



All About Your DENTAL REFERRAL

Who will receive my referral?

Your dentist will complete your referral form. This will then be sent to the Referral Management Centre. Once received, your referral will be assessed by a Specialist or Consultant who will then decide which is the best place for your care to be delivered.

Who will contact me with an appointment?

The Provider allocated by the Triage Consultant will contact you directly, you can find out more about each provider on the website.

My referral has been rejected – why?

Your dentist will receive a detailed letter from the Triage Consultant explaining the reason for rejection. This may be for an administrative error or clinical reason. You should contact your dentist who will tell you what the next stages are.



How can I keep track of my referral?

When a dentist submits a referral, they must allocate a URN or reference number for that referral which will consist of 3 letters and 7 numbers. Both you and your dentist can then track the status of a referral via our website www.dental-referrals.org

Can I choose where I am seen for my referral?

If your referral is suitable for hospital care then we will always send your referral to the hospital you and your dentist have selected or, if a service is not available at that hospital, the nearest one to your home address. If you are to be seen in a primary care setting, then we always allocate you to the closest provider to home.

Can I be referred for implants or orthodontics?

The NHS has special guidelines on what services are available and guidelines for those patients who are eligible. Your dentist will be able to explain the criteria for specialist dental services in your area, and information is available on the website.



Helpful Tips and Information

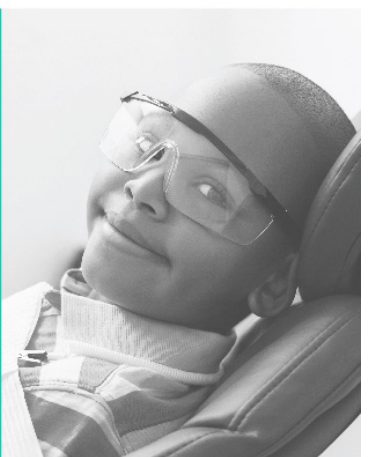
Does your dental surgery have the correct address and contact details for you?

Did you ask your Dentist for the tracking number for your referral? Its called a URN.

Who are the Providers?

- Primary Care Provider: A dentist with additional skills and training who can see you in their dental practice – often called high street specialists.
- Secondary Care Provider: A dentist with additional skills and training who will see you in a hospital setting for highly specialised care.

Learn more about the different types of provider at www.dental-referrals.org



Comments? Feedback? Have your say! We would be very keen to hear your comments on the Dental Referral Management Team and Service. Email Dental Referral Management Centre at d.referrals@nhs.net. If you would like to tell us about your experience, please visit our website where you can find all of our contact details.