

Integrated Primary & Community Care

Standard Operating Procedure High Risk Patients Seen in Dental Services

A 'high risk' patient when referring to dental services is one who has either:

- Received a positive Lateral Flow Test or PCR within the last 10 days
- Currently instructed to self-isolate by the 111 Team
- Symptomatic for COVID-19 (even if testing negative on LFT)
- Has been notified they are a 'close contact' of someone who has tested positive for COVID-19 in the last 10 days

Patients identified as high risk will be treated via AAA approach (Advice, Analgesia, Antibiotics) in the first instance but there will be occasions where this approach is not suitable and physical treatment is required.

Each dental practice is responsible for treating their own high risk patients or making arrangements with a buddy practice to see their high risk patients on their behalf. When treating high risk patients the practice should take additional precautions and the guidance for this is set out below. In the event a high risk patient has been instructed to self-isolate, additional permission will have to be sought from the Primary Care Dental Team, who will issue a letter to the patient to confirm they are able to be released from self-isolation for the purpose of attending for their emergency dental appointment.

All dental providers should be following the latest guidance issued by the Integrated Primary and Community Care Group.

High Risk Patients

High risk patients should be captured on initial contact with the dental practice via the telephone triage process and having answered the COVID-19 questions.

The first approach should be via AAA for all high risk patients. If this approach is not sufficient and physical treatment is required, the patient can be seen for treatment either in their own dental practice or via the referral for treatment to a buddy practice - this arrangement can be managed by the dental practice themselves. As above, if the patient has been instructed to self-isolate by the 111 team, permission for them to attend their appointment must be sought

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(regardless of whether this is at the dental practice the patient is with or their buddy practice) and the patient will be supplied with an exemption, in writing, from the Primary Care Dental Team. This exemption will allow the patient to travel from their home/residence to the treating dental practice and back to their residence again only.

If a high risk patient requires medication they will need to make arrangements for this to be collected for them, or the dental practice may arrange pick up/delivery of the prescription via the pharmacy if the medication is not available at their practice already.

Steps to follow for dental practices to see high risk patients

1. The Practice will have already established the patient as being high risk and requiring emergency dental treatment via the triage process.
2. The Practice is to email dental@gov.im with a completed request form (Appendix 1). As this form will contain the patient's personal information the practice must gain consent from the patient prior to sending the information to the Primary Care Dental Team and must password protect the document before emailing it.
3. The practice may provisionally book the appointment for the patient and must await confirmation from the Primary Care Dental Team that the patient has received their exemption letter (sample exemption letter Appendix 2).
4. The patient must be advised to call the practice on arrival and will be instructed when they are permitted to enter the building.
5. The patient must wear a face mask at all times (other than when actually receiving their treatment) and be asked to use handwashing facilities before and after their appointment.
6. The practice must be mindful of the areas the patient has come into contact with during their visit and ensure stringent cleaning of surfaces once the patient has left the premises.
7. The practice must ensure the patient's appointment is the last of the day, with no patient cross-over and minimal staff contact at the practice (i.e. the treating dentist and nurse only where possible). Recommended PPE must be worn by all staff at the practice.
8. If a prescription from Pharmacy is required the practice can send it direct to the pharmacy of the patient's choice so that the patient may arrange for someone to collect it on their behalf. If the patient is unable to have their prescription collected, the practice should make every endeavour to assist the patient by contacting the pharmacy and requesting delivery of the prescription if possible to the patient's home address.

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9. For NHS patients the emergency fee (£18.50) will be payable (unless the patient is exempt from charges) and all payments should be made via contactless card payment (wherever possible) and at the time of treatment.
10. Once treatment has finished the patient must be advised to go straight home/to their place of residence without stopping elsewhere along the way.
11. The practice must ensure all areas within the practice have been cleaned prior to closing for the day.

High Risk Patient Exemption Request Form

(for patients who have been instructed to self-isolate)

Dental Practice	
Dental Practice Address	
Patient Title	Choose an item.
First Name	
Surname	
Patient Address (including Post Code)	
Patient Contact Telephone Number	
Patient's Email Address	
Patient Appointment	Click or tap to enter a date.
Patient Appointment Time	
<i>For Child/Vulnerable Adult Appointments Only:</i>	
Accompanying Adult's Full Name	
Accompanying Adult's Address (<i>if different from above</i>)	

Please ensure you complete each section and password protect this form prior to sending it to dental@gov.im. The Primary Care Dental Team will inform you once the exemption letter has been sent to the patient.

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Appendix 2

Primary Care Services
Crookall House
Demesne Road
Douglas
Isle of Man
IM1 3QA
Contact: Primary Care Dental Team
Email: Dental@gov.im
Telephone: (01624) 642694

11/01/2021

Name
Address
Address
Address
Post Code

Dear X

Approval for Emergency Dental Care during Self-Isolation Period

This letter gives you formal approval from Manx Care and the Department of Health and Social Care to attend ***Dental Practice / Address*** for emergency dental treatment on ***day/date***.

You must only travel from your place of residence to the above dental practice and back again. You cannot make any stops on your journey to and from the dental practice. If you require a prescription, the above practice will assist you in how you can receive your medication (you are not permitted to travel to a pharmacy to collect your prescription yourself).

The above dental practice has made arrangements to see you at the end of the working day when contact with members of public or staff at the practice is at a minimum. You must make contact with the practice on arrival on ***telephone number*** and the practice will let you know when they are ready for you to enter the building. You must wear a mask at all times other than when you are actually receiving dental treatment.

The usual requirement for payment for an emergency dental appointment will be expected (unless you are exempt from charges). All payments, where possible should be made via contactless card payment at the time of your appointment.

If this is for a child to attend an appointment they may be accompanied by one adult only and conditions above are applicable to both the child and the parent/guardian.

Yours Sincerely

xxxx
Primary Care Services