

7 STEPS TO A HEALTHY MOUTH

- **Avoid snacking on sugary drinks and foods** between meals. Keep any sugar containing foods and drinks to your meal times to reduce your risk of tooth decay.
- **Gently brush your teeth and gums** twice a day, for two minutes, with a fluoride toothpaste. This will lower your risk of tooth decay and gum disease and keep your teeth shiny and white.
- **Spit don't rinse** after brushing your teeth. Leaving a layer of fluoride toothpaste around your teeth, especially while you sleep, will help decrease your chances of tooth decay.
- **Don't smoke!** This increases your risk of gum disease and mouth cancer. If you would like to give up smoking we can help, ask at reception.
- **Wear a gum shield for contact sport.** We will provide these free!
- **Drink water**, either plain or sparkling but not flavored. If you become dehydrated it reduces your saliva flow. This increases your chance of tooth decay and bad breath.
- **Visit your dentist regularly.** We check your mouth for tooth decay but also gum disease and oral cancer. Just because you don't have pain doesn't mean you don't have these problems. Visit as often as you are asked.

The Dental Centre provides a full range of dental treatment to military entitled personnel. On joining the services, you are obliged to have an initial inspection,

COMPLAINTS

The Practice Complaints Procedure is displayed in the waiting room. If you have a complaint, please speak to the Senior Dental Officer or the Practice Manager..



MEET THE DENTAL TEAM

Senior Dental Officer

Civilian Dental Practitioner

Practice Manager

Dental Hygienist

Military Dental Nurse

Dental Receptionist/Dental Nurse



DENTAL CENTRE AYIOS NIKOLAOS
Ayios Nikolaos Station

BFPO 59
Military: 94120 7676
Civilian: 00357 2395 7676

Opening Times

WEDNESDAY: 0645 – 1330hrs

Staff from Dental Centre Dhekelia cover at
Ayios Nikolaos

Emergencies Out of Hours
Contact MRS Dhekelia: 2474 4512

The Dental Centre is a 2-chair practice, which provides routine dental treatment and specialist Orthodontic treatment to all entitled Military and Dependant persons.

Whilst occasionally it is necessary to prioritise treatment towards Military personnel, our aim is to ensure that all entitled patients are provided with the appropriate dental care to make them dentally fit, operationally fit and free from pain. Should you require further specialist treatment, a referral system is in place (please ask for more details)

To book an appointment, please telephone the Dental Centre
Please arrive 5 minutes early to complete any necessary paperwork.

MILITARY PERSONNEL

The Military requires that ALL Service Personnel receive a periodic dental inspection to record their state of dental health. It is imperative that you are fit to perform all those duties the services require of you.

We will send you or (CoC) an email when you are due your check up and an appointment should be booked at your earliest convenience.

If you fail to book an appointment, this could impact on your deployability.

SERVICE FAMILY MEMBERS

Service Family Members are most welcome to attend the practice on arrival to the Island. You must first register with the Medical Centre before attending the Dental Centre.

Most adult family members are seen only once a year for routine examination with children being examined every 6 months.

Recall letters are sent to family members and it is up to that individual to arrange an appointment by contacting the Dental Centre.

Treatment Plans are open to discussion and if you wish to speak to a clinician privately regarding your treatment plan, please do not hesitate to ask a member of the Dental Team.

Please note: Only emergency treatment is provided in the last 4 months of your tour in Cyprus

Payments may be taken from the Head of Household salary through JPA or paid in person to the Regimental Accountant when treatment is complete.

CHARGES AND EXEMPTION FEES

For family members of serving personnel, UKBCs and other entitled civilians (ask for details if unsure), the same exemption from payment of fees applies as in the UK, i.e. Patient is: Pregnant, Nursing Mother of a baby under 12 months old, in full time education up to the age of 19 or holds an NHS Exempt Card or equivalent.

Charges will be raised for treatment received if no exemption certificate is provided within 1 week of the day of treatment.

Band 1 - £26.80

Dental Inspection, X-Rays and routine Hygienist appointments (x1 Sick Parade appointment)

Band 2 - £73.50

Routine Treatment i.e. Fillings and Extractions, Intensive Hygienist treatment and Mouth Guards, Root Canal Treatment

Band 3 - £319.80

Extensive Treatment, Crowns and Bridges

HYGIENIST REFERRALS

Dental Hygienist appointments can only be made if the Dental Officer has referred you for treatment. Please do not ask to make a Hygiene appointment if you have not been referred.

SPECIALIST REFERRALS

If you are referred to a Dental Specialist, this may be provided at a Military Dental Centre in the UK. All necessary arrangements will be made with the practice.

FAILURE TO ATTEND (FTA) A DENTAL APPOINTMENT

Failing to attend a dental appointment is a waste of valuable clinical time and resources.

Military FTAs will be reported via the Chain of Command and disciplinary action may be taken.

Civilians/Family Members who fail to attend an appointment will receive a letter from the dental centre. If they fail 3 appointments, routine treatment will be stopped, with only patients being entitled to emergency care only.

CANCELLATIONS

If you cannot keep your appointment, please inform us ASAP so we can offer this time to another patient.

Cancelling with less than 24 hours notice (short notice cancellations) may incur disciplinary action and will be reported to your chain of command.

EMERGENCY TREATMENT

(Pain, Swelling, Trauma/Blow to the face)

During Working Hours

If you are suffering dental pain, please contact the dental centre as early as possible on Ext: 7676 so that we can allocate you an appropriate time to attend.

Out of Working Hours

For emergencies only, please contact MRS Dhekelia Ext: 4512 who will contact the Duty Dental Team on your behalf.

Whilst on Leave

Serving personnel requiring urgent emergency treatment whilst on leave in the UK (not the Channel Islands) are to report to the nearest Military Dental Centre. Emergency treatment is provided on a 'Rota' system and patients may be required to travel to another centre to be treated.

If travel to a Military Dental Centre is impractical due to distance or other difficulty, personnel are to seek emergency treatment from a Civilian practice under NHS/Private arrangements. Refund of emergency treatment fees paid may be claimed on JPA (Receipt to be obtained) Charges other than emergency treatment is the responsibility of the Service Person.