**Dental triage GDS**

Introduce yourself by name and job title

**Who are we talking to?** – patient/carer/family member, confirm contact details

**Who is the concern about?** Confirm details – D.O.B, address

**Do they have a dentist?** Have they contacted them first?

**Current Dental Complaint**
- History, time of onset, duration, site, nature of pain, radiation, associated symptoms, severity score out of 10, exacerbating and relieving factors, additional relevant issues – temperature, swelling, difficulty swallowing, eye closing, rapid spread, sepsis triggers
- Bleeding – site, volume, causes, what have they tried so far to manage
- Trauma – when, how, other injuries, loss of consciousness, have they been to A+E
- Broken tooth – where, how
- Behavioural issues if relevant – eating, drinking, sleeping, agitation, passing urine/faeces, flushing, rashes, what is ‘normal’ for them?

**PMH**
- Age, existing conditions requiring self-isolation, medications, allergies, Covid-19 screen – temperature/cough, self isolated due to household member

- >70 yrs
  - Underlying health condition,
  - Do you have an annual flu vaccine from your GMP?
  - Pregnant

- Symptoms of COVID-19 or anyone in the same household with symptoms in the last 14 days

- No underlying condition that would place patient in vulnerable group

**Assess Urgency of Dental Care Need** – Is there a risk of symptoms escalating necessitating a trip to hospital, or of significantly escalating pre-existing condition

**Advice over the phone**
- Avoid clinic attendance where possible
- Prescription directly to a pharmacy
- Liaise with OMFS if necessary/ may require iv antibiotics

**Stay at Home:** advice and self-care at home.
- Contact OMFS if life threatening swelling or bleeding suspected.
- If appropriate, referral to designated centre – see below for process

**Advise Self Care at Home:**
- Pain relief – analgesics
- Oral hygiene measures/ HSWMW
- Pressure if bleeding
- Dry socket? – OHI, analgesics, reassurance

**Face to face contact necessary**

**No AGP indicated**

**AGP is indicated**

**Will need to be referred to designated AGP/ Covid centre:**
- Take patient’s contact details and pass all information to dental helpline
  - 03000 851756 (West)
  - 03000 856230 (East/Central)

**Emergency contact OMFS**

**Refer to nearest available GDP for care.**
- Bring list of meds.
- Come alone or 1 parent with 1 child
- Basic treatment only
- Staff will be wearing PPE, patient will be asked further questions, have temperature taken and be asked to wash hands on arrival.

**Liase with the patient’s local pharmacy**
- Prescribe antibiotics but script must be sent to pharmacy within 72 hours.
- Advise appropriate analgesia