

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

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

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

Face to face contact necessary

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

No AGP indicated

AGP is indicated

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.

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

Liaise with the patients local pharmacy
Prescribe antibiotics but script must be sent to pharmacy within 72 hours.
Advise appropriate analgesia