Guideline on Record-keeping 1 2 **Originating Council** 3 4 Council on Clinical Affairs Review Council 5 Council on Clinical Affairs 6 7 Adopted 8 2004 9 Revised 10 2007, 2012, 2017 11 12 Purpose The American Academy of Pediatric Dentistry (AAPD) recognizes that the patient record is an 13 14 essential component of the delivery of competent and quality oral health care. It serves as an information source for the care provider and patient, as well as any authorized third party. This 15

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This guideline is an update of the previous document adopted in 2004 and last revised in 2007 2012.

guideline will assist the practitioner in assimilating and maintaining a comprehensive, uniform, and

organized record addressing patient care. However, it is not intended to create a standard of care.

- 21 This revision included a new systematic literature search of the MEDLINE/PubMed® electronic
- database using the following parameters: Terms: dental record, electronic patient record, problem-
- 23 oriented dental record, medical history taking, medical record, record keeping, and HIPAA; Fields:
- 24 all; Limits: within the last 10 years, humans, and English. Four hundred ninety five articles matched
- 25 these criteria. Papers for review were chosen from this list and from the references within selected
- articles and dental textbooks. When data did not appear sufficient or were inconclusive,
- 27 recommendations were based upon expert and/or consensus opinion by experienced researchers and
- 28 clinicians.

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Background

- 31 The patient record provides all privileged parties with the history and details of patient assessment
- and communications between dentist and patient, as well as specific treatment recommendations,

33 alternatives, risks, and care provided. The patient record is an important legal document in third party 34 relationships. Poor or inadequate documentation of patient care consistently is reported as a major 35 contributing factor in unfavorable legal judgments against dentists¹. Therefore, the AAPD recognizes 36 that a guideline on record-keeping may provide dentists the information needed to compile an 37 accurate and complete patient chart that can be interpreted by a knowledgeable third party. 38 39 An electronic patient record is becoming more commonplace, and perhaps will become mandatory¹⁻³. Health information systems and electronic health records are being implemented as a means to 40 improve the quality and efficiency of health care⁴. Advantages include quality assurance by allowing 41 42 comparative analysis of groups of patients or providers, medical and dental history profiles for 43 demographic data, support for decision making based on signs and symptoms, administrative 44 management for patient education and recall, and electronic data interchange with other professional 45 and third parties. The software must contain all the essential elements of a traditional paper record. Daily back up of the office software system should be performed and stored in an e-located data base 46 47 retrievable by the office in the event that patient records are lost or damaged. 48 49 The elements of record-keeping addressed in this guideline document are general charting 50 considerations; initial patient record; components of a patient record; patient medical and dental 51 histories; comprehensive and limited clinical examinations; treatment planning and informed consent; 52 progress notes; correspondence, consultations, and ancillary documents; and confidential notes. 53 Additionally, appendices to this guideline illustrate items for consideration in the development of 54 patient medical and dental histories and examination forms. These lists, developed by experts in 55 pediatric dentistry and offered to facilitate excellence in practice, should be modified as needed by individual practitioners. These samples do not establish or evidence a standard of care. In issuing this 56 57 information, the AAPD is not engaged in rendering legal or other professional advice. If such services 58 are required, competent legal or other professional counsel should be sought. 59 Recommendations 60 **General charting considerations** 61 62 The dental record must be authentic, accurate, legible, and objective. Each patient should have an 63 individual dental record. Chart entries should contain the initials or name of the individual making the 64 note. Abbreviations should be standardized for the practice. Risk management experts recommend a

65 problem oriented record (Valenza 1994). After data collection, a list is compiled that includes 66 medical considerations, psychological/behavior constraints, and the oral health needs to be 67 addressed. Problems are listed in order of importance in a standardized fashion making it less likely 68 that an area might be overlooked. The plan identifies a general course of treatment for each problem. 69 This plan can result in the need for additional information, consultation with other practitioners, 70 patient education, and preventive strategies. 72

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Initial patient record

- The parent's/patient's initial contact with the dental practice, usually via telephone, allows both 73
- 74 parties an opportunity to address the patient's primary oral health needs and to confirm the
- 75 appropriateness of scheduling an appointment with that particular practitioner. During this
- 76 conversation, the receptionist may record basic patient information such as:
- 77 Patient's name, nickname, and date of birth.
 - Name, address, and telephone number of parent.
- 79 • Name of referring party.
- Significant medical history. 80
- 81 • Chief complaint.
- Availability of medical/dental records (including radiographs) pertaining to patient's 82 condition. 83

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Such information constitutes the initial dental record. At the first visit to the dental office, additional information would be obtained and a permanent dental record developed.

