



Rancho Los Amigos National Rehabilitation Center

DEPARTMENT OF DENTISTRY POLICY AND PROCEDURE

SUBJECT: Emergency Dental Care: Outpatients

Policy No.: 3.3
Supersedes:
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Page: 1 of 2

POLICY:

The Department of Dentistry shall be responsible for dental emergencies occurring in *outpatients of record* according to the following procedure.

PROCEDURE:

1. During regular clinic hours, the patient should call the dental clinic and describe the problem. After regular clinic hours, the patient should call the Hospital Charge Nurse who will use the following procedure:
 - a. The receptionist shall consult the attending dentist to determine the urgency of the patient's problem.
 - b. The receptionist shall arrange an emergency appointment, that afternoon or the following morning as determined by the attending dentist.
 - c. The patient shall be evaluated and treated according to the "Patient Treatment Guidelines, 3.2"
2. After regular clinic hours, the patient should call the Hospital Charge Nurse who will use the following procedure:
 - a. After regular clinic hours, the patient should call the Hospital Charge Nurse who will use the following procedure: Call the dental resident on call.
 - b. Notify Dr. DeBord or designated attending by pager after contacting the dental resident on call.
 - c. Leave a message on the Department Voicemail stating the patient's name, Rancho number, nature of problem and disposition of the patient.
 - d. The Hospital Charge Nurse and operator shall have a list of current phone numbers for all practitioners in the Department of Dentistry.

The Dental Resident on call shall:

 - a. Evaluate the patient's urgent problem by phone according to "Patient Treatment Guidelines, 3.2"
 - b. If the patient requires immediate treatment for a serious dental emergency, refer the patient directly to LAC+USC Medical Center Emergency Room or the nearest hospital emergency room. (Oral and Maxillofacial Surgery residents are on duty at LAC+USC 24-hours per day.)
 - c. If medication is required, contact Dr. DeBord or designated attending who will phone a

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prescription to the patient's pharmacy. Have the phone number of the preferred pharmacy, the patient's name, address, date of birth, allergies and medication ready for Dr. DeBord.

- d. Schedule the patient to come into the dental clinic on the next business day.
- e. If it necessary to come to Rancho to evaluate and treat the patient, the resident on call shall contact a second resident to come also. The residents shall meet the patient in the dental clinic.