

Advantage Dental

From DentaQuest

Policy Name: Adverse Outcomes	Policy Number: PL003-Adverse Outcomes-CARE
Type of Policy: DCO	Effective Date: 6/14/2012
Responsible Department: Plan Operations	
Page Number (s): 2	Revised Date: 04/23/2019
Approved By: Clinical and Credentialing Sub-Committee	Approved Date: 7/17/2019
PURPOSE: To provide a process in which the provider can report adverse outcomes to the Dental Care Organization (DCO).	
Definitions: An adverse outcome is any procedure performed in dentistry that does not result in a professionally acceptable outcome. Examples of adverse outcomes include, but are not limited to: 1) patient faints in the office; 2) patient aspirates an appliance or; 3) if an ambulance is called for any reason.	
Forms: Adverse Outcomes Form	
References: 42 CRF 438.3300; OAR 410-141-0200	
<p>POLICY:</p> <ol style="list-style-type: none"> Adverse outcomes should be documented for all enrollees, including enrollees that are aged, blind, disabled or having complex medical needs, special health care needs, or who are children receiving Children Adult and Family Services (CAF) or Oregon Youth Authority (OYA) services. Adverse outcomes are monitored by the DCO's Case Management Department and reviewed by the Vice President of Clinical Services or their designee(s), who are licensed dentists. All adverse outcomes are reported to the Clinical and Credentialing Subcommittee and the Quality Improvement Oversight Committee. <p>All providers have access to the DCO's Policy and Procedure Manual and should report any adverse outcomes as defined within this policy. Within 15 days of the adverse outcome, the provider will complete and submit the Adverse Outcomes Form to the DCO by fax at 1-541-516-4356 or by secure email to CaseManagement@AdvantageDental.com. The DCO provider shall fully cooperate with providing any additional information requested by the Case Management Department during the review process.</p>	

Reviewed and Revised By:

06/14/2012	Jeanne Dysert	Tamara Kessler	Missy Mitchell		
05/02/2014	Jeanne Dysert	Tamara Kessler	Missy Mitchell	Laura Donadio	
02/23/2015	Jeanne Dysert	Tamara Kessler	Missy Mitchell	Laura Donadio	

02/23/2016	Jeanne Dysert	Tamara Kessler	Missy Mitchell	Jeff Dover	
02/14/2017	Jeanne Dysert	Tamara Kessler	Missy Mitchell		
07/12/2017	Jeanne Dysert	Tamara Kessler	Missy Mitchell		
03/12/2018	Jeanne Dysert	Tamara Kessler	Missy Mitchell	Rose Novak	
04/23/2019	Missy Mitchell	Molly Johnson	Melinda West	Phebe Ditzler	Rosa Pedraza