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Government of South Australia

SA Health

SA Dental Service

REFERRAL GUIDELINES

Residential Aged Care Emergency (RACE) Dental Service

www.dental.sa.gov.au/professionals/programs/race-dental

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Table of Contents

1. BACKGROUND
2. CLIENT CRITERIA
3. RACE 1
4. RACE 2
5. NON-URGENT GENERAL DENTAL CARE
6. ATTACHMENTS

1. BACKGROUND

The **Residential Aged Care Emergency (RACE) Dental Service** provides a standardised SA Dental Service Statewide approach for the management of emergency public dental care for older people living in Residential Aged Care Facilities (RACF's) who are unable to leave the facility to attend a Community Dental Service (CDS) clinic because of severe physical, functional or cognitive impairment (see 2.CLIENT CRITERIA).

RACE defines two designated emergency dental referral pathways for senior RACF staff (such as registered nurses (RNs), Care Managers/Care Coordinators) and/or general practitioners (GPs) to follow:

- **RACE1 dental referral pathway** is for high risk oral conditions requiring immediate public hospital emergency care.
- **RACE 2 dental referral pathway** is for emergency oral conditions that can be treated on-site at the RACF by a visiting SA Dental Service RACE dental team.

Refer to: Attachment 1: RACE Referral Pathway for Residential Aged Care Facilities

2. CLIENT CRITERIA

The RACE Dental Service is **ONLY** for residents who are unable to attend a CDS clinic because of:

- physical dependence and/or bedbound
- functional dependence for all care needs
- severe cognitive impairment
- reliance on SA Ambulance Service (SAAS) assisted transport to attend off-site treatment.

RACE does not provide dental care in circumstances other than those described above (see 5. NON-URGENT DENTAL CARE).

3. RACE 1

RACE 1 dental referral pathway is for dental care requiring **immediate action** with the resident transported by **ambulance to a public hospital emergency service** because the following high risk oral conditions can quickly escalate into **a medical emergency**:

- severe facial swelling
- uncontrollable dental bleeding
- significant trauma to face, teeth and/jaw.

3.1. Client eligibility

ALL residents with a **Medicare** card are eligible for public hospital care.

3.2 Referral process

Senior RACF staff (such as RNs, Care Managers /Care Coordinators) and/or GPs are to **liaise directly** with:

- **Metropolitan locations:**
 - **Business hours: Adelaide Dental Hospital**
Oral and Maxillofacial Surgery (OMFS) RN by phone 8222 8223.
 - **After hours: Royal Adelaide Hospital**
OMFS Registrar by phone 7074 0000 (Switchboard).

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The Royal Adelaide Hospital is the designated referral hospital for oral emergencies in the metropolitan area.

- **Country locations:**
 - Emergency staff at the closest public hospital emergency service.

RACE 1 – Public Hospital - all RACF clients with a Medicare card

METROPOLITAN

Business Hours:	Hospital	Email	Phone
	Adelaide Dental Hospital: Liaise directly with OMFS RN	Health.SADSOraISurgery@sa.gov.au	8222 8223
After Hours:	Royal Adelaide Hospital: Liaise directly with OMFS Registrar	Completed referral form to go with client to hospital	7074 0000 (Switchboard)

COUNTRY

All Hours: Liaise directly with nearest public hospital emergency service
Send completed referral form to the health service where the emergency care is to be provided

3.3 Client referral form

Refer to Attachment 2: RACE Client Referral Form

Download the **RACE client referral form** from <https://www.dental.sa.gov.au/professionals/programs/race-dental/race-1> and complete.

Send this form **via email or a hard copy with the resident** to the hospital service where the emergency care is to be provided.

Failure to provide requested information may prevent and/or delay dental treatment.

3.4 Client consent

Following consultation with the **resident** (who has capacity to consent) and/or the **resident's substitute decision maker**, RACF staff and/or the GP must identify on the referral form, the person who will be providing:

- a) **Consent for emergency dental examination and treatment.**

The substitute decision maker's contact details must be documented on the referral form.

Please ensure relevant **Advance Care Planning information** (such as Advance Care Directive and/or Resuscitation Plan) is provided to hospital emergency staff.

4. RACE 2

RACE 2 dental referral pathway provides access to **on-site public dental care** at the RACF and is triaged by a visiting SA Dental Service **RACE dental team** for the following oral conditions:

- intra-oral swelling
- dental pain significantly affecting eating, speaking, sleeping and/or behaviour
- damaged teeth causing trauma to oral mucosa
- denture problem significantly affecting eating and/or speaking
- dentures causing trauma to oral mucosa
- suspected oral pathology.

RACE dental teams do not provide dental care in circumstances other than those described above (see 5. NON-URGENT DENTAL CARE).

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4.1. Client eligibility

ONLY residents who have a **current pensioner concession card (PCC)** or a **health care card (HCC)** are eligible for public dental care.

DVA Gold, White and Orange cards, and Commonwealth Seniors Health Cards are not accepted.

For residents not eligible for public dental care, it is recommended that they see a private dental provider (private fees apply). For assistance finding a private dentist refer to the Australian Dental Association (www.ada.org.au/Find-a-Dentist).

4.2. Referral process

Senior RACF staff (such as RNs, Care Managers/Care Coordinators) and/or GPs are to liaise with the most appropriate RACE dental team.

RACE dental teams are only available during business hours.

There are RACE dental team provide care to locations in the Greater Adelaide. Country CDS clinics are responsible for client care in other locations.

