

SUBJECT: DENTAL SERVICES/STANDARD OPERATING PROCEDURES

EFFECTIVE DATE: 06/18/2021

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**I. PURPOSE AND MISSION STATEMENTS:**

The Department of Corrections Dental Services is committed to providing all inmates with an acceptable level of dental care within recognized professional standards. Dental care will be delivered in a cost-effective manner within available resources while maintaining a safe inmate environment.

To fulfill this obligation, dental services will be made available to inmates within the custody of the Department of Corrections.

A standardized program of routine/comprehensive, urgent, and emergency dentistry is to be available to all inmates. Emphasis is to be placed on preventive/oral hygiene practices. All dental treatment will be rendered in accordance with the Department of Corrections rules, policies, procedures, and health services bulletins/technical instructions. Dental care provided will be in accordance with the standards of the Department of Professional Regulation Board of Dentistry, American Correctional Association, American Dental Association, National Commission on Correctional Health Care (NCCHC), Florida Dental Association, Occupational Safety and Health Administration (OSHA), and Centers for Disease Control.

**II. AMERICAN CORRECTIONAL ASSOCIATION (ACA):**

It is a goal of the Florida Department of Corrections to have all major institutions accredited by the American Correctional Association.

After acceptance As the required compliance levels are attained, the agency can request an audit to verify compliance. A team of trained commission consultants shall conduct this on-site audit. The Performance-Based Standards and Expected Practices for Adult Correctional Institutions, 5<sup>th</sup> Edition can be viewed: [http://dcweb/co/sop/aca/files/ACI\\_Fifth\\_Edition.pdf](http://dcweb/co/sop/aca/files/ACI_Fifth_Edition.pdf)

The standards allow for the measurement of acceptable performance in achieving objectives. For purposes of application in the accreditation process, these are minimal requirements and should be exceeded whenever possible. When these requirements are met, it is expected that every effort will be made to maintain performance at the level designated in the standards. Each standard has a weight of **mandatory**, **essential** or **important**, which is used in determining compliance levels for accreditation. Mandatory standards address conditions or situations that could become hazardous to the life, health, and safety of offenders, employees, and/or the public. Without exception, all mandatory standards must be met for purposes of accreditation. In addition, correctional institutions must meet 90 percent of the essential

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standards and 80 percent of the important standards in this edition, as well as any other criteria stipulated in the policies and procedures of the Commission on Accreditation for Corrections.

Most standards require evidence of written policy and/or procedure in specific areas of operations. Policy and procedure are crucial elements in the effective administration of an agency and are heavily emphasized in this edition and in the accreditation process.

A policy is a statement of principles which guides the agency in the attainment of objectives. To comply with a standard that requires a policy for a certain area, there must be not only a written policy, but also evidence that a line of action or principle has been adopted and is being followed by the agency.

Both policy and procedure may be required by the standard, in which case documentation demonstrating implementation of the procedure would also be necessary. A procedure is a method of performing an operation or an outline of the sequential actions that must be executed to ensure that a policy is fully implemented.

There are a few ACA standards that specifically apply to the delivery of dental services. Each of these standards is listed along with the appropriate references:

<u>NEW 5<sup>th</sup> Edition</u>	<u>Prior 4<sup>th</sup> Edition</u>	<u>Standard</u>
<b>5-ACI-5A-01</b> Rule 33-402.101 Health Services Bulletin 15.04.13 Supplement C	4-4285	Dental Screening
<b>5-ACI-5A-03</b>	4-4287	Reception and Orientation
<b>5-ACI-5A-04</b> Rule 33-402.101 Health Services Bulletin 15.04.13 Supplement C Health Services Bulletin 15.04.13 Supplement D Health Services Bulletin 15.04.13 Supplement H	4-4288	Reception and Orientation
<b>5-ACI-6A-02</b> Rule 33-402.101 Health Services Bulletin 15.04.13 Supplement H	4-4345	Co-Payment Fees
<b>5ACI-6A-03</b> Rule 33-402.101 Health Services Bulletin 15.02.01 Health Services Bulletin 15.04.13	4-4346	Requests
<b>5-ACI-6A-05</b> Health Services Bulletin 15.04.01 Health Services Bulletin 15.04.13 Supplement C	4-4348	Referrals

