

Appendix A2: Screening questions from emergency models

These are the series of questions identified to assist in discriminating between those able to wait longer than 1 week, those who should be seen within 2–7 days and those who should be seen within 48 hours. Note that the responses given in the ‘Response’ boxes are only an example.

Emergency models 1 and 2

	Response
<p>In the last week, have you had...</p> <ul style="list-style-type: none"> • pain in teeth with cold food or fluids • pain in jaw when opening mouth wide • shooting pain in face or cheeks • bleeding gums • a broken filling • a loose tooth • a toothache • pain in teeth with hot food/fluids • pain which is worse in the middle of the day 	<input type="text" value="Yes"/> <input type="text" value="Yes"/> <input type="text" value="No"/> <input type="text" value="No"/> <input type="text" value="No"/> <input type="text" value="Yes"/> <input type="text" value="No"/> <input type="text" value="No"/>
<p>During the last week, how often has pain, discomfort or other problems with your teeth, mouth or dentures caused you to have...</p> <ul style="list-style-type: none"> • difficulty sleeping 	<input type="text" value="Very often"/>
<p>During the last week, how often have you...</p> <ul style="list-style-type: none"> • worried about the health of your teeth or mouth • worried about the appearance of your teeth or mouth 	<input type="text" value="Very often"/> <input type="text" value="Sometimes"/>
<p>Dental Anxiety Scale (DAS)</p> <ul style="list-style-type: none"> • Imagine you had an appointment to go to the dentist tomorrow, how would you feel about it? • Imagine you are waiting in the dentist's waiting room for your turn in the chair, how would you feel? • Imagine you are in the chair waiting while the dentist gets the drill ready to begin working on your teeth, how would you feel? • Imagine you are in the dentist's chair to have your teeth cleaned. While you are waiting and the dentist is getting out the instruments to be used to scrape your teeth around the gums, how would you feel? 	<input type="text" value="I would be a little uneasy about it"/> <input type="text" value="A little uneasy"/> <input type="text" value="Tense"/> <input type="text" value="A little uneasy"/>
<p>URGENCY: <48 hours</p>	

Note: If a patient gave these responses to the questions it is predicted that they would require care within 48 hours (based on a cut-off value of 0.5 – modifying the cut-off value may change the urgency prediction).

It is suggested that the questions identified for emergency models 1 and 2 be combined so that all the questions are asked of patients when they ring up for an emergency appointment. One of the benefits of this approach is that patients will not be able to memorise questions or give what they believe are desirable responses to ensure receiving care sooner, since there are too many response permutations to the 16 questions. Also, care is determined based on the pattern of responses so there would be too many response combinations for the patient to consider.

Emergency model 3

	Response
In the last week, have you had...	
• a toothache	<input type="text" value="No"/>
• pain which is worse in the middle of the day	<input type="text" value="No"/>
• shooting pain in face or cheeks	<input type="text" value="No"/>
• sore gums	<input type="text" value="No"/>
• bleeding gums	<input type="text" value="No"/>
• changes in ability to taste	<input type="text" value="No"/>
• a broken filling	<input type="text" value="No"/>
• a loose tooth	<input type="text" value="No"/>
During the last week, how often has pain, discomfort or other problems with your teeth, mouth or dentures caused you to have...	
• difficulty sleeping	<input type="text" value="Never"/>
During the last week, how often have you...	
• worried about the appearance of your teeth or mouth	<input type="text" value="Never"/>
URGENCY: 8+ days	

Note: Responding 'No' or 'Never' to all the above questions places the patient in the urgency category of 8+ days (based on a cut-off value of 0.5 – modifying the cut-off value may change the urgency prediction).