

## **New Patient Dental Emergencies**

### **Questions the Dental Clinic staff will ask if a new patient calls with a dental emergency:**

- When did you first notice or have this dental concern?
- Have you been taking any medications (Prescription or over the counter?)
- What else have you been doing for this concern?
- Does this keep you awake at night?
- Do you have swelling that you can see on the outside of your face if you look in the mirror?
- Do you have constant bleeding?

### **If you answered yes to any of the above questions, please contact the Dental Clinic as soon as possible.**

### **Dental Emergencies for new patients are handled as follows:**

- New patient emergency care is provided on a first come, first served process.
- Please call the clinic (phone numbers are listed above). Staff will go over the questions listed above to determine emergency criteria.
- If it appears there is a dental emergency, the new patient is encouraged to come to the Clinic at 8:00 am or 12:30 pm. Staff will ask for your name, birth date, phone number and insurance information.
- Wait time for care could be up to three hours.
- When a scheduled patient fails to arrive for their appointment, the emergency patient is immediately seated in that spot.
- We do not promise that you will be seen if you wait. However, *on average*, emergency patients are treated within 48 hours of initial contact.
- We cannot promise, even if seated, that you will be treated the same day. However, if seated, we will try to assess what treatment is needed and re-appoint for that care.