



**Pura Vida**  
DENTAL

## **Access & Emergency Treatment Policy**

Pura Vida Dental is open to treat patients during the following hours:

Monday: 08:00 – 17:00

Tuesday: 08:00 – 17:00

Wednesday: 08:00 – 17:00

Thursday: 08:00 – 17:00

Friday: 08:00 – 13:00

Saturday: Closed

Sunday: Closed

Pura Vida Dental is committed to ensuring that all registered patients have timely access to appropriate care, including the provision of emergency dental treatment where clinically necessary. The practice endeavours to offer a responsive, safe, and patient-centred service, ensuring that patients experiencing urgent dental problems are prioritised appropriately and managed in accordance with clinical need.

During normal opening hours, the practice will make every reasonable effort to provide same-day appointments for registered patients presenting with acute pain, swelling, or dental trauma. Patients are expected to contact the practice as early as possible, ideally by 08:00, to maximise the likelihood of being seen on the same day. All requests for urgent care are triaged by the reception team, with escalation to a clinician where required, to ensure that cases are prioritised safely and effectively.

Outside of normal working hours, the practice maintains clear and accessible arrangements for patients requiring emergency advice or care. An up-to-date answerphone message provides details of how to access out-of-hours assistance, and this information is also displayed at the entrance to the practice. Registered patients are directed to call 01494 215021, where they will be guided to the appropriate out-of-hours service. Where it is not possible for Pura Vida Dental to provide direct care, suitable alternative arrangements will be made to ensure that patients can access necessary treatment.

For the purpose of this policy, a dental emergency is defined as a condition requiring urgent clinical intervention to relieve severe symptoms, prevent deterioration, or address significant trauma. This includes, but is not limited to,



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suspected jaw fractures presenting with altered bite, restricted jaw movement, swelling, or pain following trauma, which require immediate attendance at Accident and Emergency. It also includes uncontrolled bleeding that does not resolve following ten minutes of firm, continuous pressure and may require urgent clinical management. Severe dental infections characterised by significant pain, swelling, or loss of normal oral function, including those indicative of a dental abscess, are also considered emergencies. In addition, dental trauma such as fractured teeth or lost restorations that result in pain or soft tissue injury and impair normal function will be treated as urgent.

Conditions that do not meet these criteria, such as mild or chronic discomfort, lost restorations without pain, or cosmetic concerns, are not classified as emergencies and will be managed through routine appointments.

The practice is committed to transparency in its fees. The charge for an emergency appointment is £150, which applies to the clinical assessment and the time allocated for the appointment only. Any treatment carried out during the appointment will incur additional costs, which will be clearly explained to the patient and agreed in advance. For care provided outside of normal working hours, an additional call-out fee may apply. This fee is variable depending on the circumstances and will be communicated to the patient wherever possible prior to attendance.

All members of the practice team are responsible for supporting the effective implementation of this policy. The Practice Manager retains overall responsibility for ensuring that the policy is current, that staff are appropriately trained, and that systems for access and triage are functioning effectively. The clinical team is responsible for the safe delivery of emergency care and for ensuring that treatment decisions are clinically justified. The reception team is responsible for the appropriate identification and prioritisation of urgent cases and for ensuring that patients are provided with clear and accurate information regarding access and fees.

This policy will be reviewed annually, or sooner if required, to ensure continued compliance with regulatory requirements and to reflect any changes in service provision or patient need. The practice may also monitor access to urgent care through audit and patient feedback to ensure that standards are maintained.

## **CQC Compliance Statement**

Pura Vida Dental ensures patients have **timely access to emergency care**, are **appropriately triaged**, and are **fully informed of fees and treatment**, in line with CQC fundamental standards.