

Public Dental Services

What should I do if I cannot make my appointment?

If you can not make your appointment please ring your local Public Dental Call Centre to cancel it.

The Public Dental Call Centre staff will offer you another appointment.

What else should I know?

The public dental service has the right to cancel your treatment if you fail to attend 2 appointments during your treatment.

The public dental service uses a secure electronic database that is shared across dental clinics within each Area Health Service to provide continuous care for your dental needs.

Generally, public dental services are unable to provide crowns, root canal therapy on back teeth or implants.

What is a dental emergency?

- Bleeding in the mouth that will not stop
- Swelling of the face from a tooth infection
- Recent injury to your teeth

What should I do?

- **After hours:** You should go to your local hospital's emergency department
- **During working hours:** You should call your local call your public Dental Call Centre

Tips to Care for Your Teeth

Eat Well

- Enjoy a wide variety of nutritious foods
- Avoid snacking on sugary and sticky foods between meals

Drink Well

- Tap water is the best drink between meals and before bed
- Avoid acidic or sugary drinks between meals

Clean well

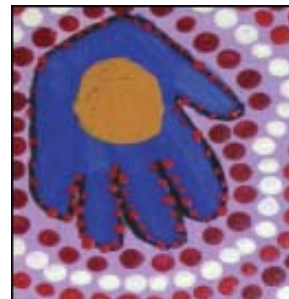
- Brush twice a day with fluoride toothpaste, especially before bed

Play Well

- Protect your teeth with a professionally fitted mouthguard or full-face helmet when playing sports

STAY WELL

- Exercise regularly
- Avoid smoking
- Limit alcohol



Further copies can be downloaded from NSW Health Website <http://www.health.nsw.gov.au/> or

Better Health Centre—02 9887 5450

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What You Need To Know

Who can get free dental care?

Free dental care is available at NSW public dental clinics for:

- Children up until the age of 18 years.
- Adults who hold one of the following Centrelink concession cards:



- Anyone listed on your card is also eligible for free public dental care.
- All patients are required to have a Medicare card.

Don't forget the Medicare Teen Dental Plan

If your child is between 12 and 17 years of age he/she may be eligible for the \$150 preventive dental check at private or public dentists. For further information please contact your Public Dental Call Centre.

How do I access care?

Ring the Public Dental Health Call Centre in normal business hours 9am—5pm.

Public Dental Health Call Centre Numbers:

Greater Southern Area Health Service
1300 789 404

Greater Western Area Health Service
1300 552 626 (Far West & Macquarie)
1300 552 208 (Mid West)

Hunter/New England Area Health Service
1300 651 625

North Coast Area Health Service
1300 651 625

Northern Sydney/Central Coast Area Health Service
1300 789 404

Southern Eastern Sydney/Illawarra Area Health Service
1300 369 651 (Illawarra)
1300 134 226 (South East Sydney)

Sydney South West Area Health Service
02 9293 3333 (Eastern region)
1300 559 393 (Western region)

Sydney West Area Health Service
1300 739 949
02 9845 6766

What happens when I ring?

The Public Dental Call Centre staff will ask for your concession and Medicare card numbers.

Public Dental Call Centre staff will ask you questions about you and your teeth so they can either give you an appointment or place you on a wait list dependent on your dental need.

The appointment offered may not be at your closest clinic but it may give you the earliest appointment.

You can choose to go to your closest clinic but you may need to wait for an appointment.

Tell the call centre staff if you need an interpreter or Aboriginal Liaison Officer/health worker at your appointment.

What do I need to bring to my first dental appointment?

You need to bring your current concession and Medicare cards to receive treatment.

What happens at my first dental appointment?

Your first visit will usually only involve a check of your dental needs and you may receive **some** dental care.

You should not expect your teeth to be fully fixed at your first visit.

What happens next?

If you require further dental care you will be either given an appointment or placed on a list or given a voucher depending on your dental needs.