

## Emergency dental services

We offer a 24 hour service for acute dental emergencies, such as uncontrolled bleeding, trauma, injury to the face and facial swelling. Outside normal working hours, this service is in the Emergency Department of Westmead Hospital – phone **9845 6520**.

In cases of acute emergency, patients who are not covered by Centrelink may be treated at the discretion of the dentist on duty. These patients will be charged for the service.



## Specialist dental services

Patients must be referred by dentists or doctors for specialist care. We cannot take all referrals, and the dental specialist will make the decision about which referrals can be accepted, based on the severity of the condition. Due to the number of referrals that are received, you may have to wait to be seen by a specialist.

Our staff will tell you how much this specialist treatment is likely to cost before you start your treatment.

## Area dental services

Community Clinics are located at Blacktown, Mt Druitt and the College of Dental Therapy (children only). Treatment can be provided at these locations after the initial assessment has taken place at the Westmead Centre for Oral Health.

Community Clinics are open 8.00am – 5.00pm, Monday to Friday.

## How to find the Westmead Centre for Oral Health

Westmead Hospital is on the corner of Darcy Road and Hawkesbury Road, Westmead. It is two kilometres west of Parramatta. The entrance to the Westmead Centre for Oral Health is on Darcy Road and is well signposted.

**Train** The hospital is about 300 metres north of the Westmead railway station.

**Bus** **Westbus** Phone 9890 0000.  
**Baxter's** Phone 9631 8500.

**Shuttle bus** If you can catch the train to Parramatta, a Westbus shuttle service runs every 10-15 minutes from 8.00am to 8.00pm between Westmead and Parramatta stations.

**Car** Car parking at the hospital is limited. Please allow extra time if you are coming by car to your appointments. Entry gates take coins only.



## Interpreters

- ❖ Do you need an interpreter? Ask the clinician or reception staff to arrange help for your next appointment.

## Other information

- ❖ The Westmead Centre for Oral Health is open 7.30– 5.00pm Monday to Friday.
- ❖ There is a public telephone in the main foyer of the Westmead Centre for Oral Health. You will need your own change or a phone card.
- ❖ There is a free taxi phone in the main foyer of the Westmead Centre for Oral Health.
- ❖ You can buy light snacks at the coffee shop near the main foyer.
- ❖ There is no child care at the hospital. Please arrange to have your children minded while you are having your treatment.
- ❖ There is NO SMOKING in any part of Westmead Centre for Oral Health.

## Best possible oral health care

If you have any suggestions or would like to share any problems or concerns regarding your treatment please fill in the “Have your Say” forms available at reception desks within the Westmead Centre for Oral Health or write to: General Manager, Westmead Centre for Oral Health, PO Box 533, Wentworthville NSW 2145.

## Telephone contacts

For Information and treatment regarding Oral Health Care:  
**9845 6766.**

Department Appointments – Phone number on your appointment letter.

**Emergencies (during working hours) – 9845 6766**

**Emergencies (after hours) – 9845 6520**

## Who are we?

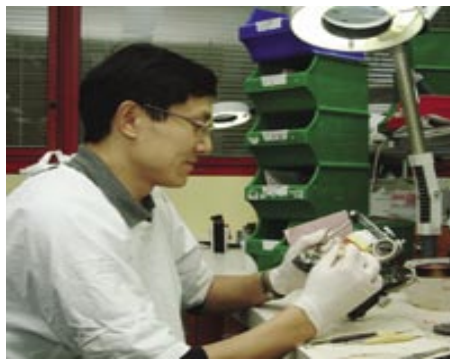
The Sydney West Area Health Service provides free emergency and general oral health care for eligible patients and specialist care for referred patients. We are also a teaching hospital, that provides education for dental professionals and undertakes oral health related research.

## Do I qualify for free general dental care?

### Adults must have a current Centrelink entitlement:

- ❖ Health Care Card
- ❖ Pensioner Concession Card
- ❖ Commonwealth Seniors Card and a
- ❖ Medicare Card

You must qualify at the time of assessment and when treatment begins. Children 17 years of age and under in full time education qualify for free GENERAL oral health care.



## General oral health care

is provided to people who live in the Western Sydney Area Health Service area. That is within the areas of Auburn, Baulkham Hills, Blacktown, Holroyd and Parramatta Councils, Nepean, Hawkesbury Blue Mountains and Lithgow.

The Westmead Centre for Oral Health assesses over 15,000 patients each year. This means that you may have to wait before your treatment can begin. Information regarding treatment is available from the Oral Health Call Centre on **9845 6766**.

## Applying for general oral health care

New patients must contact the Call Centre on **9845 6766** between 7.30am and 5.30pm Monday to Friday, and register their interest for dental care through the NSW Health Priority Oral Health Program.

You will be asked a series of questions which have been designed by NSW Health to ensure that the people with the most urgent oral health needs are seen as quickly as possible.

Children who are not being assessed at school under the NSW Health School Assessment Program (SAP) should also apply this way.

People living in the Nepean, Lithgow districts need to contact their local clinic.

## General dental services

### Services available include:

- ❖ Teaching about oral hygiene and diet
- ❖ Cleaning
- ❖ Sealants
- ❖ Fillings
- ❖ Simple root canal therapy
- ❖ Extractions
- ❖ Dentures

Other general dental care such as crown and bridge is normally not available, although it may be provided in special circumstances, such as for teaching purposes. Fees may be waived for treatment carried out by students. Specialist care is described in another part of this brochure.

As a teaching hospital our patients have an important role in training future dental professionals. Care may therefore be provided by students who are supervised by qualified dentists.



## Patient rights

Before your treatment begins, you have the right to have your treatment, the results of that treatment, and any results of not having the treatment, explained fully to you. If you need more information, or have any questions, just ask your clinician.

You also have the right to be shown how to look after your teeth and gums. You have the right to refuse treatment.

## Patient responsibilities

As a patient you have important responsibilities. Dental disease can mostly be prevented by you carefully looking after your teeth at home. Dental treatment is a partnership between you and our dental team. If you do not do your part, you may be refused further treatment.



## Appointments

### First appointment

On your first appointment we determine your priority for treatment. The dentist will examine you, take X-rays if they are needed and explain the care you will need in broad terms.

## What to bring for your first appointment

1. **Current Centrelink Card**
2. **Medicare card**
3. **Details of any medication you are taking (pills, medicines).**

*\*Children under 15 years of age must have a parent or legal guardian with them.*

## Appointments for treatment

We will contact you by letter as soon as an appointment is available for you to begin treatment. Once treatment begins, appointments are made at regular intervals (usually once every one to three weeks) until your treatment is finished. The clinician looking after you will give you a thorough examination and discuss your treatment needs with you in detail.

You will be asked to sign a form consenting to the treatment discussed.

## Attendance

You must come on time to all appointments. If something very important happens, and you cannot come to your appointment, you must let us know as quickly as possible. If you tell us early enough, at least the day before, we may be able to fit in another patient and avoid wasting valuable clinical time.

If you are late for your appointment, your clinician may not be able to see you because of other patients waiting.

You can tell us if you cannot come by phoning the number on your appointment letter or **9845 6766**.

If you do not come on time to your appointments, we may have to discontinue your treatment.