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DENTAL SERVICES

**PATIENT CARE AND
TREATMENT PROCEDURES**

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This instruction implements AFPD 47-1, Dental Services, Sep 93 and AFI 47-101, Managing Air Force Dental Services, Jun 94. This instruction establishes responsibilities, requirements, and procedures governing dental care and treatment. It applies to all organizations and individuals using the dental services of the 89th Dental Squadron, 89th Medical Group. This instruction is affected by the Privacy Act Statement, either incorporated in the body of the document or in a separate statement accompanying each document. Each form affected by the Privacy Act contained in this instruction has a Privacy Act Statement. Section 8012, Title 10, US Code and Executive Order 9397 are the authority for establishing and maintaining medical records.

SUMMARY OF REVISIONS

This revision updates priority of care; general procedures for incoming dental records, changes Dental Health Program to Preventive Dentistry Program; deletes Pentagon USAF Dental Clinic procedures; changes or delineates dental emergency treatment hours; further delineates broken/cancelled appointment policies; and modifies space available care policy.

1. Policy. Dental service is provided to persons as authorized by AFI 47-101, Managing Air Force Dental Services, and AFI 41-115, Authorized Health Care and Health Care Benefits in the Military Health Services System (MHSS).

2. Responsibilities.

2.1. The Commander, 89th Dental Squadron (DS) is responsible for the proper conduct and operation of the dental service.

2.2. Organization commanders ensure assigned/attached personnel comply with the requirements of this instruction and take action to conserve Air Force resources by reducing broken dental appointments to the lowest possible rate.

3. Person Authorized Dental Health Care.

3.1. Active duty military members are authorized routine dental health care.

3.2. Family members of active duty and retired military and their family members are authorized dental health care on a standby basis.

3.2.1. Active duty family members enrolled in the Dependent Dental Plan (DDP) are ineligible to receive care for those procedures covered in the plan except for emergency care.

3.2.2. All categories of eligible beneficiaries are authorized emergency dental treatment.

3.2.3. Family member children are eligible for the Children's Dental Health Program.

3.2.4. Diagnostic radiographs on written request from a civilian dentist are provided to all beneficiaries on a space-available basis. A written prescription must be provided and must specify the x-rays to be taken.

3.2.5. Those beneficiaries normally eligible for dental care may be authorized full or partial care, if required, as a necessary adjunct to medical or surgical treatment by a physician. Inquiries about this provision must be directed to the 89th Dental Squadron Commander.

3.2.6. All other categories of personnel are provided dental health care as authorized by AFI 47-115.

4. Priority Of Care.

4.1. Priority of care is established as follows:

4.1.1. Persons requiring emergency dental treatment.

4.1.2. All active duty personnel in dental class 3 and 4.

4.1.3. Active duty personnel on flying status, special operations duty (missileers, controllers, space operations personnel), mobility, and personnel selected for remote or isolated duty.

4.1.4. All other active duty personnel.

4.1.5. Dependents of sponsors who are alerted for an overseas assignment and are NOT enrolled in the dependent dental plan.

4.1.6. Family members of active duty and family members of military who died while on active duty.

4.1.7. Retired military personnel and their families.

5. Procedures For Receiving Dental Health Care.

5.1. Emergency dental treatment is rendered to relieve pain, suffering, hemorrhaging, and acute infections.

5.1.1. During normal duty hours, individuals with dental emergencies should report to the most convenient base dental clinic, either at Andrews Air Force Base (AFB) Main Clinic or the MGMC Oral Surgery Clinic and identify the emergency to personnel at the dental reception desk.

5.1.2. The hours of emergency treatment at Andrews AFB Dental Clinic and at the MGMC Oral Surgery Clinic are 0700 and 1300 for all categories of eligible beneficiaries.

5.1.3. After duty hours, all dental emergency patients must report to the MGMC Emergency Room. The dental officer of the day and dental charge of quarters will be contacted to provide necessary treatment.

5.2. Routine dental health care:

5.2.1. Eligible beneficiaries desiring a dental examination, or initiation of definitive treatment, following the procedures outlined for the dental clinic where treatment is being sought.

5.2.1.1. Active duty military personnel dental examinations.

5.2.1.1.1. Andrews AFB, except MGMC, contact the dental clinic at (301) 981-7560.

5.2.1.1.2. MGMC personnel contact the Oral Surgery Clinic at (301) 981-6036.

5.2.1.2. Family members of active duty personnel may contact the dental clinic at any time to determine availability of an appointment for an overseas clearance dental examination (301) 981-2806.

