

Walk In - Same Day Urgent Care

Purpose: To guide the care of patients walking in or calling into **Northshore Health Centers** for emergency treatment.

Policy: Patients presenting with pain, swelling or dental related infection will receive a 30-minute appointment for a diagnostic evaluation for definitive treatment. Only palliative care will be provided unless the provider has sufficient time in the schedule and is comfortable providing definitive care. If further treatment is needed the patient will be advised to schedule an appointment prior to leaving NorthShore.

Patients seeking emergency care who were recently treated in the clinic will also be seen the same day they call or walk-in. The front desk and or Call center will be responsible for **screening** and scheduling all emergency patients. Emergency slots will be built into each day's schedule for 3 hours in the morning and afternoon 8-11am and 1-3pm on our late days 10:30am -1:30pm and 3pm - 6pm. Open slots in the daily schedules caused by no-shows or cancellations can be used as additional emergency appointments. It is important to monitor these appointments to make sure they're being utilized regularly.

Procedure: All calls or walk-ins for emergency appointments will be **screened** by front desk staff. Patients with the following conditions will be seen the same day.

- SEVERE PAIN
- SWELLING
- ACUTE INFECTION
- FEVER RELATED TO DENTAL INFECTION
- DENTAL RELATED TRAUMA
- PATIENTS WITH ANY COMPLAINTS RELATED TO RECENT TREATMENT.

In the absence of any of these conditions, patients with a lost filling/chipped or broken tooth do **NOT** constitute emergencies and will be scheduled for an (LOE) appointment or double-booked at the request of the treating dentist. If the patient has not seen a dentist in over a year, the patient should be converted to a comprehensive exam.

To facilitate the evaluation and treatment of emergency patients, both hygienist and dentist can use unfilled chair time. Either a hygienist or dental assistant can prepare and take any necessary x-rays.

Questions to ask during scheduling: How long has the problem been going on? How long has this tooth been hurting? Have you noticed any swelling?

Advise to walk in

- Pain is extreme
- Any sort of facial trauma
- Significant swelling
- Established patient with small adjustment
(Related to recent treatment in Clinic)

Advise to Schedule (LOE)

- Has been an ongoing problem for months
- Wisdom tooth problem ON and OFF
- Sore gums
- Loose teeth in adults not painful
(Perio involvement)

If a patient is having difficulty breathing or seeing due to swelling from dental infection, any broken facial bones, direct them to the closest **emergency room**.