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<u>NEW 5<sup>th</sup> Edition</u>	<u>Prior 4<sup>th</sup> Edition</u>	<u>Standard</u>
<b>5-ACI-6A-08</b> Rule 33-402.101 Health Services Bulletin 15.04.13 Supplement H	4-4351	24-Hour Emergency Dental Care
<b>5-ACI-6A-17</b> Health Services Bulletin 15.04.12 Health Services Bulletin 15.04.13 Supplement B	4-4358	Management of Bio-Hazardous Waste and Decontamination of Dental Equipment
<b>5-ACI-6A-19</b>	4-4360	Dental Care
<b>5-ACI-6A-19-1</b> Rule 33-402.101 Health Services Bulletin 15.04.13 Supplement C Health Services Bulletin 15.04.13 Supplement D Health Services Bulletin 15.04.13 Supplement H	4-4360	Dental Care
<b>5-ACI-6A-25</b> Rule 33-402.101 Health Services Bulletin 15.04.13 Supplement C Health Services Bulletin 15.04.13 Supplement D Health Services Bulletin 15.04.13 Supplement H	4-4365	Comprehensive Health Appraisal
<b>5-ACI-6A-27</b> Rule 33-402.101 Health Services Bulletin 15.04.03	4-4367	Periodic Exams
<b>5-ACI-6A-40</b> Rule 33-402.101 Health Services Bulletin 15.04.13 Supplement C Health Services Bulletin 15.04.13 Supplement H	4-4375	Prostheses and Orthodontic Devices
<b>5-ACI-6C-04</b> Health Services Bulletin 15.04.13 Supplement D	4-4397	Informed Consent

There are other ACA standards that affect not only dental services, but also all institutional operations. The institutional ACA coordinator will request verification of compliance with these standards.

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**III. DENTAL OFFICE EMERGENCY TREATMENT PROTOCOLS:**

See supplement A for:

- A. Antibiotic Policy
- B. Administration of Narcotic Drug Policy
- C. Medical Emergency Policy for Dentists
- D. General Principles of Emergency Care
- E. Emergency Kit Equipment

**IV. DENTAL SERVICES INFECTION CONTROL POLICY:**

The Dental Services Infection Control Program will permit the safe admission of dental services for a patient with a communicable disease(s) and minimize the possibility of transmission of infection to other patients or dental service personnel.

See supplement B for details.

**V. CLINICAL DENTISTRY:**

See supplement C for the following:

- A. Clinical Dentistry
- B. Levels of Dental Care
- C. Acrylic Partial Dentures
- D. Cast Partial Dentures
- E. Complete Denture(s)
- F. Complete or Partial Denture Repairs
- G. Dental Radiology
- H. Endodontics
- I. Policy For Referral of Advanced Endodontic Therapy
- J. Fixed Prosthetics (Crown and Bridge)
- K. Implants
- L. Oral Surgery
- M. Orthodontics
- N. Periodontics
- O. Restorative Dentistry
- P. Periodontal Screening and Recording (PSR)

**VI. DENTAL FORMS:**

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See supplement D for information regarding the following:

