

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 at King's Department of Paediatric Dentistry. 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:

1. record your child's medical history, including any medication your child is taking
2. examine your child's mouth which might include taking X-rays or special tests.

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 3375
	020 3299 4983

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

Sharing your information

We have teamed up with Guy's and St Thomas' Hospitals in a partnership known as 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'. To make sure everyone you meet always has the most up-to-date information about your health, we may share information about you between the hospitals.

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 Hambleton 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 3601

Email: kch-tr.palsdh@nhs.net

If you would like the information in this leaflet in a different language or format, please contact our Communications and Interpreting telephone line on 020 3299 4826 or email kch-tr.accessibility@nhs.net