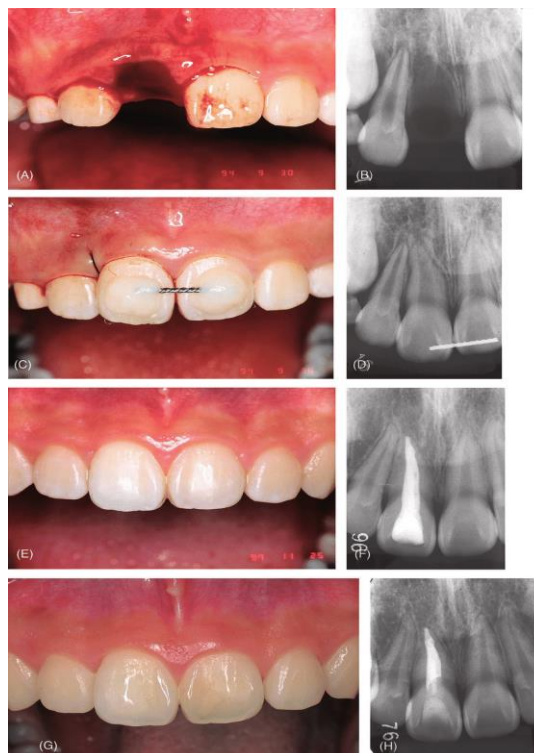


Guide for Reception staff for patients who have had a dental accident:

You are the first contact for a patient or their advocate when they phone your Practice looking for help and possible treatment after a tooth related accident. Your job is very important and involves the gathering of information, seeking guidance if necessary and then providing the necessary help that your patient requires. There are situations when you are duty-bound to provide immediate and urgent assistance for a patient with a dental injury.

Do NOT turn the patient away with no help or assistance whatsoever- that is unethical! SO,

1. Gather all the necessary information about the patient, their location, the injury, their contact details, and how it happened.
2. Then **Discuss the case with your Dentist** (even if they are busy) - Even if the Dentist only looks at the patient to ascertain the seriousness of the injuries and then can prescribe medication and follow up, this is very helpful and comforting for the patient.
3. Don't forget to get the patient to fill out an ACC Injury registration form ACC 42
4. Fractures of teeth can be temporarily covered to provide comfort for the patient if necessary or the piece glued back on if time permits
5. One situation that the dentist **MUST** see the patient as quickly as possible (**i.e. within 60 minutes**) is when a tooth has been completely pushed/lost out of its socket or **avulsed**. **The Dentist should be alerted immediately and the patient advised to come down to your surgery NOW! If the tooth can be re-implanted within 60 minutes** -this greatly increases the chances that the tooth will be successfully saved. (see below)



what to do following a



DENTAL TRAUMA

Tooth Loose!!
(displaced)

Tooth Broken!!

Tooth came out!!
(avulsed)

DON'T PANIC



LEAVE THE TOOTH AS IT IS,
DON'T TOUCH!



FIND THE BROKEN PIECE,
IT CAN BE GLUED BACK ON!



HOLD THE TOOTH
BY THE CROWN

DO NOT TRY TO
CLEAN THE TOOTH BY
BRUSHING!



PUT THE
TOOTH IN
MILK



OR KEEP
IT IN YOUR
MOUTH
(but don't
swallow it!)

IT CAN BE FIXED!



SEE A DENTIST IMMEDIATELY

*Dentists
Nearby*