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Components of a patient record

- 89 The dental record must include each of the following specific components:
- 90 Medical history.
- 91 • Dental history.
- 92 • Clinical assessment.
- 93 • Diagnosis.
- 94 • Treatment recommendations.
- Progress notes. 95
- Acknowledgment of receipt of Notice of Privacy Practices/Health Insurance Portability and 96

97	Accountability Act (HIPAA) consent ^{5,6} .
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100	When applicable, the following should be incorporated into the patient's record as well:
101	Radiographic assessment.
102	Caries risk assessment.
103	• Informed consent documentation. Parental consent/ patient assents
104	Sedation/general anesthesia records.
105	Trauma records.
106	Orthodontic records.
107	Consultations/referrals.
108	Laboratory orders.
109	• Test results.
110	Additional ancillary records.
111	
112	Medical history ⁷⁻¹⁰
113	An accurate, comprehensive, and up-to-date medical history is necessary for correct diagnosis and
114	effective treatment planning. Familiarity with the patient's medical history is essential to decreasing
115	the risk of aggravating a medical condition while rendering dental care. Additionally, a thorough
116	history can aid the diagnosis of dental as well as medical conditions. The practitioner, or staff under
117	the supervision of the practitioner, must obtain a medical history from the parent (if the patient is
118	under the age of 18) before commencing patient care.
119	
120	When the parent cannot provide adequate details regarding a patient's medical history, or if the
121	dentist providing care is unfamiliar with the patient's medical diagnosis, consultation with the
122	medical health care provider may be indicated.
123	
124	Documentation of the patient's medical history includes the following elements of information, with
125	elaboration of positive findings:
126	 Medical conditions and/or illnesses.
127	• Name and, if available, telephone number of primary and specialty medical care providers.
128	• Current therapies (i.e,. physical, occupational, speech)

129 • Hospitalizations/surgeries. 130 Anesthetic experiences. • Current medications. 131 132 • Allergies/reactions to medications. Other allergies/sensitivities. 133 Immunization status. 134 • Review of systems. 135 136 • Family history. Social history. 137 138 Appendix I provides suggestions for specific information that may be included in the written medical 139 questionnaire or during discussions with the patient/parent. The history form should provide the 140 141 parent/legal guardian additional space for information regarding positive historical findings, as well 142 any medical conditions not listed. There should be areas on the form indicating the date of completion, the signature of the person providing the history (along with his/her relationship to the 143 patient), and the signature of the staff member reviewing the history with the parent/legal guardian. 144 Records of patients with significant medical conditions should be marked Medical Alert in a 145 146 conspicuous yet confidential manner. 147 148 Supplemental history for infants/toddler^{11,12} 149 The very young patient can present with unique developmental and social concerns that impact the 150 health status of the oral cavity. Information regarding these considerations may be collected via a 151 supplemental history questionnaire for infants/toddlers. Topics to be discussed may include a history of prematurity/perinatal complications, developmental considerations, feeding and dietary practices, 152 timing of first tooth appearance, and tooth brushing initiation and timing as well as toothpaste use. 153 Assessment of developmental milestones (i.e., fine/gross motor skills, language, social interactions) is 154 155 crucial for early recognition of potential delays and appropriate referral to therapeutic services¹³. As a majority of infants and toddlers of employed mothers receive childcare on a regular basis from 156 persons other than their parents, (census.gov) and because the primary caretaker influences the child's 157 risk for caries, the questionnaire also should ascertain childcare arrangements. Data gathered from 158 159 this questionnaire will benefit the clinical examination, caries risk assessment, preventive home-care 160 plan, and anticipatory guidance counseling. A sample form is available on the AAPD Website at

