

**If there is a concern about the delay of the appointment, or any deterioration in the patient's condition, please send an updated referral with additional information.**

**If the patient's care needs have become urgent, please call the unit registrar on call on 9076 2000.**

### **To refer your patient to Specialist Outpatient dental clinics**

Please send your referral to Alfred Specialist Clinics via **ConsultMed eReferral**. To log in or create a free [Consultmed account click here.](#)

Alfred Health's preference is for all referrers to utilise eReferral; however, referrals can be sent via fax to (03) 9076 6938, or email to [op.referrals@alfred.org.au](mailto:op.referrals@alfred.org.au) whilst we transition our services to this secure platform.

Where appropriate and available, the referral may be directed to an alternative specialist clinic or service.

Please note a referral may be declined if it does not contain essential information required for triage, if the condition is not appropriate for referral to a public hospital, or is a condition not routinely seen at Alfred Health.

The clinical information provided in the referral will determine the triage category. The triage category will affect the timeframe in which the patient is offered an appointment. Waiting times to scheduled appointments vary across clinics and are impacted by factors including clinic demand, capacity and staffing. You can view waiting times to scheduled appointments for urgent and routine referrals [here](#).

**The Alfred Dental Unit provides specialised dental treatment of medically complex patients.**

Medically fit patients or those requesting care due to financial disadvantage are not seen at The Alfred except in emergency circumstances.

Patients are not accepted for routine ongoing dental care; all patients referred should have a community dental provider for their ongoing care.

**The Alfred Dental Unit is unable to provide:**

- Crowns
- Bridge work
- Endodontic treatment (root canal treatment)
- Orthodontic treatment

**The following services are not provided unless in special circumstances:**

- Restorative treatments (fillings)
- Children under 18 years of age are not seen at The Alfred
- Patients who are being treated for the same condition at another Victorian public hospital or community dental provider.

# Specialist Clinic Referral Guidelines

## DENTAL

**Please include in the referral:**

<b>Demographic details:</b> <ul style="list-style-type: none"><li>• Date of birth</li><li>• Patient's contact details, including mobile phone number</li><li>• Referring GP/dentist details</li><li>• If an interpreter is required</li><li>• Medicare number</li><li>• Relevant Healthcare card / Pensioner concession card / Department of Veteran's Affairs / Traffic Accident Commission details</li></ul>	<b>Clinical information:</b> <ul style="list-style-type: none"><li>• Reason for referral</li><li>• Duration of symptoms</li><li>• Past medical history</li><li>• Current medications</li><li>• Relevant pathology and imaging reports</li><li>• Details of previous dental assessment and community dental provider</li><li>• Copies / details of any imaging relevant to the patient's problem</li></ul>
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**Please note:** The times to assessment may vary depending on size and staffing of the hospital department.

**If you are concerned about the delay of the outpatient appointment or if there is any deterioration in the patient's condition, please contact the Dental Registrar on call on 9076 2000.**

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## Anticoagulant and Antithrombotic therapy

### Evaluation

#### Key Points:

- Nature and duration of dental problem
- Medical history
- Medications
- Warfarin or Anticoagulant dose
- Coagulation profile, including INR
- Reason for anticoagulation/antithrombotic therapy and if temporary cessation is possible
- Details of regular dental provider – all patients referred should have a community dental provider for their ongoing care

### Management

- Maintain medications unless outside therapeutic guidelines.
- Do not cease any anticoagulation or antithrombotic medications unless prior discussion with dental team

### Referral to The Alfred Dental Clinic is not appropriate for:

- Patients not requiring dental extraction

### Additional comments:

Please include the essential [demographic details and clinical information](#) in the referral. Where appropriate and available, the referral may be directed to an alternative specialist clinic or service.

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### Bone Marrow Transplantation

**Immediately contact the Dental registrar to arrange an urgent Dental assessment for:**

- Pre-transplant

### Evaluation

#### Key points:

- Nature and duration of dental problem
- Medical history, including relevant haematological and transplant history
- Medications, including bisphosphonates or Denosumab (including last dose and total number of doses), and immunosuppression
- Relevant pathology results: FBE, coagulation profile
- Details of regular dental provider – all patients referred should have a community dental provider for their ongoing care

#### Referral to the Alfred Dental Clinic is not appropriate for:

- Regular dental care, including dental fillings or clean, and/or 12-months post-transplant

#### Additional comments:

Please include the essential [demographic details and clinical information](#) in the referral.

Where appropriate and available, the referral may be directed to an alternative specialist clinic or service.

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### Head and Neck Malignancies

**Immediately contact the Dental registrar on 9076 2000 to arrange an urgent Dental assessment if:**

- Pre-operation

### Evaluation

#### Key Points:

- Nature and duration of any dental problems or reason for referral
- Medical history
- Medications
- Tumour type and histology
- Details of radiotherapy, including treatment centre, radiation dose, and radiation fields if available
- Details of regular dental provider – all patients referred should have a community dental provider for their ongoing care

### Management

- Regular dental care, including dental fillings or clean, are not routinely seen at The Alfred Dental Clinic.