RACE 2 – SA Dental Service - only RACE clients with a PCC or HCC

METROPOLITAN

Business Hours:	Clinic	Email	Phone
	Special Needs Unit	Health.SADSADHSpecialNeedsUnit@sa.gov.au	82228307

COUNTRY

Business Hours:	Clinic	Email	Phone
	Clare	HealthSADSClare@sa.gov.au	8842 2288
	Millicent	HealthSADSMillicent@sa.gov.au	8733 3957
	Mount Gambier	HealthSADSMtGambier@sa.gov.au	8721 1633
	Murray Bridge	HealthSADSMurrayBridge@sa.gov.au	8531 9300
	Naracoorte	HealthSADSNaracoorte@sa.gov.au	8762 2614
	Port Augusta	HealthSADSPortAugustaDentalClinic@sa.gov.au	8668 7840
	Port Lincoln	HealthSADSPortLincoln@sa.gov.au	8683 2700
	Port Pirie	HealthSADSPortPirieCDS@sa.gov.au	8638 4426
	Riverland	HealthSADSRiverland@sa.gov.au	8580 2700
	Walleroo	HealthSADSWalleroo@sa.gov.au	8880 5200
	Whyalla	HealthSADSWhyalla@sa.gov.au	8645 1788

4.3 Client referral form

Refer to Attachment 2: RACE Client Referral Form

Download the RACE client referral form from <https://www.dental.sa.gov.au/professionals/programs/race-dental/race-2> and complete.

Send this form **via email** to health.SADSADHSpecialNeedsUnit@sa.gov.au or nearest country CDS clinic.

Failure to provide requested information may prevent and/or delay dental treatment from taking place.

4.4 Client consent

Following consultation with the **resident** (who has capacity to consent) and/or the **resident's substitute decision maker**, RACF staff and/ or the GP must identify on the referral form, the person who will be providing:

- a) **Consent for emergency dental examination and treatment.**
- b) **Consent for account payment responsibility** (see 4.7 Client fees)

The substitute decision maker's contact details must be documented on the referral form.

Please ensure relevant **Advance Care Planning information** (such as Advance Care Directive and/or Resuscitation Plan) is provided to the RACE dental team.

4.5 Client fees

In South Australia, co-payments are applied to public dental care and an **emergency client fee will be charged** by the visiting RACE dental team. For information on client fees refer to <https://www.dental.sa.gov.au/professionals/programs/race-dental>.

Standard Financial Hardship processes may apply for eligible clients.

RACE dental teams do not take cash payments for services provided. A client invoice will be sent to person responsible for payment as identified on the client referral form.

4.6 Scheduling an on-site dental visit

On receipt of the referral form, the RACE dental team will make phone contact with RACF staff to schedule an appointment time for an on-site dental visit.

During this call, the RACE dental team will follow up on any questions relating to the information provided on the client referral form and confirm the availability of the pre-requisites for on-site emergency dental care (see 4.7 Prerequisites for on-site emergency dental care).

In country areas, the local CDS clinic may issue an Emergency Dental Scheme (EDS) referral for a private dentist to undertake dental care (on behalf of SA Dental Service).

For symptom management advice, while waiting for the resident to be seen by the RACE dental team, RACF staff are advised to contact the local GP service or HealthDirect (1800 022 222).

4.7 Prerequisites for on-site emergency dental care

RACE dental teams require the following:

- work health and safety information such as emergency evacuation, incident reporting, hazard management
- due to the high levels of client dependency, a nurse (not a care worker) is requested to act as a chaperone, support the resident during the emergency dental examination/treatment, and receive care instructions from the dentist
- access to the resident's records for the reporting of dental information
- clean environment observing standard infection control precautions (unless transmission based precautions are required)
- access to power
- sink with running water
- mobile examination light (desirable)
- separate treatment room (desirable).

5. NON-URGENT GENERAL DENTAL CARE

Maintaining a resident's oral health by adhering to evidence-based **daily oral healthcare** can reduce the risk of dental emergencies.

For information on general oral healthcare, refer to the **Better Oral Health in Residential Care resources** from <https://www.dental.sa.gov.au/professionals/oral-health-resources>

For **non-urgent public dental care**, it is recommended that residents eligible for public dental care (holder of a current PCC or HCC) have their name placed on the SA Dental Service waiting list by contacting the closest CDS clinic. For further information on clinic locations refer to <https://www.dental.sa.gov.au/professionals/programs/race-dental>.

When placing a resident's name on the **waiting list**, RACF staff should provide the following information to assist clinic staff allocate the resident to the appropriate CDS clinic:

- concession card details
- presence of natural teeth and/or dentures
- resident's mobility and/or cognitive capacity and the level of assistance required to transfer into a dental chair
- identify whether resident uses a wheelchair, mobility scooter or princess chair.

At the time of the **actual dental appointment**, RACF staff should provide the CDS clinic staff with the following information:

- resident's current health summary information
- indicate if the resident will be able to self-consent or whether consent is to be made by a substitute decision maker (provide contact details)
- identify if an interpreter is required
- name who has account payment responsibility.

Alternatively, if the resident (or their substitute decision maker) chooses not to place their name on the waiting list or the resident is not eligible for SA Dental Service, they should contact a private dentist (private fees apply). For assistance finding a private dentist refer to the Australian Dental Association (www.ada.org.au/Find-a-Dentist).

6. ATTACHMENTS

Attachment 1: RACE Referral Pathway for Residential Aged Care Facilities

Attachment 2: RACE Client Referral Form