

Oral Health Services Standard Range of Services

1. Purpose

This guideline provides recommendations regarding the provision of adequate and effective oral health services to eligible Queenslanders.

2. Scope

This guideline provides information for all Queensland public health system employees (permanent, temporary and casual) and all organisations and individuals acting as its agents (including contractors, consultants, students and volunteers).

3. Related documents

Standards, procedures, guidelines

- Oral Health Services Eligibility Guideline
- Oral Health Services Waiting Lists Guideline

4. Guideline for Standard Range of Services

4.1. Oral Health Service Provision

4.1.1. Hospital and Health Services are responsible for providing an adequate and effective range of oral health services to eligible Queenslanders to:

- a) prevent new oral diseases and promote oral health;
- b) minimise the effects of existing oral diseases and conditions; and,
- c) enable satisfactory function and appearance.

4.1.2. Services are only provided to the extent of a dental practitioner's scope of practice, as determined by their education, training and competence, and, as required, for which they are credentialed.

4.2. Clinical Considerations

4.2.1. The provision of oral health services to a patient is subject to clinical assessment and judgment, which includes consideration of the following for each patient:

- a) medical and dental history;
- b) lifestyle and behavioural risk factors;
- c) concerns with their oral health, e.g. pain, function, aesthetics;
- d) current oral health status;
- e) ability to maintain their own oral health; and,
- f) commitment to receiving care.

4.3. Standard Range of Services

4.3.1. The following standard range of general dental practitioner oral health services will be available in all Hospital and Health Services during usual business hours:

- a) diagnostic services, including clinical and radiological examination;
- b) preventive and early intervention services, including dietary advice, oral hygiene instruction, remineralising agents, fissure sealants, and brief intervention smoking cessation;
- c) periodontal care, including the removal of plaque and/or calculus;
- d) direct restorations (fillings);
- e) simple extractions and minor oral surgery under local anaesthetic;
- f) acrylic removable dentures, including new dentures and modification or repair of existing dentures;
- g) root canal treatment for permanent anterior teeth and pulp therapy for deciduous teeth;
- h) assessment of orthodontic needs and, if indicated, management of simple orthodontic anomalies; and,
- i) palliative emergency care.

4.4. Extension of the Standard Range of Services

4.4.1. Oral health services outside the standard range, including dental specialist services, may be provided subject to the resources available within each Hospital and Health Service.

4.4.2. Offering services outside the standard range should not jeopardise the availability or timeliness of care for services within the standard range of services.

5. Document approval details

Document custodian

Dr Mark Brown, Chief Dental Officer

Approval officer

Dr John Wakefield, Deputy Director-General, Clinical Excellence Queensland

Approval date: 26 August 2019

6. Version control

Version	Date	Prepared by	Comments / reason for update
1.0	30 October 2015	Office of the Chief Dental Officer	New document
2.0	26 August 2019	Office of the Chief Dental Officer	Revised document - wording and formatting changes to improve readability