DC4-700A	Dental Contact Coding Sheet
DC4-701D	Health Slip-Pass
DC4-702	<i>Consultation Request/Consultant's Report</i>
DC4-704B	<i>Dietary Prescription Display Sheet</i>
DC4-706	<i>Health Services Profile</i>
DC4-711A	<i>Affidavit of Refusal for Health Services</i>
DC4-714B	Clinician's Order Sheet
DC4-714C	DEA Controlled Substances Physicians Order Sheet
DC4-720	<i>Laboratory Procedure Authorization</i>
DC4-724	<i>Dental Treatment Record</i>
DC4-724A	<i>Receipt of Provisions Received</i>
DC4-728	Diet Prescription Order
DC4-734	<i>Dental Health Questionnaire</i>
DC4-735	<i>Dental Clinical Examination Report</i>
DC4-745A	<i>Dental Record (Health Folder)</i>
DC4-759	<i>Consent For and Prior to Endodontic Treatment</i>
DC4-762	<i>Authorization and Consent for Dental Surgery</i>
DC4-763	<i>Consent for Tooth Removal</i>
DC4-764	<i>Dental Diagnosis and Treatment Plan</i>
DC4-767	<i>Periodontal Charting</i>
DC4-767A	<i>Plaque Control Record (PCR)</i>
DC6-236	<i>Inmate Request</i>

Correct Order of Forms in the Dental Record (DC4-745A)

## **VII. DENTAL SERVICES ABBREVIATIONS:**

See supplement E for dental services abbreviations.

## **VIII. CLINICAL QUALITY MANAGEMENT PROGRAM:**

All Department of Corrections dental clinics will participate in the Office of Health Services Clinical Quality Management Program. Refer to the following HSBs for additional information:

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- A. 15.09.01 *Clinical Quality Management*
- B. 15.09.04 *Utilization Management Procedures*
- C. 15.09.05 *Credentialing and Privileging Procedures*
- D. 15.09.06 *Clinical Peer Review*
- E. 15.09.08 *Risk Management Program*
- F. 15.09.09 *Mortality Review Program*

**IX. DENTAL CLINICAL QUALITY REVIEW:**

See supplement F (dated 3/01) for information regarding the above.

**X. GENERAL INFORMATION:**

See supplement H (dated 3/01) for information regarding the following:

- A. Dental Emergency Policy
- B. Dental Grades
- C. Dental Holds
- D. Dental Laboratory Services
- E. Dental Record Reviews
- F. Dental Workload Comparative Analysis
- G. Diets
- H. Drug Enforcement Agency (DEA) Number
- I. Inmate Co-Payment Procedures for Dental Services
- J. Inmate Dental Orientation/Group Oral Hygiene Training
- K. Lay-Ins
- L. Licenses and Certificates Required
- M. Dental Staff Meetings
- N. Monthly Reports
- O. Waiting Times for Routine Comprehensive Dental Care
- P. No-Shows
- Q. Nursing Guidelines for Toothache/Dental Problems
- R. Oral Pathology/Biopsies
- S. Prescriptions for Medication
- T. Priorities for Dental Treatment
- U. Provider Days
- V. Refusals
- W. Toothbrushes
- X. Toothpaste
- Y. Tooth Numbering System
- Z. Transfer of an Inmate While Undergoing Active Prosthetic Treatment
- AA. Monthly Workload and Utilization Report
- BB. X-ray Machine Registration

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**XI. UPDATING AND REVISIONS:**

This health services bulletin shall be reviewed annually by the Director of Dental Services and the Dental Advisory Committee for revision. Additions or deletions to this TI will be printed and distributed to each institution.

**XII. IMPLEMENTATION DATE:**

Each institution will implement this health services bulletin no later than 30 days after signature.

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Director of Health Services

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Date

Supplements:

- A Dental Office Emergency Treatment Protocols
- B Dental Services Infection Control Policy
- C Clinical Dentistry
- D Dental Forms
- E Dental Services Abbreviations
- F Dental Clinical Quality Review
- H General Information

Attachments:

- 1 Interoffice Memorandum/Continuation of Prosthetic Case (sample)
- 2 Interoffice Memorandum/Monthly Utilization and Workload Report (sample)

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This Health Services Bulletin Supersedes:

*Dental Services Manual: Standard  
Operating Instructions* dated 7/15/93  
(latest revision dated 11/94)  
HSB 15.04.08 dated 9/22/93

HSB 15.04.13 dated 7/18/96, 10/27/97, 5/10/99, 3/7/01, AND 02/28/2012

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