161	"http://www.aapd.org/media/Policies_Guidelines/RS_MedHistoryForm.pdf".
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163 164	Medical Supplemental history for adolescents ^{10, 12} The adolescent can present particular psychosocial characteristics that impact the health status of the
165	oral cavity, care seeking, and compliance. Integrating positive youth development into the practice,
166	the practitioner should obtain additional information confidentially from teenagers. (AAPD Ped Med
167	History ref section) Topics to be discussed may include nutritional and dietary considerations, eating
168	disorders, alcohol and substance abuse, tobacco usage, over-the-counter medications and
169	supplements, body art (e.g., intra- and extraoral piercings, tattoos), as well as and the use of oral
170	contraceptives and pregnancy for the female adolescent. A sample confidential history form is
171	available on the AAPD Website at
172	"http://www.aapd.org/media/Policies_Guidelines/RS_MedHistoryForm.pdf".
173	
174	Medical update ¹²
175	At each patient visit, the history should be consulted and updated. Recent medical attention for illness
176	or injury, newly diagnosed medical conditions, and changes in medications should be documented. A
177	written update should be obtained at each recall visit.
178	
179	Dental history ^{8,9,11,14}
180	A thorough dental history is essential to guide the practitioner's clinical assessment, make an accurate
181	diagnosis, and develop a comprehensive preventive and therapeutic program for each patient. The
182	dental history should address the following:
183	Chief complaint.
184	Previous dental experience.
185	• Date of last dental visit/radiographs.
186	Oral hygiene practices.
187	• Fluoride use/exposure history.
188	 Dietary habits (including bottle/no-spill training cup use in young children).
189	• Oral habits.
190	• Sports activities.
191	 Previous orofacial trauma.

193 • Family history of caries. Social development. 194 195 196 Appendix II provides suggestions for specific information that may be included in the written dental 197 questionnaire or during discussions with the patient/parent. 198 Comprehensive clinical examination^{7,8,15} 199 The clinical examination is tailored to the patient's chief complaint (e.g., initial visit to establish a 200 dental home, acute traumatic injury, second opinion). A visual examination should precede other 201 202 diagnostic procedures. Components of a comprehensive oral examination include: General health/growth assessment./BMI calculation (i.e., height/ weight/ vital signs) 203 204 • Pain assessment. • Extraoral soft tissue examination. 205 206 • TMJ assessment. • Intraoral soft tissue examination. 207 Oral hygiene and periodontal health assessment. 208 209 • Assessment of the developing occlusion. 210 • Intraoral hard tissue examination. Radiographic assessment, if indicated¹⁶. 211 Caries risk assessment¹⁷. 212 • Assessed behavior of child¹⁸. 213 214 215 Appendix III provides suggestions for specific information that may be included in the oral 216 examination. 217 218 The dentist may employ additional diagnostic tools to complete the oral health assessment. Such 219 diagnostic aids may include electric or thermal pulp testing, photographs, laboratory tests, and study casts. If the child is old enough to talk, the The speech may be evaluated and provide additional 220 221 diagnostic information in children who are able to talk. 222 223 **Examinations of a limited nature** 224 If a patient is seen for limited care, a consultation, an emergency, or a second opinion, a medical and

225 dental history must be obtained, along with a hard and soft tissue examination as deemed necessary 226 by the practitioner. The parent should be informed of the limited nature of the treatment and 227 counseled to seek routine comprehensive care. The AAPD's Guideline for the Management of 228 Traumatic Dental Injuries Guideline on Management of Acute Dental Trauma. The Assessment of 229 Acute Traumatic Injuries Form¹⁹ provides greater details on diagnostic procedures and documentation 230 for this clinical circumstance emergent traumatic injury care. 231 Treatment recommendations and informed consent²⁰ 232 Once the clinician has obtained the medical and dental histories and evaluated the facts obtained 233 during the diagnostic procedures, the diagnoses should be derived and a sequential prioritized 234 235 treatment plan developed. The treatment plan would include specific information regarding the nature 236 of the procedures/materials to be used, number of appointments/time frame needed to accomplish this care, behavior guidance techniques, and fee for proposed procedures. The dentist is obligated to 237 238 educate the parent on the need for and benefits of the recommended care, as well as risks, 239 alternatives, and expectations if no intervention is provided. When deemed appropriate, the patient 240 should be included in these discussions. The dentist should not attempt to decide what the parent will 241 accept or can afford. After the treatment plan is presented, the parent should have the opportunity to 242 ask questions regarding the proposed care and have concerns satisfied prior to giving informed 243 consent. For adult patients, with special health care needs, it is important to determine who legally can provide consent for treatment²⁰. The practitioner should document interpreters or translation 244 245 services used to aid communication (e.g., in person, by telephone). Documentation should include 246 that the parent appeared to understand and accepted the proposed procedures. Any special restrictions 247 of-requested by the parent should be documented. 248 **Progress notes** 249 250 An entry must be made in the patient's record that accurately and objectively summarizes each visit. 251 The entry must minimally contain the following information: • Date of visit. 252 253 Reason for visit/chief complaint. Radiographic exposures and interpretation, if any. 254 255 Treatment rendered including, but not limited to, the type and dosage of anesthetic agents²¹,

