Establish a welcoming and friendly space
1. Identify need for interpreter and book as required
2. Identify priority group access eligibility by referral source, language spoken or country of birth, for details see Fact Sheet 2
3. Identify fee exemption using Public Dental Fees Policy, DH (August 2011)

Welcome
Tip 1: A welcoming and friendly space includes:
- Well supported, respectful and patient staff
- Flexible office hours and appointment systems (e.g., group, individual, block and/or walk-in basis)
- Display of art, health education posters and brochures with images of people from a variety of backgrounds in community languages
- Space & toys for families
- Use of an on-site interpreter

Identify and book
Tip 2: Communicate with refugee health nurses and/or other referral source to request initial health assessments or reason for referral to be forwarded to your dental agency; this could increase efficiency and appropriateness of care.

Course of Care and social and clinical risk assessment
1. Build client trust and rapport
2. Perform oral health check
3. Explain procedures and expected outcomes
4. Provide in-the-chair oral health education
5. Complete course of care including follow-up appointments as required

Tip 3: In relation to interpreters, it is important to take into account possible concerns the client may have relating to gender, ethnicity and/or knowing the interpreter socially in communicating sensitive information that may impact on their oral health care.

Tip 4: Set up automatic alerts for high risk clients through ‘Adult Recall’. Contact Titanium help desk to receive this free and automated system.

Tip 5: Consider group tours of oral health and community health services and simple take-home oral health education messages as part of broader health promotion activities (e.g., engage young parenting groups, community health day).

Tip 6: Consider telephone call or SMS appointment reminders for clients.

Always book and brief an interpreter for all appointments as required

Health Risk Present or not present
NO
Significant risk factors NOT present
1. Follow up treatments as required under general waitlist
2. Conduct community and/or group health education
3. Refer client to specialist services

YES
Significant risk factors ARE present
1. Address risk factors with follow-up appointment(s)
2. Set up follow-up appointment through Adult Recall on Titanium
3. Support client to attend specialist dental services as required (e.g., endo, ortho)
4. Individual and/or group oral health education

Follow-up
General waitlist
Adult Recall under priority group access in 6-12 months as required.
Continue with health education & follow-up course of care
Where significant risk factors remain, client continues on Adult Recall

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1. AMES Settlement Services, Migrant Resource Centre, Red Cross Migration Support Programs; Foundation House (FH); Refugee & Immigration Legal Centre (RILC); The New Hope Foundation; Asylum Seeker Resource Centre (ASRC); Hotham Mission Asylum Seeker Project; English Language schools, Refugee Health Nurses, clinics & others.
5. Significant = relative to the rest of your clients, this person is at high risk of poor oral health due to an interplay of clinical and social risk factors.

Last updated April 2013