

DENTAL SERVICES

Cumberland Heights shall provide dental care for patients on an emergency basis only. Patients may also choose to see their own dentist for any urgent needs while in treatment.

Patients are asked to sign releases of information so that Cumberland Heights and the treating dentist can coordinate care as needed. The contract dentist or the patient's dentist will make recommendations and referrals as appropriate. Preventive, diagnostic, and treatment dental services are included in a continuing care plan as needed.

1. Assessment of dental problems is done by the nursing staff when the patient complains of gum or tooth pain or inflammation, in addition to initial nursing assessment. Referrals to the physician for evaluation are made as needed.
2. Nursing staff arrange all urgent/emergency dental appointments with the contract dentist's office or patient's dentist after an order for same has been obtained from the physician.
3. The patient is asked to sign releases of information so that Cumberland Heights' staff and the treating dentist may coordinate care.
4. Nursing and counseling staff coordinate transportation of patients to dental appointments. Transporting staff ensure that the appropriate insurance information is given to the treating dentist, as well as ensuring that the appropriate records of treatment, including follow up care needs, are returned to Cumberland Heights.
5. Nursing staff provide follow-up care for patients as directed by the contract dentist AND approved by Cumberland Heights' physician staff.
6. The quality of patient care received from the urgent/emergency dental services are monitored and evaluated by the Chief Medical Officer, Director of Admissions and Medical Services, and the Nursing Manager.
7. Cumberland Heights makes available to its patients via the company store appropriate dental hygiene maintenance items such as toothpaste and dental floss.
8. Over the counter analgesics are provided by the medical department if needed as ordered by the physician staff.

Quality Management

The Chief Medical Officer, the Director of Admissions, and the Director of Nursing assume responsibility for monitoring the quality and appropriateness of contract dental services. The appropriateness of treatment is monitored by the Chief Medical Officer via review of treatment records. In addition, patient complaints or dissatisfaction is tracked and investigated. If an opportunity for improvement or a problem is found, a Narrative Analysis with action plan may be completed. The plan's effectiveness is monitored via monthly reports. In addition, the Quality Management Committee reviews these reports as needed.