VIRTUAL CONSULTATIONS SERVICE
BE PREPARED TO ANSWER THE FOLLOWING QUESTIONS

Recent or previous history of:

1. Fever
2. Productive or dry cough
3. Close relatives or friends who are currently sick or have tested positive for COVID-19
4. History of pneumonia or lung disease
5. History of international, national or interstate travel
6. History of cancer and cancer treatment (chemotherapy and radiation)
7. History of immunosuppression
KEEP HANDY DURING YOUR PHONE CONSULTATION

1. Full name
2. Medical and Dental Insurance
3. List of current medications
4. List of known allergies
5. A valid email address and full contact information
HOW DO I GET IN CONTACT WITH A DENTAL PROVIDER?
ECU CALL CENTER

1. Call the dental center closest to your location: [https://www.ecu.edu/cs-dhs/dental/contactus.cfm](https://www.ecu.edu/cs-dhs/dental/contactus.cfm).

2. If necessary, a virtual consultation will be scheduled with a dental provider using Webex Meetings.

3. For this you will need:
   - A valid email address,
   - A computer MAC or PC with an adequate internet connection,
   - A mobile device Iphone/Ipad/Android phone/Tablet with a fast internet connection or connected to a wireless network (WiFi).
HOW TO SET-UP THE CONNECTION FOR LIVE CONSULTATIONS

1. After setting the appointment, an invitation will be sent to you by the provider.

2. When it is time to connect, click on the link provided and follow the instructions.

3. Make sure the audio is loud enough to hear instructions from our provider and for technical support reasons.

4. Once a connection has been established, you should be able to see and hear our Dental Provider.

5. If needed during the call, we will provide an email address so you can share pictures of any areas of concern to our provider.
ECU SCHOOL OF DENTAL MEDICINE REMOTE CONSULTATION

LIVE CONSULTATIONS

Monday to Friday
9am - 12pm & 2pm - 5pm

WebEx Meetings
1. ECU SoDM will contacting you from a secure internet connection using Cisco WebEx.
   


2. We can virtually send prescriptions to your local pharmacy if needed (for patients of record only).

3. An appointment can be scheduled in our emergency clinic if you fit the criteria for dental treatment.

4. If you have a medical emergency, call 911.