

Oral health standard range of services

1. Purpose

This guideline provides recommendations regarding best practice to support 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 partners, contractors, consultants and volunteers).

Compliance with this guideline is not mandatory, but sound reasoning must exist for departing from the recommended principles within a guideline.

3. Related documents

Standards, procedures and 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, dental and social 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

Chief Dental Officer, Clinical Excellence Queensland

Approval officer

Deputy Director-General, Clinical Excellence Queensland

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Version Control

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1.0	30 October 2015	New document
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2.1	6 September 2023	Revised document – new template