

After-Hour Emergencies

Our dental program provides 24-hour clinical coverage for patients. Emergency care (relief from swelling, pain, trauma, or bleeding) is provided to our patients at all times. A 24/7 phone contact number is provided to patients on the Oral Health Report take home sheet. The contact number is also provided to the host school.

The after-hour emergency care process is as follows

- Our dental answering service representatives collect pertinent emergency patient information for transfer to our clinical team.
- Emergency patient calls are dispatched to the Dental Director immediately. In the event the Dental Director is unavailable, the calls are transferred to one of our clinical providers as determined and set forth by our practice.
- Dental emergency triage by the Dental Director to ascertain the extent and nature of the patient's dental emergency and implement treatment to effectively diagnose and resolve may include, but is not limited to:
 - Appropriate prescriptions to temporarily reduce or eliminate acute symptoms
 - Referral to one of our dental providers established practice or an affiliated dental provider located within a reasonable geographic area from the patients home
 - Referral to a hospital emergency room for the management of pain, swelling, or trauma
- Consultation between the Dental Director and our dental provider of record
- Post emergency case management includes:
 - Consultation and follow-up between the dental director and the dentist treating the emergency dental condition, if applicable
 - As indicated, follow-up evaluation with one of our dental providers at one of our school-based sites that is geographically accessible to the patient's home
 - If arrangements for follow up with our dental providers cannot be made within a reasonable timeframe as defined by the Dental Director, the clinical team works with the family to establish an appointment within a reasonable geographic area with an affiliated local dental provider
 - Follow-up phone contact within 24-48 hours by the clinical staff to assess patient condition
- All emergency care consultations, referrals, and treatment notes become part of the patient's permanent dental record