

Compass COVID-19 triage form for Mandatory Dental Services - England only

FAQs – Update 21 August 2020

This document has been prepared to provide additional information for questions not covered in the COVID-19 triage form guidance document.

Are you able to confirm if a practice should still be completing the Triage form?

Yes, a Triage form needs to be completed in every circumstance when a patient (NHS or private) is given either remote advice or an appointment for face to face treatment. This is to ensure all patients are screened before they reach the surgery in order to protect the patient, the practice staff and the dentist.

Please refer to section 1.1 on patient management in [Issue 5, Preparedness letter for primary dental care - 13 July 2020](#)

Who can provide patient advice to record on a triage form?

Advice can be given by any Performer who is registered on the [Dental Performers List for England](#) and is associated with any open NHS dental contract in Compass.

A Dental Care Professional (DCP) can give out appropriate advice to the patient as long as it is within their [scope of practice](#).

If I am a DCP providing advice within my scope of practice – how do I record this on compass?

Advice given by a DCP will need to be recorded in Compass against an appropriate Dental Performer personal number for the contract, as this field is mandatory.

The performer selected should be the patient's regular dentist or the performer who will carry out their face to face appointment if required. When submitting the triage form the following wording should be included in the optional notes section '*Patient advice has been given by a DCP*'

The patient record should also be amended to include notes of the call and advice.

Who has access to create a new triage form?

The new COVID-19 triage reporting form is available, and data can be entered by the following users:

- Performer
- Business Owner
- Practice Manager/Administrator
- Activity Manager

How should I manage patients who may normally only receive private treatment or who are non-regular attendees as NHS patients at my practice?

Triage forms should be completed for all patients that contact a practice and are given clinical advice in line with guidance on patient management in [Issue 5, Preparedness letter for primary dental care - 13 July 2020](#). The patient can then be treated face to face either, under NHS or private arrangements, or referred to a UDC in line with current guidance.

Just because a patient has received private treatment previously does not mean they cannot now enter an NHS GDS Mandatory Services pathway

What is the guidance for patient charges and when to submit an FP17?

Existing Regulations have not changed and still apply.

If a Performer sees a patient to carry out only Urgent treatment as detailed in Schedule Four of the NHS Dental Charges Regulations, then an FP17 should be submitted for the Urgent treatment provided.

If however the Performer sees a patient, completes an examination and provides temporary treatment to stabilise a tooth or teeth with a view to providing the definitive treatment once the decision has been made within the practice to re-commence routine dental care, then it would be appropriate to open a Banded course of treatment which should remain open until such time as the proposed treatment is definitively completed – there is no limit to the length of time a course of treatment may remain open.

I have completed a form incorrectly what do I need to do?

Once a form has been submitted it is not possible to amend or delete the record therefore make a note on the patient's clinical record.

What data should be collected from a Triage call?

Please refer to the [Dental standard operating procedure: Transition to recovery](#) document for more information.

Details of the data to be collected to complete the Compass triage form has been included as an appendix in the updated user guidance

Will the Urgent Dental Care hubs have a different data collection form for face to face treatment?

FP17s should be completed for all patients who are physically treated in an Urgent Dental Care (UDC) hub (if the UDC has an open Compass contract).

If only telephone triage advice is provided at the UDC, you should complete a COVID-19 triage form. If this results in a referral and subsequent physical treatment then an FP17 should also be submitted.

Do I continue to write actual clinical notes in the patient record?

Dentists are expected to maintain clinical records as per the [Dental Record Keeping Standards document](#) following remote triage. This should include information on assessment, necessary self-care advice and appropriate prescriptions for analgesics and/or antimicrobials by telephone.

Does the patient have to sign the PR form or Medical History form?

In order to avoid any risk of infection, the receptionist or dental nurse should inform the patient that the forms are being signed on their behalf. The receptionist or dental nurse must sign the form and state '*Signed on behalf of the patient due to COVID 19*'. This will ensure that if the patient records are reviewed in the future it will not be questioned why the patient did not sign the forms.