5.2.2. Definitive dental health care is provided by appointment for active duty and standby for non-active duty individuals.

5.3. The Periodic Dental Examination Program (PDEP) for active duty members is conducted in accordance with AFM 36-2125, Personnel Data System (PDS) Unit/GSU Support. The military personnel flight (MPF) identifies members who require a dental examination. The individual's unit of assignment, in coordination with the dental clinic, schedules the periodic dental examinations. The unit notifies the member of the time, date, and location of the dental examination appointment. This is a mandatory requirement.

5.4. Remote/isolated duty dental clearance letters of personnel alerted for these assignments will be furnished to individuals in accordance with AFPAM 36-2126. Individuals must report to the dental clinic within 10 days with the dental clearance letter. This is necessary to preclude any delays in departure dates by ensuring necessary dental treatment is accomplished.

6. Appointment Policies And Procedures.

6.1. Appointments are normally made in person by the patient at the supporting dental clinic. Appointments may be made by telephone only when the dental service can verify the type and extent of treatment required.

6.1.1. All appointments for dental examination may be made by telephone.

6.1.2. Active duty members assigned at geographically separated units may arrange appointments by contacting the Andrews AFB Dental Clinic by telephone. All dental treatment from civilian sources must be in accordance with AFI 41-101, Obtaining Medical and Dental Care From Civilian Sources (PA) and have the approval of the Commander, 89th Dental Squadron before initiation of any nonemergency care, including examinations.

6.1.3. Individuals receiving care on a space-available basis are given scheduled appointments when sufficient space-available appointments exist. Dental care is available on a standby basis anytime during normal duty hours at the Andrews AFB clinic and is provided on a first-come, first-served basis.

6.1.4. Children under the age of 18 must be accompanied by a parent or legal guardian when reporting for dental treatment. That person must remain in the clinic during the entire course of the treatment.

6.2. Broken dental appointments and canceled appointments:

6.2.1. Patients who fail to appear within 5 minutes of their scheduled appointments may be charged with a broken appointment. It is recognized some broken appointments are unavoidable. For active duty members, any administrative/disciplinary action relative to broken appointments is the responsibility of the member's unit commander.

6.2.2. Broken appointments are used by the dental service to treat other patients.

6.2.3. Broken appointments by space-available beneficiaries may result in loss of a scheduled appointment and require the individual to report to the clinic for treatment on a standby basis, if further dental care is desired.

6.3. Patients may cancel appointments and reschedule by telephone or in person; however, a minimum of 24 hours notice is requested to preclude being charged with a broken appointment.

6.4. The dental service cancels or reschedules appointments only as necessitated by mission requirements and urgent dental health care delivery. As much advance notice as possible is provided to patients, but there may be occasions when advance notice time is minimal or nonexistent.

6.5. Active duty members who break or cancel appointments are expected to arrange for continuation of treatment within a reasonable time. It is the responsibility of the individual to seek dental care and maintain their oral health to meet Air Force standards of dental health. AFI 47-101 states action required when members refuse dental treatment.

6.6. Military members receiving treatment from any source outside the clinic maintaining their dental record are responsible for reporting treatment received to that clinic for verification by a dental officer and entry into the record.

7. Preventive Dentistry Program. Andrews AFB Dental Clinic supports and participates in the USAF Preventive Dentistry Program as provided in AFI 47-101. The preventive dentistry program consists of a clinical phase, a community health phase, and a family member children's phase.

7.1. The clinical phase includes a dental examination, dental health counseling, oral prophylaxis, mouthguard construction, and inpatient education.

7.2. The community phase publicizes the preventive dentistry programs through dental health displays, posters, handouts, media announcements and articles, and lectures. It also includes monitoring of fluoride levels in the base water supply and availability of home care items in the base exchange and commissary.

7.3. The family member children's phase is conducted on a space-available basis.

8. Records.

8.1. Active duty and active duty family members dental records will be hand-carried for permanent change of station moves. They will not be hand-carried for TDY's less than 180 days.

8.2. MPF will furnish the dental clinic with information affecting name changes for correcting of dental records of those personnel.

8.3. All dental records are the property of the US government and will be maintained by a government treatment facility. At no time are dental records to be personally maintained. Requests for dental records from other facilities may be made by the dental clinic that will maintain the records and provide treatment.

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Commander