#### Additional comments:

Please include the essential [demographic details and clinical information](#) in the referral.

Where appropriate and available, the referral may be directed to an alternative specialist clinic or service.

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### Haemophilia and other inherited bleeding disorders

**Direct to the Emergency Department for:**

- If bleeding

Please call the Admitting Officer on 1800 ALFRED (1800 253 733)

### Evaluation

#### Key Points:

- Nature and duration of dental problem
- Medical history
- Medications
- Details of treating haematologist
- Relevant pathology results e.g. platelet count for thrombocytopenia
- Details of regular dental provider – all patients referred should have a community dental provider for their ongoing care

#### Referral to the Alfred Dental Clinic is not appropriate for:

- Regular dental care, including dental fillings or clean, are not routinely seen at The Alfred Dental Clinic.

#### Additional comments:

Please include the essential [demographic details and clinical information](#) in the referral.

Where appropriate and available, the referral may be directed to an alternative specialist clinic or service.

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### Heart Valves

**Immediately contact the Dental registrar on 9076 2000 to arrange an urgent Dental assessment:**

- If pre-surgery

### Evaluation

#### Key Points:

- Nature and duration of dental problem or reason for referral
- Medical history
- Medications
- Reason for anticoagulation and details of dosage and INR
- Details of surgeon/treatment centre and planned date for surgery
- Details of regular dental provider – all patients referred should have a community dental provider for their ongoing care

#### Referral to the Alfred Dental Clinic is not appropriate for:

- Patients are generally only accepted for invasive dental treatments e.g. dental extractions. Other dental care should be provided by a community dental provider pre-operatively.
- Patients post-valvular heart surgery are not routinely seen at The Alfred Dental Clinic.

#### Additional comments:

Please include the essential [demographic details and clinical information](#) in the referral.

Where appropriate and available, the referral may be directed to an alternative specialist clinic or service.

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### Oral Mucosal and Bony Pathology

Oral mucosal and bony pathology which may be seen at The Alfred dental clinic:

- Oral mucosal lesions including white patches, recurrent oral ulcers, non-healing ulcers (present for >2 weeks), pigmented lesions, oral blisters
- Bone pathology of the maxilla or mandible including cysts and bone growths

### Evaluation

#### Key points:

- Nature and duration of problems
- Relevant imaging (OPG, CT) and pathology results
- Medical history and current medications
- Details of regular dental provider – all patients referred should have a community dental provider for their ongoing care

#### Additional comments:

Please include the essential [demographic details and clinical information](#) in the referral.

Where appropriate and available, the referral may be directed to an alternative specialist clinic or service.

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### Organ Transplantation

**Immediately contact the Dental registrar on 9076 2000 to arrange an urgent Dental assessment for:**

- Immunocompromised with oral infection (urgent dental attention is required)
- Pre-transplant

### Evaluation

#### Key Points:

- Nature and duration of dental problem
- Medical history
- Medications
- Relevant pathology results, including indications of degree of immunosuppression
- Details of regular dental provider – all patients referred should have a community dental provider for their ongoing care

#### Referral to the Alfred Dental Clinic is not appropriate for:

Stable post-transplant patients are not routinely seen at The Alfred Dental Clinic.

#### Additional information:

Please include the essential [demographic details and clinical information](#) in the referral.

Where appropriate and available, the referral may be directed to an alternative specialist clinic or service.

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### Antiresorptive and anti-angiogenic therapies, and medication-related osteonecrosis of the Jaw

**Immediately contact the Dental registrar on 9076 2000 to arrange an urgent Dental assessment for:**

- If suspected medication-related osteonecrosis of the jaw

#### Evaluation

##### Key Points:

- Nature and duration of dental problem or osteonecrosis, and details of any previous management
- Medical history
- Medications, including last dose of bisphosphonate/Denosumab/antiangiogenic medication and duration of therapy
- Any relevant imaging
- Details of regular dental provider – all patients referred should have a community dental provider for their ongoing care
- Details of medical provider prescribing antiresorptive or antiangiogenic agent

##### Referral to the Alfred Dental Clinic is not appropriate for:

Patients requiring routine dental care

##### Additional information:

Please include the essential [demographic details and clinical information](#) in the referral.

Where appropriate and available, the referral may be directed to an alternative specialist clinic or service.

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### Snoring and Obstructive Sleep Apnoea – Oral Appliance Therapy

#### Evaluation

##### Key Points:

- Nature and duration of sleep problem and reason for referral
- Medical history and medications.
- Recent diagnostic sleep study evaluating sleep disordered breathing.
- History of previous sleep therapies.
- Details of regular dental provider – all patients referred should have any general dental work completed by their community dental provider prior to referral and for ongoing care.

#### Management

Patients requiring routine dental care are not routinely seen at The Alfred Dental Clinic. Oral appliance costs are similar to CPAP costs, and we do offer a concession rate for Health Care Card holders.

##### Additional information:

Please include the essential [demographic details and clinical information](#) in the referral.

Where appropriate and available, the referral may be directed to an alternative specialist clinic or service.

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