

What to do if you have a

Dental Emergency

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If you need this leaflet in any other format,
please contact the Dental Helpline on :

Tel : 0845 644 2271

email : nhshighland.dentalhelpline@nhs.net

Textphone users can contact NHS Highland via
Typetalk 0800 959 598

What is a dental emergency?

A dental emergency is where a patient has one or more of the following:

- persistent or severe bleeding
- severe facial swelling with raised temperature
- swelling around the eye
- swelling leading to breathing difficulties
- trauma (accident to the mouth/teeth)
- **toothache (severe pain) is deemed to be urgent**



What should you do?

If you are **registered with a dentist**, please contact your **dental practice**. If you are not sure about the emergency arrangements at your dental practice, ask about these the next time you visit.

If you are **not registered with a dentist**, please contact
NHS Highland's Dental Helpline on 08456 442271
or the Argyll & Bute Helpline on 08458 332310



If your dental emergency happens during the evening, through the night or at the weekend, then please phone **NHS24 on 111**.

What will happen?

- A call handler will take your details.
- A Dental Nurse will then call you to assess the urgency of your symptoms.
- A true dental 'emergency' will require you to be treated by your local Accident & Emergency department.
- If it is determined that you need to be seen urgently, for example, suffering extreme toothache, you will be offered an appointment at a local dental clinic. This appointment will be within 24 hours.

A degree of travel may be required by you. Normal NHS charges will apply.



For some, dental health advice will be given and you will be asked to make an appointment with a dentist within 7 days.

If you do not have a dentist, you will be asked to phone the NHS Highland or Argyll & Bute Dental Helpline to arrange a suitable appointment.

Please keep this leaflet to hand in case you have a dental emergency