

Emergency Dental Treatment

Every effort is made to ensure that patients requiring emergency treatment are seen on the same day. This is not always possible due to the high demand of this service. A triage system has been introduced; patients with facial injuries or experiencing continuous pain/swelling will be given priority over other cases. If you have lost a filling, crown or broken a tooth and there is no continuous pain then this is not classed as an emergency and a routine appointment will be booked.

This is an emergency service and is to be used as such and not a quick way to get an appointment with the Dentist. To book an emergency appointment during normal working hours - contact the Dental Centre during sick parade hours on (2596) 3265.

To book an emergency appointment out of normal working hours (including weekends & public holidays) – contact Episkopi Medical Centre on (2596) 3255. The medical staff will contact the Duty Dental Officer who will then call you to assess what treatment is required and arrange an appointment as necessary.

Dental cover is provided by all dental centres throughout British Forces Cyprus, so it may be necessary for patients to travel for treatment.

On leave:

Service personnel requiring emergency dental treatment whilst on leave in the UK should report to the nearest Defence Dental Service clinic where arrangements will be made for treatment. Where this is impractical due to distance or other difficulty, personnel are to seek **emergency treatment** from a civilian dental centre practice under **NHS arrangements**. Fees paid to the civilian dentist under NHS arrangements may be refunded to the patient on return to his/her unit/establishment once the receipt has been authenticated by the Senior Dentist. It should be noted that refunds will be made for the relief of pain only. Charges for routine treatment (e.g. permanent fillings or crowns) or via

non-NHS providers are the same responsibility of the service Person. Fees incurred for the urgent repairs of removable dentures may be reimburse on production of an authenticates receipt.

Whilst travelling abroad Service Personnel should be aware of the requirement to obtain appropriate travel insurance that includes medical and dental cover and be in possession of a European Health Insurance Card (EHIC) if geographically appropriate. This applies to UK-based personnel but equally to personnel stationed abroad and on leave outside the country they are currently stationed at. Further details can be found at: AGAI Vol 2, Chap 66 para 66.020.

Complaints Procedure

Should you have any concerns, suggestions or complaints to make about your dental treatment or about the management of the dental department please bring them to the Practice Manager or the Dental Officer either verbally or in writing. We will acknowledge all complaints within 2 working days and aim to resolve within 15 working days.

Feedback

The Defence Medical service needs your feedback as a patient. With your help, we can continue to improve the care we provide. We welcome any comments, suggestions or complaints that you may have

- *Have you recently had dental treatment at a Military Dental facility?*
- *Your feedback helps us provide the quality of service you deserve:*
- *We would be most grateful if you would take part in the Survey below:*

[DPHC Patient Experience Survey](#)

Patient Information Leaflet



***Dental Centre Episkopi
Episkopi Garrison
BFPO 53***

***Telephone Numbers:
Mil: 94120 3265
Civ: 2596 3265***

DPHC Mission Statement

'Provide and commission safe and effective healthcare which meets the needs of the patient and the chain of command in order to contribute to Fighting Power'

Please meet your Dental Team

Region Senior Dental Officer BDS, MSc, MJDF Registered Dentist
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Senior Dental Officer BDS, MFDS, RCS (Eng) Registered Dentist

Practice Manager NEBDN Registered Dental Nurse
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Civilian Dental Hygienist DH&T BSc Registered Dental Hygienist
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Civilian Dental Nurse NEBDN Registered Dental Nurse

Civilian Dental Nurse NEBDN Registered Dental Nurse

Civilian Dental Nurse NEBDN Registered Dental Nurse

Receptionist

Dental Working Hours

Monday : **06:45 – 16:30**

Tuesday - Friday: **06:45 – 14:00**

Dental Emergency Reporting Time **06:45 – 07:15**

Aims of treatment

Our aim in the Dental Centre is to offer the highest standards of dental treatment within pleasant and professional surroundings.

We do ask for your co-operation with the appointment system and the possible waiting time you may have to incur. We are a military practice and are required to

ensure all military personnel are dentally fit to perform their duty on operational deployment.

Entitlement to treatment

Our primary role is the treatment of Service Personnel within the Garrison of Episkopi, however, we do supply an NHS based treatment plan for all dependants and UKBCs which is charged at NHS rates, unless an exemption applies e.g. during pregnancy.

All non-service related patients i.e. UKBCs, contractors etc are required to pay prior to their treatment being commenced. Please refer to the NHS website for further information regarding charges and exemptions.

NHS Pay Scales

BAND 1: £26.80

Dental inspections, X-Rays and routine Hygiene appointments.

BAND 2: £73.50

Routine treatment such as fillings, extractions, intensive Hygiene treatment, mouth guards and root canal treatments.

BAND 3: £319.10

Extensive treatment involving lab work e.g. crowns, bridges and dentures.

FSA Episkopi Opening Hours

Dental payments for MOD/ UKBC/ DEPENDENTS

Monday Tuesday Thursday **0830-1230**

Wednesday Friday **Closed**

Appointments

Service Personnel: As a member of the Armed Forces, it is essential that your dental fitness is maintained and to this end, you will receive a Periodic Dental Inspection (PDI) and further treatment as required to ensure full deployability. The Dental Centre operates a recall system and will contact departments on a monthly basis to inform them of your dental state.

If you wish to see a Dentist, you should contact the clinic by telephone or in person. All routine and emergency treatment is carried out by appointment, which can be made by calling (2596) **3265**. We advise that you arrive 5 minutes before your appointment to fill out any necessary paperwork.

Civilian Patients:- The responsibility falls upon yourselves to keep a note of your appointment and recall date. If you are unsure then do call and we will inform you of your dental status.

Referral Service

Routine treatment is carried out here in the Dental Centre; however, you or your family may require treatment that is of a specialist nature. In these instances, the Dentist will write a referral to the appropriate specialist/consultant. You will be notified directly by the specialist inviting you to an initial consultation where further treatment and a possible treatment plan will be determined.

Hygienist Treatment

As part of your Periodic Dental Inspection the Dentist will assess whether you require treatment by the Hygienist. The law requires that all hygienists work from a prescription by a Dentist. Therefore, staff will not be able to book an appointment with the Hygienist if there is no prescription written or is over a year old.

Short Notice Cancelling (SNC)

Time and resources are wasted when patients do not attend for appointments. If you wish to cancel or change an appointment, please give at least 24 hours' notice when possible. This will enable us to utilise the allotted time for another patient

Failure to Attend (FTA)

Soldier/JNCO:-

A failure to attend letter will be sent to your OC/CSM requesting an investigation as to why you failed the appointment and for action to be taken. The letter is then returned to us with the outcome.

SNCOs/Officers:-

A failure to attend letter is sent directly to you for you to reply to with a reason as to why you could not attend the appointment.

Civilian Patients:-

If you fail to attend twice during the same course of treatment you will be requested to attend an interview with either the Practice manager or the Senior Dental Officer before further appointments can be made. Further FTA's may result with the withdrawal of routine treatment.