



The following information is designed to provide a simple reference for dental teams experiencing limitation of resources, who may need to prioritise care. Additional references are provided, and it is recommended to consult these before designing a system that suits the needs of your practice and area. In some cases, the triaging criteria may vary for children so please consult the referenced documents regarding paediatric care.

HIGH PRIORITY	MEDIUM PRIORITY	LOWER PRIORITY
<ul style="list-style-type: none"> <li>• Swelling of the face, neck or mouth</li> <li>• Dental trauma causing change in the position of teeth, soft tissue damage and/or significant pain</li> <li>• Significant bleeding</li> <li>• Difficulty opening the jaw and/or swallowing</li> <li>• Referral from a specialist medical practitioner requiring life-saving medical care (surgery, radiation or chemotherapy or assessments requiring dental review prior)</li> <li>• Dental pain causing loss of sleep</li> <li>• Ulcers persisting for 3 + weeks</li> </ul>	<ul style="list-style-type: none"> <li>• Patients with dental pain not causing loss of sleep</li> <li>• Missing or significantly damaged upper front teeth</li> <li>• Medically compromised patients or those at a higher risk of dental disease progression due to socioeconomic factors</li> <li>• Patients referred by a medical practitioner for timely care</li> </ul>	<ul style="list-style-type: none"> <li>• Patients not fitting the other categories with the following concerns:               <ul style="list-style-type: none"> <li>-Extractions</li> <li>-Broken or chipped tooth</li> <li>-Bleeding or sore gums</li> <li>- Loose teeth</li> <li>- Denture concerns</li> <li>- Ulcers</li> <li>- Crown and bridge</li> <li>-Scale and clean</li> <li>- Clicking/grating in jaw joint</li> <li>- Halitosis</li> </ul> </li> <li>• Patients requesting an examination without any of the other presenting concerns or characteristics.</li> </ul>

References:

[https://www1.health.nsw.gov.au/pds/ActivePDSDocuments/PD2017\\_023.pdf](https://www1.health.nsw.gov.au/pds/ActivePDSDocuments/PD2017_023.pdf)

<https://www.aihw.gov.au/getmedia/44f58600-399c-4b22-8d49-b271fdf5a9e3/den-194-10712.pdf.aspx?inline=true>