



Same Day Dental Care



PURPOSE

To guide the care of patients walking in for
EMERGENCY treatment.



What Constitutes as an

EMERGENCY

- Severe pain
- Swelling
- Acute infection or fever related to a dental infection
- Dental related trauma

What Does NOT Constitute as an

EMERGENCY

- Sore gums
- Has been an ongoing problem
- On and off wisdom tooth problem
- Loose teeth, not painful
- Lost filling/ chipped or broken tooth





What to Expect

30 minute diagnostic evaluation



Emergency Exam



X-Ray



What NOT to Expect

Same Day Treatment

(Unless doctor has a change in
schedule and can)

AVAILABILITY

3 hours in the morning and afternoon will be available for walk-ins.

- 8am-11am & 1pm-3pm
- 10:30am-1:30pm & 3pm-6pm

(on late days)



A dark blue background featuring a blurred image of medical equipment, including a stethoscope and a syringe, overlaid with a semi-transparent teal layer.

WHY

To control the overflow of patients wanting to receive treatment without an appointment.

Clear guidelines can minimize that and allow us to focus on patient care and provide an overall great experience.



Broken Dental

APPOINTMENTS

Purpose:

To guide the management of dental patients who do not keep their appointments or cancel without sufficient notice.

What Constitutes as a

MISSED APPOINTMENT

- No call / no show - The patient was not present for their scheduled appointment and made no attempt to contact us.
- Short notice cancel- Patient did not show up at scheduled appointment time, requested cancel/reschedule after their appointment was scheduled to start.
- Late arrival/could not accommodate - Patient arrived more than 15 minutes after the scheduled time for their appointment and was not able to be worked into the schedule that day.





What to Expect

Patients who fail to show up for 3 appointments will be placed on a same day standby appointment for 12 months.



PROCEDURE

- Patients on same day standby status will not be able to schedule any future dental appointments for 6 months.
- Patients on standby status who wish to have dental treatment done are encouraged to call the office on the morning of the day they can come in. If there are cancellations or openings available, they may be scheduled for that day only.
- Patients with multiple future dental appointments who are unresponsive to NorthShore's attempts to confirm their remaining appointments will have their future appointments canceled.

A dark, blue-tinted background image showing medical equipment. A stethoscope is visible on the left, and a syringe is on the right. The word "WHY" is written in large, white, serif capital letters across the center.

WHY

To maximize access to care for those patients who are responsible for keeping scheduled appointments.



NorthShore
HEALTH CENTERS