



What Constitutes Urgent Care

The College expects that Registered Denturists will exercise their professional judgement in determining whether a patient needs urgent care. It is not necessarily the procedure that can be described as urgent or an emergency but, in many cases, it is the individual needs of a patient that will determine whether the care is urgent.

Registered Denturists need to make the decision around the provision of care, in consideration of whether or not providing care would put the patient's health and safety at risk, or if there is the potential for significant harm, adverse outcomes or suffering, if the patient does not receive the care in question.

One patient who has broken a denture may be able to tolerate not having that denture for a period of time while the same situation may negatively impact the health and well-being of another patient. It is up to the Registered Denturist to make that determination, in honest consultation with the patient by phone first. Please keep in mind that the Federal, Provincial and Municipal governments are imploring the public to practise social distancing and remain home. We are in a **serious, life threatening Pandemic** and Registered Denturists should not encourage their patients to disregard these directives unless it is urgent.

If you believe it is in the patient's best interest to receive care, you must follow [procedures for active and passive screening](#) of patients for COVID19 and employ all of the IPAC procedures outlined in the College's dedicated [Infection Prevention and Control webpage](#). These procedures will include using the appropriate PPE and disinfecting contact surfaces before and after treatment. Since the number of patients seen will be minimal, any appointments should be scheduled so that patients encounter as few people as possible and are not kept in the waiting room. As with any patient care, an emergency consultation must include a review of a patient's medical and dental history within the patient record. The patient's record of this visit should contain all the relevant information about the care, including a description of why the patient needed treatment during a period when the government ordered only urgent care and service. The record should also include documentation of the aftercare instructions that were provided to the patient.

Important Resources

[Guidance for Primary Care Providers in a Community Setting Including Active and Passive Screening](#)

[College's Infection Prevention and Control Webpage](#)

If you have any questions, please feel free to contact:

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