medications, and/or nitrous oxide/oxygen²², and type/duration of protective stabilization^{18.23},

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257 treatment complications, and adverse outcomes. 258 Post-operative instructions and prescriptions as needed. In addition, the entry generally should document: 259 • Changes in the medical history, if any. 260 261 Adult accompanying child. • 262 Verification of compliance with preoperative instructions. Reference to supplemental documents. 263 • 264 Patient behavior guidance. Planned treatment for nextAnticipated follow-up visit. 265 266 267 A standardized format may provide the practitioner a way to record the essential aspects of care on a 268 consistent basis. One example of documentation is the SOAP note²⁴. SOAP is an acronym for subjective (S) or the patient's response and feeling to treatment, objective (O) or the observations of 269 270 the clinician, assessment (A) or diagnosis of the problem, and procedures accomplished and plans (P) for subsequent problem resolving activities. The signature or initials of the office staff member 271 272 documenting the visit should be entered. 273 274 When sedation or general anesthesia is employed, additional documentation on a time-based record is 275 required, as discussed in the AAPD's Guideline for Monitoring and Management of Pediatric Patients Before, During, and After Sedation for Diagnostic and Therapeutic Procedures: Update 2016²⁵. 276 277 278 Progress notes also should include telephone conversations regarding the patient's care, appointment history (i.e., cancellations, failures, tardiness), non-compliance with treatment recommendations, and 279 educational materials utilized (both video and written), along with identification of the staff member 280 281 making the entry in the dental record. 282 283 **Orthodontic treatment** 284 The AAPD's Guideline on Management of the Developing Dentition and Occlusion in Pediatric Dentistry²⁶ provides general recommendations on the documentation of orthodontic care. Signs 285 286 and/or symptoms of TMJ disorders should be recorded when they occur before, during, or after orthodontic treatment²⁷. During orthodontic treatment, progress notes should include deficiencies in 287 oral hygiene, loose bands and brackets, patient complaints, caries, root resorption, and cancellations 288

289 and failures. 290 291 Correspondence, consultations, and ancillary documents The primary care dentist often consults 292 with other health care providers in the course of delivery of comprehensive oral health care, 293 especially for patients with special health care needs or complex oral conditions. Communications 294 with medical care providers or dental specialists should be incorporated into the dental record. 295 Written referrals to other care providers should include the specific nature of the referral, as well as pertinent patient history and clinical findings. Reports received from other health care providers 296 should be incorporated into the patient's chart. A progress note should be made on correspondence 297 298 sent or received regarding a referral, indicating documentation filed elsewhere in the patient's chart. 299 Copies of test results, prescriptions, laboratory work orders, and other ancillary documents should be 300 maintained as part of the dental record. 301 Appendices* 302 *The information included in the following samples, developed by the AAPD, is provided as a tool 303 304 for pediatric dentists and other dentists treating children. It was developed by experts in pediatric dentistry and is offered to facilitate excellence in practice. However, these samples do not establish or 305 306 evidence a standard of care. In issuing this information, the AAPD is not engaged in rendering legal 307 or other professional advice. If such services are required, competent legal or other professional 308 counsel should be sought. 309 Appendix I—Medical history* 310 311 Name and nickname Date of birth 312 Gender Sex 313 Race/ethnicity 314 315 Height, weight by report 316 Name, address, and telephone number of all physicians 317 Date of last physical examination 318 Immunization status 319 Summary of health problems 320 Any health conditions that necessitate antibiotics or other medications prior to dental treatment

