



To All Referrers

Dear All,

Here in Cork University Dental School and Hospital we are endeavouring to continuously improve how we manage our patient referrals and our waiting lists. There are some things which are important for us to bring to your attention, as they may affect how you refer patients to us.

Patients with Medical Cards

Firstly, we wish to remind you that, unfortunately, we are not permitted to directly accept patients who wish to avail of treatment using their Medical Card. If you wish to refer a patient for treatment under their medical card, you need to send the referral to the Principal Dental Surgeon in your area for approval. All referrals are triaged and, if approved, the Principal Dental Surgeon will forward the referral to us for management under the Service Level Agreement we have with the HSE.

Emergency Clinic

Prior to the COVID-19 pandemic, we operated a walk-in Emergency Clinic each weekday morning. Patients queued from early morning, often in bad weather, to be seen. Demand often exceeded capacity resulting in patients having to come back another day. At that time, if patients wanted to access our Student Treatment Clinic, the Emergency Clinic was the only avenue open to that waiting list. This has now changed (see Self-Referral below).

Changes were implemented during the pandemic which we believe have resulted in a better experience for patients and, as a result, we have not reverted to a walk-in Emergency Clinic. We now operate a **Triage Line** for patients who need emergency treatment and this is open from **2.00 pm to 4.00 pm, Monday to Friday**. The contact number is **086 1587557** and patients will be given a specific appointment time when they phone us.

We cannot guarantee that patients presenting to CUDSH without an appointment will be seen.

Self-Referral Patients who wish to attend our Student Restorative Clinic can now self-refer by completing a form available on our website <https://www.ucc.ie/en/dentalschool/> or at the following link: <https://forms.gle/yirXuv9NHJBSC1mj8> . They will then be called to a screening clinic to determine whether their treatment needs are suitable for management by our dental students. Unfortunately, not all patients will be suitable for this clinic.

We can also accept completed referral forms to our secure email address uccdental@healthmail.ie. In order to use this pathway, you will need to register for your own Healthmail address. The process is easy, quick and free and details are available on our website.

The introduction of an Electronic Patient Record has allowed us to re-structure our Administration and Dental Nursing teams. We have now set up a Clinic Administration Office. This office deals with all incoming referrals and our waiting lists. They can be contacted on (021) 4901169. We will be carrying out regular administrative validation of our waiting lists, so that we can offer a more streamlined appointments system, reduce the number of failed attendances and ensure that patients are seen as quickly as possible.

General Anaesthetic

Cork University Dental School and Hospital continues to treat patients under general anaesthetic in CUH. The response to the COVID-19 pandemic unfortunately meant that our access to theatre was significantly reduced. This meant that our waiting lists for patients requiring extractions and oral surgery under general anaesthetic got significantly longer. In the last two years we have worked with the HSE to run some waiting list initiatives and to regain some of our lost theatre time. Happily, we can report that waiting times have improved but there is still work to do on this front. We continually validate our waiting lists to ensure that they are accurate, and we have also been reviewing patients on our general anaesthetic waiting list with a view to completing their treatment under conscious sedation, where appropriate. Please be aware of this when referring patients.

Additional Needs

Unfortunately, given our current infrastructure, there are some patient needs that we are not in a position to accommodate. We are part-way through a significant refurbishment project which will improve our accessibility but, for now, we cannot bring large wheelchairs into our X-ray Department and outside the department our radiographic

options are limited to basic intraoral films. We are also unable to accommodate patients who require a hoist, adult changing facilities or significant support with toileting. We are very happy to discuss patient needs in advance of a referral or appointment and will make every effort to deliver care, where at all possible. Again, please be aware of these limitations when referring patients to us.

Access and Car Parking

There is very limited parking available on the Cork University Hospital campus and the site regularly gets extremely congested with long queues for car parks. Where possible, patients are encouraged to use alternative means of transport to attend their appointments, such as using taxi/hackney or public transport. Please see the following link for information on [Bus Éireann](#) services that serve the Cork University Hospital campus.

There are three public car parks (all signposted) on the Cork University Hospital campus, one is located across from the main entrance to the main Cork University Hospital entrance, the second car park is located on the same site as the Mortuary (**Please Note:** this car park **only** accepts card payment on exit) and a third smaller car park with very limited parking availability located close to the Cork University Hospital Emergency department.

Limited accessible parking is available near the main entrance to the Cork University Hospital building, Cork University Hospital Emergency department, and the Cork University Dental School and Hospital entrance.

Drop-off access to the Cork University Dental School and Hospital is available for those with limited mobility. To access this Set Down facility, patients will need to use the buzzer by the barrier at the entrance to the car park directly in front of our building.

Drivers can drop their patients (with the carer where necessary) and leave the car park to find parking elsewhere on the Cork University Hospital campus. However, it should be noted that they may not be guaranteed a space. Please note that Cork University Hospital security continuously monitors the flow of traffic through the campus.

EU disabled person's parking permit/card

Car parking for holders of this card is available in front of the main door to the Dental Hospital. There is one space reserved here and it may be accessed by approaching the entrance barrier in front of the Dental Hospital and pressing the button on the intercom system. The operator will then raise the barrier.

There is also a car park for disabled drivers at the side of the Dental School & Hospital near the main entrance to the main Cork University Hospital building. Drivers parking

here can access the Dental School & Hospital by using the ramp at the side of the building.

For further information on Cork University Dental School location, public transport options and driving directions, please visit

<https://www.ucc.ie/en/dentalschool/patients/location/>

We are privileged to provide care for the many patients who are referred to us. We are very grateful for the support of our referrers and appreciative of the good relationship we have enjoyed with so many of you over the years. Our hope is that we can continue to provide a good service to you and your patients into the future. We are always open to suggestions for improvement and would welcome your comments and feedback.