

**LAC+USC MEDICAL CENTER  
AMBULATORY CARE SERVICES  
CLINIC TOWER A3C  
DENTAL/ORAL MAXILLOFACIAL SURGERY (OMFS) CLINIC  
SCOPE OF SERVICES**

**Department Purpose:**

The Dental/OMFS Clinic is an important component of the continuum of care for patients in the LAC+USC Medical Center and those referred from outside LA County and non-LA County facilities. The clinic provides oral health care to patients with urgent and non-urgent diagnosis and treatment of dental procedures/care.

**Type & Ages of Patients Served:**

The types of patients seen in the clinic are those suffering from short-term acute surgical problems. The clinic primarily sees adolescents, adult and geriatric patients from all socio-economic and culturally diverse populations of LA County. Patients are referred from the emergency room, inpatient settings following discharge, consultation with community-based physicians, comprehensive health centers, and other LA County facilities.

**Method Used to Assess Patient Needs:**

Patients are seen on a scheduled basis, unscheduled patients may be seen with the approval of the Attending Dental Physician. Patients may be referred back to their primary care provider once the acute illness has resolved. Patient care is coordinated by the medical and nursing team who collaborate with other disciplines in providing necessary treatment, teaching and /or referrals to other ancillary services or agencies.

**Scope of Services & Complexity of Care:**

Routine Dental Procedures are referred to the Comprehensive Health Centers (CHC's) for management. The clinic provides emergency care for patients with acute pain, dental infections, bleeding or oro-facial trauma, dental care for medically compromised and/or immunosuppressed patients, surgical procedures such as biopsy and surgical management of oral pathology problems, reduction of facial fractures, treatment of orthodontic and temporomandibular problems, reconstructive surgery, total endentulation, removal of impacted molars, alveoplasty or frenectomy, and treatment of difficult prosthetic cases.

**Volume and Quality Control Indicators:**

- Monthly visit count by total clinic volume and each clinic activity
- Monthly Clinic Wait Time Report
- Monthly Broken Appointment Rate
- Pharmacy Rounds
- Patient Satisfaction Survey
- Quarterly Patient Complaint/Grievance Report
- Environmental Safety Rounds

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**Performance Improvement Indicators:**

- Improve patient experience by identifying all patients with at least 2 identifiers, greeting patients and offering assistance proactively.
- Improve transition of care through daily huddle.
- Improve patient flow by ensuring all patients are disposed in ORCHID.
- Improve patient flow by decreasing no show rate with reminder calls and appointment notice via mail.
- Improve patient flow by decreasing cycle time.
- Improve publicly reported data by accurately completing all ORCHID documentation real time and timely.

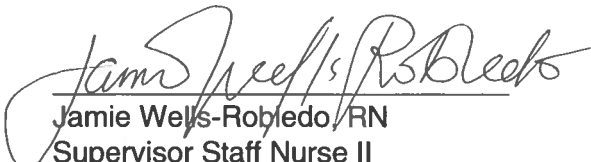
**Recognized Standards:**

Nursing and Medical practice are governed by standards, from professional organizational and state regulatory agencies inclusive of California State Department of Consumer Affairs, State and County Departments of Health Services, Joint Commission for the Accreditation of Healthcare Organizations, California State Board of Dental Examiners, the DEA, Occupational Health and Safety Act, Title 22, and professional organizations such as the American Association of Oral & Maxillofacial Surgery, American Dental Association.

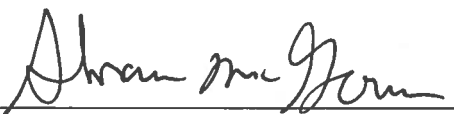
**Availability of Necessary Staff:**

Clinic hours are 8 AM – 4:30 PM, Monday through Friday, closed holidays and weekends. Staff is comprised of Dentists, Oral Surgeons, Oral Hygienists, Dental Assistants, Dental X-Ray Technicians, Dental Lab Technicians, and Registered Nurses. Clerical staff provides support. The Clinic staff reports to a Nurse Manager who reports to the Clinical Nursing Director for Ambulatory Care Services. Dental Providers which include Attending Dental Physicians and Resident Physician staff report to the Division Chief or his/her designee who subsequently reports to the Chief Medical Officer. The Nurse Manager is responsible for assigning staff based on the needs of the clinic. The Nurse Manager is responsible for working collaboratively with the dental staff and assessing the performance of staff in the clinic. Staff competency is assessed on an annual basis.

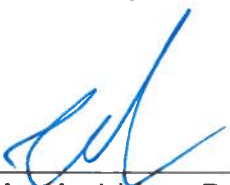
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Jamie Wells-Robledo, RN  
Supervisor Staff Nurse II  
A3C Dental / OMF

9/13/22  
Date

  
Shawn McGowan, RN, MSN  
Clinical Nursing Director II

9/06/22  
Date

  
Wei-An (Andy) Lee, D.O.  
Specialty Care Medical Director  
Ambulatory Care

11/8/2022  
Date