

Your child's new dental patient appointment

Information for patients, parents and carers

This leaflet explains what you can expect at your child's new dental patient appointment in the Department of Paediatric Dentistry at King's College Hospital. If you have any questions, please speak to the dentist looking after your child.

Confirming your child's identity

Before your child has a treatment or procedure, our staff will ask you to confirm their name and date of birth and check their ID band. If your child does not have an ID band, we will also ask you to confirm their address. If we do not ask these questions, then please ask us to check.

Who should attend?

All children under the age of 16 must be accompanied by a parent or legal guardian as parental consent is required before any procedure, including X-rays.

Please note that siblings, a relative or a family friend cannot give consent, even if they hold a letter of authorisation from the parent or legal guardian.

What should I bring?

Please bring any information regarding your child's medical history that may be relevant. This includes details of any medications or previous hospitalisations.

Also, if possible, please bring digital copies of any X-rays of your child's teeth taken by your dentist. This may help to avoid repeating unnecessary X-rays or having to postpone treatment until these are sent to us.

If you are a legal guardian or hold a special guardianship order, please bring these documents with you to the appointment.

Consent

We must by law obtain your written consent to any operation and some other procedures beforehand. Staff will explain the risks, benefits and alternatives before they ask you to sign a consent form. If you are unsure about any aspect of the treatment proposed, please do not hesitate to ask to speak with a senior member of staff again.

What can I expect at the first appointment?

At this first appointment, we will:

- record your child's medical history, including any medication your child is taking
- take a thorough history regarding the dental problem that your child was referred for
- examine your child's mouth which might include taking X-rays or special tests
- discuss our findings with you and the appropriate treatment options available
- arrange any further appointments if these are required

If you require treatment in the hospital, it will be provided at the follow-up appointment.

Note

Please be prepared to spend up to 3 hours for your appointment. Please bring a book or other reading material to pass the time while you wait.

What if I cannot attend?

Please notify the hospital if you cannot attend this appointment. Due to a high demand for our services, you will not receive another appointment if you either:

- fail to attend your appointment without notifying us in advance
- reschedule your appointment more than once

To cancel or re-arrange your appointment, please contact us as soon as possible.

The contents of this leaflet have been adapted for use with permission from the Department of Paediatric Dentistry in Guy's and St Thomas' NHS Foundation Trust.

Contact us

If you have any questions or concerns about the information in this leaflet, please contact the Department of Paediatric Dentistry team.

Central Referral Office	020 3299 4988
Clinic Appointments	020 3299 3055
Secretary	020 3299 1681

For more information leaflets on conditions, procedures, treatments and services offered at our hospitals, please visit www.kch.nhs.uk/patientsvisitors/patients/leaflets

MyChart

Our MyChart app and website lets you securely access parts of your health record with us, giving you more control over your care. To sign up or for help, call us on 020 3299 4618 or email kings.mychart@nhs.net. Visit www.kch.nhs.uk/mychart to find out more.

Sharing your information

King's College Hospital NHS Foundation Trust has partnered with Guy's and St Thomas' NHS Foundation Trust through the King's Health Partners Academic Health Sciences Centre. We are working together to give our patients the best possible care, so you might find we invite you for appointments at Guy's or St Thomas' hospitals. King's College Hospital and Guy's and St Thomas' NHS Foundation Trusts share an electronic patient record system, which means information about your health record can be accessed safely and securely by health and care staff at both Trusts. For more information visit www.kch.nhs.uk.

Care provided by students

We provide clinical training where our students get practical experience by treating patients. Please tell your dentist if you do not want students to be involved in your care. Your treatment will not be affected by your decision.

PALS

The Patient Advice and Liaison Service (PALS) is a service that offers support, information and assistance to patients, relatives and visitors. They can also provide help and advice if you have a concern or complaint that staff have not been able to resolve for you. They can also pass on praise or thanks to our teams. The PALS office is located on the ground floor of the Hambleden Wing, near the main entrance on Bessemer Road - staff will be happy to direct you.

PALS at King's College Hospital, Denmark Hill, London SE5 9RS

Tel: **020 3299 4618**

Email: kings.pals@nhs.net

If you would like the information in this leaflet in a different language or format, please contact our Interpreting and Accessible Communication Support on 020 3299 4618 or email kings.access@nhs.net