Redirection from A&E to Emergency Dental Service

Exclusions Box
Any patient who has the following is not suitable for re-direction to the out of hours emergency dental service and must remain within A&E. A&E staff may deem it appropriate to direct these patients to Oral and Maxillofacial surgery, as per the Maxillofacial protocol.

- Facial swelling that is significant and worsening
- Attended day surgery within 72 hours (relates only to patients who have been seen by maxillofacial day care, unless they fit under one of the other categories)
- Trauma including facial/oral laceration and/or avulsion of a permanent tooth. These cases should be referred to the emergency dental service when the clinic is operational, but outwith these times should remain in A&E.
- Oro-dental conditions that are likely to exacerbate systemic medical conditions (e.g. Diabetes)

Routine dental problems that fall outwith the urgent & emergency categories include:
- Mild or moderate dental pain not requiring intervention within 24 hours
- Loose or displaced crowns
- Bridges or veneers
- Fractured or loose-fitting appliances
- Fractured, loose or displaced fillings

Presenting condition: Toothache

In Hours

Is patient registered with a dentist?

Yes

Patient advised to telephone their own dental practice in the first instance

No

Patient advised to contact NHS Ayrshire & Arran’s Daytime Advice line 01563 578 664 8.30am - 6pm

Out of Hours

For dental emergencies patient advised to telephone NHS 24 on 08454 24 24 24 6pm - 8.30am Monday to Friday & 6pm Friday to Monday 8.30am

Daytime Advice line will direct patient appropriately to most convenient Clinic

SD/ZT updated 23.8.10