321	Allergies/sensitivities/reactions
322	Anesthetics, local and general
323	Sedative agents
324	Drugs or medications
325	Environmental (including latex, food, dyes, metal, acrylic)
326	Medications (including over-the-counter medications, vitamins, <u>homeopathic</u> and herbal
327	supplements)—dose, frequency, reactions
328	Hospitalizations—reason, date, and outcome
329	Surgeries—reason, date, and outcome
330	Significant injuries—description, date, and outcome
331	General
332	Complications during pregnancy and/or birth
333	Prematurity
334	Congenital anomalies
335	Cleft lip/palate
336	Inherited disorders
337	Nutritional deficiencies
338	Problems of growth or stature
339	Head, ears, eyes, nose, throat
340	Lesions in/around mouth
341	Chronic adenoid/tonsil infections
342	Chronic ear infections
343	Ear problems
344	Hearing impairments
345	Eye problems
346	Visual impairments
347	Sinusitis
348	Speech impairments
349	Apnea/snoring
350	Mouth breathing
351	Cardiovascular
352	Congenital heart defect/disease
353	<u>Infective endocarditis</u>

354	Heart murmur
355	High blood pressure
356	Rheumatic fever
357	Rheumatic heart disease
358	Respiratory
359	Asthma—medications, triggers, last attack, hospitalizations
360	Tuberculosis
361	Cystic fibrosis
362	Frequent colds/coughs
363	Respiratory syncytial virus
364	Reactive airway disease/breathing problems
365	Smoking
366	Gastrointestinal
367	Eating disorder (e.g., anorexia, bulimia, pica)
368	Ulcer
369	Excessive gagging
370	Gastroesophageal/acid reflux disease
371	Hepatitis
372	Jaundice
373	Liver disease
374	Intestinal problems
375	Prolonged diarrhea
376	Unintentional weight loss
377	Lactose intolerance
378	Dietary restrictions
379	Genitourinary
380	Bladder infections
381	Kidney infections
382	Pregnancy
383	Systemic birth control
384	Sexually transmitted diseases infections
385	Musculoskeletal
386	Arthritis

387	Scoliosis
388	Bone/joint problems
389	Temporomandibular disorders TMJ problems—popping, clicking, locking, difficulties
390	opening or chewing
391	Integumetary Integumentary
392	Herpetic/ulcerative lesions
393	Eczema
394	Rash/hives
395	Dermatologic conditions
396	Neurologic
397	Fainting
398	Dizziness
399	Autism Spectrum Disorder
400	Developmental disorders
401	Learning problems/delays (e.g. enrollment in specialized school or individualized education
402	<u>plan</u>)
403	Mental Intellectual disability
404	Brain injury
405	Cerebral palsy
406	Convulsions/seizures
407	Epilepsy
408	Headaches/migraines
409	Hydrocephaly
410	Shunts—ventriculoperitoneal, ventriculoatrial, ventriculovenous
411	Psychiatric
412	Abuse Maltreatment (e.g. physical abuse, sexual abuse, dental neglect, bullying)
413	Alcohol and chemical dependency
414	Emotional disturbance
415	Hyperactivity/attention deficit hyperactivity disorder
416	Pediatric acute-onset neuropsychiatric syndrome (PANS)
417	Obsessive compulsive disorder
418	Psychiatric problems/treatment
419	Endocrine

420	Diabetes
421	Growth delays
422	Hormonal problems
423	Precocious puberty
424	Thyroid problems
425	Hematologic/lymphatic/immunologic
426	Anemia
427	Blood disorder
428	Transfusion
429	Excessive bleeding
430	Bruising easily
431	Hemophilia
432	Sickle cell disease/trait
433	Cancer, tumor, other malignancy
434	Immune disorder
435	Chemotherapy
436	Radiation therapy
437	Hematopoietic cell (bone marrow) transplant
438	Infectious disease
439	Measles
440	Mumps
441	Rubella
442	Scarlet fever
443	Varicella (chicken pox)
444	Mononucleosis
445	Cytomegalovirus (CMV)
446	Pertussis (whooping cough)
447	Human immunodeficiency virus/acquired immune deficiency syndrome (HIV/AIDS)
448	Sexually transmitted infections
449	Zika virus
450	Lyme disease
451	Family history
452	Genetic disorders

