



ADA American Dental Association®



Specialty Clinic ER Referral Model

Seattle King County, Swedish Medical Center

Step 1

Do some homework/research. Convene a meeting of health center dental directors/ dentists at community clinics and ask if assistance is needed with certain procedures or population groups (i.e. complex oral surgery).

Step 2

Form an "access committee" to meet with community shareholders, key medical staff (radiation oncology, cardiac surgery case managers, ER coordinators, dialysis case managers), United Way, service organizations, and small business leaders.

Step 3

Collect data on the "issue," including how many patients, impact on services, and financial strain on businesses.

Step 4

Design a "community report" which describes the problem.

Step 5

Hold a meeting of the access committee to review data, design a plan and draft talking points for funders to consider. Design scale of proposed specialty clinic, including the number of operatories, staffing, and days of operation.

Step 6

Approach key communities of interest. Present the plan to key funders who will work collaboratively for bettering the health of the community. Approach the hospital after some success measures have been reached with other funders.

Step 7

Discuss the plan with the county dental society. While this may be ongoing, present the plan, with interested funder buy-in, to the group.

Step 8

Begin the program. Start small, show success, and expand as needed. Collect data from the very beginning on patients, procedures, etc.

Step 9

Do a 3-month report to share with the health center board, hospital board, community groups, state dental association, and state legislators.

Step 10

Modify the program. Track success and expand as needed.

Questions? Contact us!

American Dental Association

Jane Grover, D.D.S., M.P.H.
 Director
 Council on Access, Prevention and Interprofessional Relations
 312.440.2751 or 800.621.8099 x2751
 groverj@ada.org

For more information about ER referral programs and the American Dental Association's *Action for Dental Health: Dentists Making a Difference* campaign, visit [ADA.org/action](https://ada.org/action).