

## PDSE Undergraduate Student Clinic: Triage Process

Prior to acceptance for treatment, you will be invited to an initial 'triage' appointment at Peninsula Dental Social Enterprise (PDSE). During your appointment one of our dentists will look at your dental health requirements to see if you are suitable for treatment with an undergraduate dental student.

This triage appointment is not an examination. It is a simple assessment to ascertain if your treatment needs are suitable for a student to complete. At the triage appointment you will be asked to complete a medical history form and a data sharing agreement.

Unfortunately, not every patient will be offered treatment at PDSE. We endeavour to provide dental students with patients that meet their training needs. If your treatment need is not appropriate for their level of experience, or we feel it is not in your best interest to see a dental student then we will inform you of this at your triage appointment. If you are not accepted for treatment, this decision is not subject to appeal.

Please note that if you weigh in excess of 21 stone, we are currently unable to provide treatment. We are also unable to accept patients that are currently registered with a dentist and strongly advise that you remain with your current care provider as once your treatment is complete and you are discharged from our care, we are unable to provide ongoing care.

If you are accepted for treatment, there may be a wait between acceptance and allocation to a student for treatment. You will not be under our care until the point that you have attended your examination appointment with a student and therefore, we are unable to provide any urgent care or treatment until then. For more details on what to do in case of an emergency, visit our [Emergencies](#) page.

We are unable to guarantee specific appointment times and dates as the students work to a university timetable which may be changed at short notice and due to treatment being completed by students, appointments will take much longer than with a qualified dentist as each stage of treatment needs to be carefully checked by a clinical supervisor. Appointments may be up to 2 hours and 45 minutes in length.

There may be pauses with treatment over holiday periods including Christmas, Easter and for at least 8 weeks over the summer but if you are accepted for treatment, you are still able to access urgent care during these periods of closure.

As the students move between the Truro, Exeter and Plymouth facilities, you may need to be referred to a different student for your treatment to be continued or completed and therefore, you may be asked to attend appointments across all sites to enable the student to complete your course of treatment. We will of course do our utmost to accommodate your request to be treated at a specific facility, though in some cases this cannot be guaranteed.

PDSE are only able to provide one course of treatment per patient. Once your treatment is complete and you are dentally fit, you will be discharged from our care, and you are advised to find a general dentist for ongoing care. If you have previously had treatment completed by us, you are unable to reregister for another course of treatment. To find an NHS dentist taking on new patients, visit the NHS webpage [Find a Dentist](#)