



## Newsletter

March 28

### Trauma-informed Care

Have you heard the term Trauma-informed care recently, but aren't sure what it means? According to [Massachusetts General Hospital](#):

Trauma-informed care is a new term that has become more common in the past several years. It helps health care providers understand the prevalence of domestic violence, sexual violence or other types of traumas. Good care is approaching every patient with the assumption that at some point in their lives they may have experienced trauma and tailoring their care based on that knowledge. One in four women will experience domestic violence in their lifetimes; one in three will experience sexual assault. For a caregiver to be mindful of that – telling the patient what they are going to do, telling the patient they can stop at any time, having someone else in the room with them – is giving more ownership to the patient rather than just going through the motions.

People who have previously experience childhood physical or sexual abuse, domestic violence, or sexual assault have special needs and worries about health care, including dental visits. Anxious feelings about an office visit may be amplified for a trauma survivor because the visit triggers memories of trauma including physical pain by an authority and unbearably intense emotions.

What does Trauma-informed care look like in a dental setting? Here are some tips from the [Virginia Health Care Foundation](#):

- Create a welcoming environment in the waiting room with plants, artwork, quiet soothing music or other comforting elements;
- Avoid stressful television programming, e.g. the news, where patients are present;
- Make the patient feel comfortable by introducing yourself and conversing with him/her before covering your face with a mask. Explain why you are going to put on a mask before doing so;
- Cover the instrument tray with a napkin until the patient is comfortably settled in the dental chair;
- Ask the patient how s/he is feeling and offer to make adjustments as needed;

- Help patients feel more in control by offering to explain the procedures involved with their visit;
- Tell the patient to use a signal, such as raising a hand, if a break is needed during a procedure.

## Capitol Dental Care Credentialing

Elizabeth McLaughlin is our Credentialing and Provider Relations Manager. Elizabeth has been with Capitol Dental Care for one year and came to us from Family Care Health. She has over 8 years of credentialing and provider management experience in Medicaid managed care organizations. Elizabeth has two grown daughters and two grandchildren who keep her busy and happy. Elizabeth is committed to providing provider support and education.

**If you have a new provider to credential, please email Elizabeth for a credentialing packet. OHP requires that we recredential all providers within three years of their previous approval date, in order to continue network participation. Elizabeth sends out recredentialing requests at least 3 months prior to your credentialing expiration date.**

Please reach out to Elizabeth with any questions you may have at [McLaughlinE@interdent.com](mailto:McLaughlinE@interdent.com) . She looks forward to talking with you and helping however she can.



## Provider Wellness

Capitol Dental Care recognizes the value of work-life balance and encourages those who care for our members to also care for themselves. Below are some resources that offer support and assistance to your dental team members.

[OBD link to confidential voluntary monitoring program for providers with substance abuse](#)  
[HPSP Self-Refer and Referral program for providers with substance abuse or mental health disorders](#)  
[OHA Suicide Prevention resources webpage](#)  
[National Suicide Prevention Lifeline](#) 1-800-273-8255

## Care Coordination and Case Management

We would like to introduce our Care Coordination Specialist, Carmen Garcia. Carmen has been with our company for 10 years – she first worked in one of our very busy children’s clinics before she joined the team at Capitol Dental. Carmen’s experience managing our children’s clinic and coordinating dental surgeries makes her a natural Care Coordinator.

Carmen is a busy mom of two very cute and busy little boys, Anthony (11) and Adrian (3).

Please reach out to Carmen any time you need Care Coordination for any of our members. Her email address is [Garciamar@interdent.com](mailto:Garciamar@interdent.com) and can be reached by phone at 503-587-7162.

