



Guideline: Post-Insertion Patient Education and Continuity of Care

Introduction

For many patients, the insertion of a denture is a new and potentially uncomfortable experience that requires significant education and continuity of care, particularly regarding continuing expectations around fit and function of the denture.

As part of the College's Quality Assurance Program, during the Peer & Practice Assessment process, a Peer Assessor reviews:

- A denturist's approach to patient education regarding the initial and ongoing use, care, maintenance of a denture; and
- A denturist's approach to the provision of continued care, where warranted.

This Guideline outlines the College's recommendations regarding the elements that denturists should include in post-insertion and continued patient care and education.

As outlined in the Standard of Practice: Record Keeping, denturists must indicate in the patient record if the post-insertion information was provided verbally, in writing, or both (i.e. through brochures, pamphlets, information sheets, discussion etc.) and provide a summary of any advice or additional information given.

Guidelines

1. Denturists may provide post-insertion patient education verbally or in writing. The recommended approach is to discuss the necessary information with the patient, answer any immediate questions and then provide documentation that includes the important elements of the discussion, as well as any other pertinent information. This documentation can be used by the patient as an at-home reference.
2. The following should be included as elements of a comprehensive post-insertion educational discussion and conversation and in any printed material provided to patients as an at-home reference:
 - Use: How the dentures may feel at first, and how long it will take for the patient to adapt to them, including appearance, chewing, drinking, and speaking;
 - Care: How to take care of the dentures, including hygiene for the denture and the patient's mouth;
 - Follow-up: When to come back for an adjustment after initial insertion;
 - Maintenance & Ongoing Care: When and why patients should come back to see the denturist (i.e. for additional adjustments, sore spots, infection, repairs etc.); when new dentures may be needed.

3. While all patients who receive a denture require post-insertion education, patients who receive *immediate dentures* should be also be educated about the following elements associated with *immediate dentures*:
- Appearance: Since the patient is not able to try the denture prior to the extraction of their teeth, certain esthetic compromises may be necessary at initial insertion;
 - Fit: Why the immediate dentures will not fit properly or comfortably right away and what can be done about fit (i.e. tissue conditioners, relines, temporary vs. permanent dentures);
 - Healing: What the healing process is going to feel like and how long it may take;
 - Recovery/Stabilization: What may occur, what to expect and how long it may take;
 - Tissue Conditioners: What they are, how often the patient will need to have them replaced and any associated costs;
 - Reline: What it is, when it should be done, and how much it will cost; and
 - Results: Outcomes and timelines vary between patients.

References

[Standard of Practice: Record Keeping](#), College of Denturists of Ontario