



THE ASSISTANT SECRETARY OF DEFENSE

WASHINGTON, D. C. 20301-1200

JUL 23 2003

HEALTH AFFAIRS

MEMORANDUM FOR ASSISTANT SECRETARY OF THE ARMY (M&RA)  
ASSISTANT SECRETARY OF THE NAVY (M&RA)  
ASSISTANT SECRETARY OF THE AIR FORCE (M&RA)

SUBJECT: Policy for Standardized Dental Appointment Types

The Military Health System (MHS) has made great improvements in patient appointing via standardization of medical appointment information in the Composite Health Care System (CHCS). This memorandum establishes standardization of dental appointment types throughout the MHS for dental activities using CHCS for patient appointing. This is a necessary step as the MHS transitions toward patient scheduling via the Enterprise Wide Scheduling - Registration (EWS-R) system. It also enables improved patient access to dental appointments via connectivity between CHCS and TRICARE OnLine (TOL).

Appointing capabilities via CHCS will be enhanced in October 2003 with the release of Appointment Standardization, Phase III. Standard dental appointment types and detail codes will be added to CHCS, and all non-standard dental appointment types and detail codes will be inactivated. A training package is being planned, which will include information on how to set up and manage standardized appointments. To facilitate change management, dental activities currently appointing via CHCS are encouraged to begin using standard appointment types prior to their mandatory use in October. See the attached paper for further guidance.

Dental activities using other than CHCS appointing systems may continue to use them until EWS-R deploys, recognizing that there is no planned interface between these systems and TOL for on-line appointing.

My point of contact is COL Mary Concilio, Director, Dental Care Division, (703) 681-0064, mary.concilio@tma.osd.mil.

A handwritten signature in black ink that reads "William Winkenwerder, Jr." in a cursive script.

William Winkenwerder, Jr., MD

Attachment:

As stated

cc:

Surgeon General of the Army  
Surgeon General of the Navy  
Surgeon General of the Air Force  
Director, Health and Safety, U.S. Coast Guard

**HA POLICY: 03-017**

# DENTAL APPOINTMENT STANDARDIZATION

## Background

The initial Appointment Standardization (APS) effort was focused on standardization of medical appointment types and detail codes for patient appointing via the Composite Health Care System (CHCS). With implementation of APS, Phase II + in June, 2001, Military Treatment Facilities (MTFs) could no longer add new appointment types or detail codes in CHCS for medical appointments. Since most dental activities did not routinely use CHCS for patient appointing, they were allowed to continue using non-standard appointment types. However, in preparation for dental utilization of the Enterprise Wide Scheduling-Registration (EWS-R) system, Military Health System (MHS) dental leaders approved standard appointment types and detail codes for dental use. Standardized codes will become mandatory for dental appointing via CHCS in October, 2003.

## Standardized Dental Appointment Types and Codes

Existing standardized medical appointment types approved for dental use:

- ACUT - Acute appointment type
- SPEC - Specialty appointment type
- WELL - Wellness appointment type
- PROC - Procedure appointment type

New standardized appointment type and associated access to care category approved for dental use:

- DROUT (Routine Dental Care Appointment Type) - Used to make a routine appointment with a dental provider.
- DROUTINE (Access to Care Category) - Used to categorize and differentiate the dental routine type of care services provided MHS beneficiaries. This DROUTINE care must be provided within the associated ATC standard of 21 calendar days.

New detail codes approved for dental appointing:

- DPROS - Prosthodontics
- DENDO - Endodontics
- DPERIO - Periodontics
- DORTHO - Orthodontics
- DPEDO - Pediatric Dentistry
- DOMFS - Oral Maxillofacial Surgery
- DOPER - Operative Dentistry
- DTMD - Temporomandibular Disorders
- DEXAM - Dental Examination
- DEVAL - Dental Evaluation
- DCONS - Dental Consultation
- DPO - Dental Post-Operative Visit

- DSC – Dental Sick Call
- DPRO – Dental Prophylactic cleaning
- DEXPR – Dental Exam/Prophylactic cleaning

Currently CHCS allows dental users to add non-standard appointment types for dental appointing. Dental activities are encouraged to add the DROUT appointment type to the appointment type file in CHCS and start using appropriate CHCS appointment codes to appoint dental patients.