

## Policies and Procedures for the Hope Medical Outreach Dental Program

### How it works for Dentists

1. You can volunteer in a health center or your own office. If you choose to volunteer in a health center your desire will be matched with a health centers needs. Hope will inform you about your scheduled date and time. The health center or clinic will provide supplies and dental assistant support. You will need to let the Hope Dental Coordinator know when you are unable to volunteer.
2. The dental program serves homeless and low-income uninsured individuals who are at 185% or less of poverty for **acute dental care** (pain relief only at this time) needs.
3. If you choose to volunteer in your own office, individuals access the dental program through a referring organization. The referring organization will screen the patient for eligibility and perceived need and will make a formal referral to the Hope Medical Outreach Coalition Dental Coordinator at the following fax # (402) 354-6376. Referring organizations with an established relationship with Hope Medical Outreach Coalition for dental services currently include: Salvation Army, Siena/Francis House, St. Vincent House, Open Door Mission, Lydia House, Stephen Center, Campus for Hope, Santa Monica House, the Shelters, Serenity House, Community Alliance, Safe Haven, Unity House, Charles Drew Satellite, One World Community Health Center (Indian-Chicano Health Center), Family Health Care Center, Council Bluffs Community Health Center, SONA (Sharing Clinic), Renaissance Center, Ponca Health & Wellness, and Douglas County Health Department.
4. Upon receipt and review of the referral form, the Hope Medical Outreach Coalition Dental Coordinator will make necessary appointments for the patient at a Hope Medical Outreach Coalition associated dental clinic (One World Community Health Center (Indian Chicano-Health Center), Charles Drew Health Center, Douglas County Dental Clinic) or in the private office of a participating volunteer dentist.
  - a. If it is determined that the patient does not have an acute problem which falls within the scope of Hope's dental service mission, the referral will be faxed back to the organization with Declined written on it.
  - b. If it is determined that the patient does have an acute problem which falls within the scope of Hope's dental service, the Dental Coordinator will then notify the referring organization by fax of the time, date and location of the patient's appointment.
5. It is the responsibility of the referring organization to provide and confirm the appointment information with the patient, to stress the importance of keeping the appointments, to make arrangements through Hope for transportation for dental services and to arrange any necessary interpretation needs for the patient.
  - a. A parent or guardian **must** accompany all children under the age of 18 to their appointments.
6. If the patient is unable to make the appointment, it is the responsibility of the referring organization to call the participating Hope dental clinic or office **and** the Hope Medical Outreach Coalition Dental Coordinator to cancel the appointment.
7. If the patient misses the first appointment, the patient will not be rescheduled with that volunteer dental provider. The Hope Dental Coordinator will reappoint the patient with another dental provider. If the patient misses a second appointment, the patient will automatically be dropped from the Hope Medical Outreach Coalition Dental Service Program.
8. If the referring organization has any questions about scheduled appointments, they can reach the Hope Medical Outreach Coalition Dental coordinator at (402) 354-6494. The patient is not to contact Hope Medical Outreach Coalition directly; they should direct their contact through the referring organization.

9. The patient will be required to pay a \$10.00 co-pay at the time of each dental visit. Co-pays will not be required of homeless patients.
10. Funds are available to pay for prescriptions, but funds are limited. Participating dental clinics and providers can either contact the Hope Medical Outreach Pharmacy for prescription needs at (402) 354-6522 or write a prescription on their own pad for the patient to take to the Hope Pharmacy. Patients may use the Hope Pharmacy paying affordable rates.
11. It is the responsibility of the participating volunteer dentist to maintain his/her own malpractice insurance in accordance with State law and ensure that Hope has a current copy.