453	Problems with general anesthesia
454	Serious medical conditions or illnesses
455	Social concerns
456	<u>Chronic</u> exposure to passive smoke
457	Religious or philosophical objections to treatment
458	<u>Legal custody/guardianship status</u>
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461	Appendix II—Dental History*
462	Previous dentist, address, telephone number
463	Family dentist
464	Date of last visit dental examination
465	Date of last dental radiographs, number and type taken, if known
466	Date of last fluoride treatment
467	Prenatal/natal history
468	Family history of caries, including parents and siblings
469	History of smoking in the home
470	Medications or disorders that would impair salivary flow
471	Injuries to teeth and jaws, including TMJ trauma
472	When/where/how
473	Treatment required
474	Dental pain and infections
475	Habits (past and present) such as finger, thumb, pacifier, tongue or lip sucking, bruxism, clenching
476	Snoring
477	Diet and dietary habits
478	Breast feeding—frequency, weaned/when
479	Bottle feeding/no-spill training (sippy) cup use
480	Frequency
481	Content—Formula, milk water, juice
482	Weaned/when
483	<u>Sugar-sweetened or sugar-containing beverages – e.g. Sodas,</u> fruit juice, sports drinks,
484	beverages — amount, frequency
485	Snacks—type, frequency

486	Meals—balanced, <u>frequency</u> , <u>restricted</u> or <u>special diet</u>
487	Oral hygiene
488	Frequency of brushing, flossing, oral rinse use
489	Assisted/supervised
490	Fluoride exposure
491	Primary source of drinking water—home, daycare, other
492	Water—tap, bottled, well, filtered/reverse osmosis
493	Systemic supplementation—tablets, drops
494	Topical—toothpaste, rinses, prescription
495	Previous orthodontic treatment
496	Behavior of child during past dental treatment
497	Behavior anticipated for future treatment
498	
499	Appendix III—Clinical Examination*
500	General health/growth assessment
501	Growth appropriate for age
502	Height/weight/frame size/body mass index (BMI)
503	Vital signs—pulse, blood pressure
504	Extraoral examination
505	Facial features
506	Nasal breathing
507	Lip posture
508	Symmetry
509	Pathologies
510	Skin health
511	Temporomandibular joint/disorder (TMJ/TMD) ¹⁵
512	Signs of clenching/bruxism
513	Headaches from TMD
514	Pain
515	Joint sounds
516	Limitations or disturbance of movement or function
517	Intra-oral soft tissue examination
518	Tongue

519	Roof of mouth
520	Frenulae
521	Floor of mouth
522	Tonsils/pharynx
523	Lips
524	Pathologies noted
525	Oral hygiene and periodontal assessment ^{28, 29}
526	Oral hygiene, including an index or score
527	Gingival health, including an index or score
528	Probing of pocket depth, when indicated
529	Marginal discrepancies
530	Calculus
531	Bone level discrepancies that are pathologic
532	Recession/inadequate attached gingiva
533	Mobility
534	Bleeding/suppuration
535	Furcation involvement
536	Assessment of the developing occlusion
537	Facial profile
538	Canine relationships
539	Molar relationships
540	Overjet
541	Overbite Midline
542	Crossbite
543	Alignment
544	Spacing/crowding
545	Centric relation/centric occlusion discrepancy
546	Influence of oral habits
547	Appliances present
548	Intraoral hard tissue examination
549	Teeth present
550	Supernumerary/missing teeth
551	Dental development status

552	Over-retained primary teeth
553	Ankylosed teeth
554	Ectopic eruption
555	Anomalies/pathologies noted
556	Tooth size, shape discrepancies
557	Tooth discoloration
558	
559	Enamel hypoplasia/ fluorosis Congenital defeats
	Congenital defects
560	Existing restorations
561	Defective restorations
562	Caries Pulpel nethelecus ³⁰
563	Pulpal pathology ³⁰
564	Traumatic injuries
565	Third molars
566	Radiographic examination ³¹
567	Developmental anomalies
568	Eruptive patterns/tooth positions/root resorption
569	Crestal alveolar bone level
570	Pulpal/furcation/periapical pathology
571	Caries—presence, proximity to pulp space, demineralization/remineralization
572	Existing pulpal therapy/restorations
573	Traumatic injury
574	Calculus deposits
575	Occult disease—pathological condition
576	Explanation of inability to obtain diagnostic image when indicated
577	Caries-risk assessment ¹⁷
578	
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