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**LA CIENCIA**  
**EN UNA ERA DE DESAFÍOS**  
**Y CAMBIOS GLOBALES**

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Application of the method of remote consultations  
in the routine practice of a dentist in order  
to improve the quality of medical care

**Aplicación del método de consultas remotas**

**en la práctica habitual del odontólogo para mejorar la calidad**

**de la atención médica. . . . .120**

**Semenova Iuliia Aleksandrovna**

PhD, Chief Physician; Director; Associate Professor  
of the Department of Propaedeutic Dentistry,  
IRIS Sm LLC, Center for Maxillofacial and Dental Implantology I.R.I.S.;  
LLC «Institute of educational technologies and scientific research»;  
Smolensk State Medical University

**Morozov Vladimir Grigorievich**

PhD, Associate Professor,  
Head of the Department of Propaedeutic Dentistry  
Smolensk State Medical University

**Lagaev Bair Alexandrovich,**

Orthopedic dentist, IRIS Sm LLC,  
Center for Maxillofacial and Dental Implantology I.R.I.S.

**Mikhailov Asker Aydyn ogly**

IRIS Sm LLC, Center for Maxillofacial  
and Dental Implantology I.R.I.S.;  
Smolensk State Medical University

**Khasanov Artur Railievich, PhD,**

St. Petersburg National Research University of  
Information Technologies, Mechanics and Optics  
(ITMO University)

**APPLICATION OF THE METHOD OF REMOTE  
CONSULTATIONS IN THE ROUTINE PRACTICE OF A DENTIST  
IN ORDER TO IMPROVE THE QUALITY OF MEDICAL CARE  
APLICACIÓN DEL MÉTODO DE CONSULTAS REMOTAS  
EN LA PRÁCTICA HABITUAL DEL ODONTÓLOGO PARA  
MEJORAR LA CALIDAD DE LA ATENCIÓN MÉDICA**

**Abstract:** The development of technical progress, the use of information computer technologies in medical practice contributes to the development of such a direction as telemedicine. It became possible to communicate between a dentist and a patient via video link, which ensures the availability of this type of medical care to those categories of citizens

who are unable to attend an in-person consultation. In addition, it becomes possible to dynamically monitor patients after performing medical procedures with monitoring of their condition and recommendations for the development of complications; consultations of patients with highly specialized specialists. This significantly improves the quality of medical care provided. Video consultations for dental patients gained particular popularity during the COVID-19 pandemic, when personal consultations were limited by the possibility of spreading the infection.

Further development of this direction allows to increase the availability of dental care, timeliness and improve its quality.

**Anotación:** El desarrollo del progreso técnico y el uso de las tecnologías de la información en la práctica médica contribuyen al desarrollo de la telemedicina. Ahora es posible que un dentista y un paciente se comuniquen por videoconferencia, lo que garantiza la disponibilidad de atención médica para quienes no pueden acudir a una consulta presencial. Además, existe la posibilidad de un seguimiento dinámico de los pacientes tras las manipulaciones médicas, con el seguimiento de su estado y la posibilidad de prescribir medicamentos a distancia según protocolos de tratamiento, así como consultas con especialistas altamente especializados. Esto mejora significativamente la calidad de la atención médica brindada en la práctica odontológica. Las consultas en línea para pacientes odontológicos adquirieron especial popularidad durante la pandemia de COVID-19, cuando las consultas presenciales se vieron limitadas por el riesgo de propagación de la infección.

Un mayor desarrollo de esta área permite aumentar la disponibilidad de la atención odontológica, la puntualidad de su prestación y mejorar la calidad de vida del paciente.

**Keywords:** Video consultation, online medical care, quality of life, telemedicine, COVID-19.

**Palabras clave:** Videoconsulta, atención médica remota, calidad de vida, telemedicina, COVID-19.

### **Introduction.**

Currently, the use of information computer technologies for data transmission, in particular Internet technologies, is increasingly used in clinical medicine. In cases where it is necessary to provide medical information at a distance, it is possible to include telemedicine methods. Telemedicine is an applied area of medical science associated with the development and practical application of methods of remote communication based on the use of modern information and telecommunication

technologies. This area was formed at the junction of several areas – medicine, telecommunications and information technology. The objectives of conducting consultations using telemedicine technologies are the interaction of medical workers with each other (holding online consultations, training webinars) and with patients (monitoring the patient dynamically, assessing the effectiveness of treatment, interpreting test results). Interactive video consultations in real time are widely integrated into the healthcare systems of countries such as the USA and Australia [1].

Remote consultations are most common in the area of primary care. It is expected that video consultations of patients in need of treatment for oral diseases will allow the doctor to preliminarily determine the objective status, the need for treatment procedures and the tactics of patient management with subsequent observation, which will significantly expand the availability and improve the quality of dental care.

**Purpose of the work** – analysis of literary data with the inclusion of theses from personal experience on the use of the method of remote consultations in the practice of a dentist.

Literature data has shown that real-time video consultations play a role in the work protocols of medical institutions, demonstrating advantages over simple mobile consultations [2]. Video consultations provide a visual representation of both the patient and the practitioner, which is more similar to a traditional consultation compared to telephone conversations.

Remote consultation can be carried out via instant messaging applications or video calls.

Thus, in a study by M. Petruzzi, the use of WhatsApp in the preliminary diagnostic process was studied and it was found that 82% of remotely consulted cases corresponded to the subsequent clinical diagnosis, which indicates the reliability of this approach [3].

