Anoscopy
- Other Services
  - ✓ Medication Assisted Treatment for Addiction
  - ✓ Gender affirming services
  - ✓ PrEP-PEP
  - ✓ STD testing services
  - ✓ Remote Patient Monitors now in use
  - ✓ Asynchronous Telehealth Specialty Care available





# Success is Due to...

## 98% Suppressed Viral Loads Among 113 OAHS Clients

- ✓ Patients are called the day before in addition to appointment reminders via text; no show rate has significantly decreased
- ✓ No show outreach – all patients called again
- ✓ Close collaboration with Case Management and Behavioral Health Departments
- ✓ Cutting edge modalities! Long-Acting Injectables are available for HIV and PrEP
- ✓ Telehealth option is available