

Queensland Public Oral Health Services

From the 1st July 2009 – 30th September 2009 **250,931** patients were treated in dental clinics across Queensland. 107,867 patients were on the waiting list.

Of patients who were on a waiting list, the breakdown of priority categories was as follows:

- 0.04% Acute Emergency (Trauma, including loss of function, swelling, uncontrolled haemorrhage, supervening infection). Median waiting time 0 days
- 0.03% Acute Immediate (Any medical condition where failure to give dental care would adversely affect general health or the commencement of urgent medical treatment). Median waiting time 8 days
- 0.11% Urgent A (Pain that is worse at night or keeps patient awake). Median waiting time 32 days
- 0.14% Urgent B and C (Broken Denture, ulceration or pain from denture). Median waiting time 33 days
- 0.79% Urgent D (Lost fillings / Broken tooth). Median waiting time 51 days
- 1.86% Routine A and B (Special needs referral). Median waiting time 34 days
- 8.21% Routine Other (Self-Identified OH need). Median waiting time 442 days
- 88.82% Other (General request for care eg Check Up). Median waiting time 731 days

From the 1st October 2009 – 31st December 2009 **220,838** patients were treated in dental clinics across Queensland. 111,264 patients were on the waiting list.

Of patients who were on a waiting list, the breakdown of priority categories was as follows:

- 0.03% Acute Emergency (Trauma, including loss of function, swelling, uncontrolled haemorrhage, supervening infection). Median waiting time 1 days
- 0.03% Acute Immediate (Any medical condition where failure to give dental care would adversely affect general health or the commencement of urgent medical treatment). Median waiting time 8 days
- 0.10% Urgent A (Pain that is worse at night or keeps patient awake). Median waiting time 31 days
- 0.15% Urgent B and C (Broken Denture, ulceration or pain from denture). Median waiting time 34 days
- 1.46% Urgent D (Lost fillings / Broken tooth). Median waiting time 50 days
- 1.78% Routine A and B (Special needs referral). Median waiting time 39 days
- 8.37% Routine Other (Self-Identified OH need). Median waiting time 206 days
- 88.08% Other (General request for care eg Check Up). Median waiting time 712 days

Quarterly Client Waiting List Report

as at 15 February 2010

Queensland Public Oral Health Services

Priority Categories*: Median Wait (Days)	Oct. to Dec. 2008	Oct. to Dec. 2009
Acute Emergency	1	1
Acute Immediate	47	8
Urgent A	72	31
Urgent B and C	78	34
Urgent D	59	50
Routine A and B	34	39
Routine Other	232	206
Other	791	712

* Priority Categories Description

Priority	Priority Description (OH = Oral Health)
Acute Emergency	Trauma including loss of function, Swelling, Uncontrolled haemorrhage,
	Supervening infection.
Acute Immediate	Any medical condition where failure to give dental care would adversely affect
	general health or the commencement of urgent medical treatment.
Urgent A	Pain that is worse at night or keeps patient awake. Pain in teeth with hot
	food or fluid and/or with biting/chewing. Taking prescribed pain killers or antibiotics for the dental problem.
Urgent B and C	Denture - Broken denture, ulceration or pain from denture (B) or Pain which is
	worse in the middle of the day. Pain in teeth with cold food or fluid. Pain in
	teeth with salty, sweet or impacted food. (C)
Urgent D	Lost fillings / Broken tooth: Broken or lost filling or crown. Broken tooth.
Routine A and B	Special needs Referral from an aligned agency for assessment, such as drug
	rehabilitation, refugees, institutionalised. Prioritised access for Indigenous
	people. Intellectually or physically disabled, homebound, confined to a wheelchair (A). Dentures - Existing denture does not fit or has some other problem. (B)
Routine Other	Self - Identified OH need eg periodontal disease, dental caries, impacted
	wisdom teeth, dentures required, chipped teeth.
Other	General request for care eg Check Up.