Ignatius and Perälä, in a 13-month study to evaluate the reliability and feasibility of videoconferencing in diagnosing and developing treatment plans for patients requiring prosthetics and dental rehabilitation, found that the preliminary diagnosis coincided with the final diagnosis in 24 out of 27 clinical cases. C. I. Salazar-Fernandez et al. studied the telemedicine system in practical healthcare and concluded that it was highly effective [4].

In the study by H.B. Gleeson, it was noted that patients themselves have a positive attitude towards remote clinical dental consultations both by phone and video. This work demonstrated high acceptability for patients in terms of saving time and transportation costs [5]. Other authors have recorded that 59.1% of patients with various oral diseases seek to receive telemedicine consultations compared to face-to-face ones [6].

In a pilot study conducted by Martin, N., when assessing the clinical effectiveness of remote consultations in the field of restorative dentistry using a comprehensive specialized hardware and software platform with a high-speed secure Internet connection, the authors noted the comparability of their findings with the results of face-to-face consultations [7].

Cronin A.J. and co-authors note that the use of remote consultations in dental practice has increased during the COVID-19 pandemic and continues to be an integral part of everyday practice. Conducting remote consultations was a necessary condition for maintaining social distance, reducing travel and helping the most vulnerable category of citizens [8]. In the study by Migas K., 61% of dentists participating in the experiment supported the online consultation form as a visit to the dentist, as the most acceptable way of communicating with the patient during the pandemic [9].

The use of technologies such as interactive real-time examination, video and specialized chats between dentists, distance learning, patient counseling, and dynamic monitoring during outbreaks of viral infections reduces the risk of contracting infectious diseases [10].

Giudice A. et al., using WhatsApp for remote consultations and patient monitoring, noted that remote consultation and continuous monitoring involve the patient in the treatment process and increase his/her adaptation to treatment, improve the relationship between the doctor and the patient [11]. Such parameters have a direct impact on the quality of life of patients, increasing it.

One of the limitations of interactive real-time video consultations is the difficulty of assessing the condition of the entire dentition and soft tissues of the oral cavity. It is possible to assess the configuration of soft tissues of the face, the presence/absence of decayed teeth and damage to orthopedic structures located in the smile zone. The problem of poor image quality during patient consultations can be solved using a combined approach that allows sending a video to the doctor, filmed in real time, immediately after the consultation [12].

The use of the remote consultation method in dentistry allows us to provide medical services in this area to patients located in remote regions of the country, with the possibility of providing access to high-tech medical care in the central region.

Thus, in April 2021, the Internet community "I.R.I.S. Friends" was organized on the Telegram platform for the prompt exchange of information between patients in Russia and specialists of the Center for Maxillofacial and Dental Implantology "I.R.I.S.", located in the city of Smolensk. As part of the community's functioning, collective remote consultations are

regularly held, in which dozens of patients living in the territories of Sakhalin, Kamchatka, the Kuril Islands, Siberia, Magadan and other regions take part at the same time with the opportunity to communicate with doctors live. The main goal of such consultations is health education work.

Patients prepare for live broadcasts with doctors in advance. They go through the Patient School, get acquainted with information about the treatment and rehabilitation methods used in the Clinic, and then formulate questions for the telemedicine consultation broadcast.

Today, patients in Russia and foreign countries have the opportunity to receive advisory assistance by visiting a virtual medical council consisting of doctors of various specialties using a comprehensive interdisciplinary approach to the treatment of dental diseases. Consultations are conducted in video format.

"At the stage of preparation for online consultations, our patients undergo an electronic interview, where they answer questions related to the characteristics of their health and attitude to future treatment, patients are asked to talk about possible concerns and fears about the upcoming treatment, answering questions so that we have the opportunity to provide targeted assistance to everyone and increase the level of readiness for an outpatient appointment," says Yulia Aleksandrovna Semenova, Chief Physician of the I.R.I.S. Maxillofacial and Dental Implantology Center, PhD in Medicine, "medical specialists are faced with the task of implementing a joint process with patients, closing the healing of the body in a circle consisting of biological literacy, psychological satisfaction and physical health."

At the stages of remote patient management, the author's method of semi-structured interviews is used based on the morphology of a fairy tale, first described in the work of V. Ya. Propp in 1928 [13]. The result of such a conversation is the publication of a unique story about a person, recorded in the format of a newsreel.

This approach allows other patients to become familiar with various clinical cases of already treated patients and to delve into the specifics of their personal picture of events, expanding the boundaries of perception of future treatment protocols and medical recommendations.

Lisa Cron, a creative writing instructor at the University of California, Los Angeles, notes that "when we are fully immersed in a story, our own boundaries dissolve. We become the protagonist, feel what they feel, want what they want, fear what they fear. Readers intuitively understand what neuroscientists have discovered: everything that happens to us is intuitively layered with emotion. This is our version of a binary system, and it is based on a single question: will this hurt me or help me" [14].

**Conclusion.** The development of consultations using telecommunication technologies in dental practice expands the capabilities of specialists in the management and observation of patients, increases the availability of dental care, which has a direct impact on improving the quality of life. The possibility of implementing the principle of patient involvement in this aspect increases the degree of patient awareness of upcoming medical manipulations, which, without a doubt, has a positive effect on the results of treatment.

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