

# PATIENT TRANSFER PROTOCOL BETWEEN UG AND AGD CLINICS

## ACCEPTABLE PATIENT TRANSFERS:

- Medically compromised patients
  - Qualifying criteria:
    - History of cancer chemotherapy and/or radiation therapy
    - Organ transplant patients
    - Patients requiring dental clearance prior to medical procedures/treatment
- Dentally complex treatment plans that would otherwise take too long in UG clinic
- Patients with developmental disabilities that require special accommodations
- Complicated/multidisciplinary treatment plans. These include cases that require multiple root canals, crowns, periodontal surgery, and upper and lower fixed implant prosthetics.
- Patients that may require oral sedation/or nitrous oxide sedation. **We do not have IV sedation or operating room capabilities.**
- Only patients who are committed to comprehensive treatment will be considered.

## STUDENT RESPONSABILITY (ORDER OF STEPS):

- Discussion with patient
  - Patient must be aware of the difference in fee schedule prior to transfer. AGD fees are generally 30% higher than UG fees. If case is accepted to AGD clinic, a comprehensive exam will be charged at the first visit and a new treatment plan will be presented.
- Discussion with Practice Coordinator (with note approval)
  - An internal Referral code (D0115) with note stating reasons why patient is a good candidate for the AGD and unfit for the UG setting (refer to above acceptance criteria). Note must include summary of medical conditions being treated, dental history, treatment rendered (if any) and general statement indicating that patients are aware of the difference in fee schedule between departments. Please note that an appointment will not be made unless this note is in place in the patient's chart. Note must be approved (swiped) by PC.
- Discussion with GPR/AGD faculty (with note approval)
  - Present cases to GPR/AGD faculty, located on 3<sup>rd</sup> floor rooms 348-354, and discuss why referral is necessary. A patient summary should be presented that would include patient's current condition, whether treatment has been started, and if there is any treatment in process.
  - NOTE: STUDENT MUST NOT BRING PATIENT TO THIS MEETING
  - If patient is approved, a note from AGD/GPR faculty will be placed into chart prior to scheduling patient. **No patient can be scheduled unless note from GPR/AGD faculty is present.**
- Students need to ensure that all unapproved and/or in process treatments are completed prior to transferring the patient. Any payment or adjustments that need to be credited to the patient should be done prior to them being seen in the GPR/AGD. Patients with outstanding balances will not be given appointments until record is cleared and all payments have been made.

- **PLEASE NOTE:** The GPR/AGD faculty have scheduled patients during most days. It is preferable to schedule a time for a consult after our patient in question has been dismissed to give student more time to prepare for consult.

#### **TIMELINE FOR APPOINTMENTS**

- On average there will be about 3-5 weeks wait for appointments. This might be less towards the beginning of the year and more towards the end of the year.

#### **INAPPROPRIATE REFERRALS:**

- Patients with frequent short notice cancellations and history of failed appointments.
- Patients who are financially committed and who are not committed to comprehensive treatment.
- Patients with combative personalities, and those with unrealistic expectations as to what can be accomplished in a school setting.
- **PLEASE NOTE:** Patients who are not candidates for the UG setting due to difficult behavior, inability to adhere to university protocols, and otherwise obstructive to university environment (ie. Normal patient flow, non-committal to treatment plans) are not candidates for the GPR/AGD clinic either. Please do your best to screen appropriately during NPE visits.