

## Patient Pathway with new codes

The narrative below is an attempt to help navigate the new codes within the SDR. This is to capture the activity you may have to undertake due to new working practices required as a result of the COVID-19 pandemic. The information will help capture activity that hasn't been coded previously and will help the Scottish Government understand and quantify this new activity. The data collected will also help modelling around your individual PPE requirements on the way forward.

Where a registered or unregistered patient makes contact by telephone to a practice or Urgent Dental Care Centre (UDCC), code **8001** suffix 01 should be recorded for all telephone triaged patients.

Should the case be **closed with advice alone**, then code **8011** suffix 01 should be recorded, the case closed and submitted (see **Case 1** in appendix below).

Should the patient require **a prescription for either analgesics and/or an antibiotic, and the case is closed**, code **8021** should be recorded with 01 suffix (a new submission may be required if the patient's condition changes and the patient makes further contact at a later date). All this activity respects the principles of social distancing, as the interaction is by telephone and does not require a patient to be seen "face to face" in the practice. Before a patient is seen in the practice, you are required to carry out a covid triage procedure to determine the patient pathway status.

The codes above are available to record telephone activity alone, i.e. where the patient is assessed as not requiring a face-to-face consultation. **Should the patient require "face to face" intervention, the first step is to carry out a covid assessment.**

The evolving information around coronavirus pertinent to Scotland is produced and updated by Health Protection Scotland. This is the definitive source of information you require:

[https://hpspubsrepo.blob.core.windows.net/hps-website/nss/2930/documents/1\\_covid-19-guidance-for-primary-care.pdf](https://hpspubsrepo.blob.core.windows.net/hps-website/nss/2930/documents/1_covid-19-guidance-for-primary-care.pdf)

We will, for the purposes of this discussion, identify those patients who are covid positive by either having been tested positive, or where the patient answers 'Yes' to any of the following:

- Do you have a new, persistent cough?
- Do you have a temperature?
- Do you have a loss of sense of smell or taste?
- Are you living in a household where someone has one or more of the above symptoms?
- Have you been recently exposed to a person with one or more of the above symptoms?
- Are you in quarantine?

Any patient identified as covid positive should be referred onwards to an Urgent Dental Care Centre (UDCC) within your NHS Board as being in the red patient pathway.

Those patients being referred onward to a UDCC on the red patient pathway should be recorded as code **8031**, suffix 01 (for dental practices the case can then be closed and transmitted).

All other patients we will describe as being on the green patient pathway.

After you have confirmed the patient is on the green pathway, a clinical assessment of the patient's dental needs is required to determine if the patient requires treatment that involves an aerosol generating procedure (AGP). If the treatment required does involve an AGP, and falls into those treatments being made available at a UDCC, then this patient should be referred onto a UDCC for continuation of their dental care. The code to record here is **8041**, suffix 01, then the case can be closed and submitted.

The codes listed so far relate to patients that have all had interactions by telephone only and no PPE would have been required for these patients.

**Patients who are deemed not to fall into the red pathway covid positive group can and should receive their non- aerosol generating urgent dental care within their own practice.** Code **8061**, suffix 1 should be recorded.

**The available treatment codes in the new SDR should be used in conjunction with the 8000 codes and included in the submission to PSD.**

One of the advantages of re-opening dental practices is to free up capacity within the UDCCs to treat both covid positive patients and for **aerosol generating procedures (AGP)** of those appropriately triaged patients. Dental practices should see their own patients and unregistered patients who contact them to provide the urgent non aerosol generating care that is required.

Code **8051**, suffix 1 is **only** available to the UDCCs. It is used where a patient is triaged and it is deemed appropriate that an aerosol generating procedure should be carried out, but in the scenario where this procedure has **not** been carried out. This indicates that the additional AGP PPE requirement wouldn't be required; perhaps the patient has declined the treatment at this stage, and the reason why does not have to be specified.

All the previous codes listed above are also available for use, and if appropriate, can be used by the UDCC. If a patient is referred to the UDCC by a dental practice and the UDCC revisits any or all of the activity previously undertaken by the dental practice, the UDCC can and should also record their activity using the available codes.

If an AGP procedure has been carried out to completion, code **8081**, suffix 1 should be used. **This is only available to UDCC, as practices do not carry out AGPs under these arrangements.**

Code **8061**, suffix 1 should be recorded for every non aerosol generating **treatment appointment** provided for a patient. This outlines PPE quantities required for planning purposes.

Code **8071**, suffix 01 is used where a patient gets to the stage where an aerosol generating procedures has been offered and declined, and so the PPE is deemed to have been used but no AGP carried out. This code is only available to the UDCC, as it involves aerosol generating procedures.

Item No.	Item description	Explanation	For use by NHS GDS or UDCC	Code	Suffix
80[a]	Initial telephone call triaging	Patient makes contact by telephone and discussion takes place with patient to determine the issues they are experiencing	Both	8001	01
80[b]	Advice and closing the case	Providing only advice to the patient, treatment is deemed not necessary and the case is closed	Both	8011	01
80[c]	Advice and a prescription - antibiotics and or analgesics Closing the Case	Providing advice to the patient, where face to face treatment is deemed not necessary but a prescription for antibiotics and or analgesics is provided and the case is closed	Both	8021	01

80[d]	Appointment for treatment arranged (further Covid triaging to determine status) Red Covid Positive	Appointment arranged with an Urgent Dental Care Centre for a patient who has tested positive for Covid-19, or has symptoms of coronavirus, is quarantined or is part of a household where someone has symptoms of coronavirus	Urgent Dental Care Centres only	8031	01
80[e]	Appointment for treatment arranged (further Covid triaging to determine status) Green Covid Positive	Appointment arranged for a patient who has no symptoms of coronavirus, is not quarantined and is in a household where no-one has symptoms of coronavirus	Both	8041	01
80[f]	Appointment visit (treatment) aerosol generating procedure	Appointment visit is required at an Urgent Dental Care Centre due to the need for treatment involving an aerosol generating procedure, but patient has decided not to accept the appointment	Both	8051	01
80[g]	Non aerosol procedure	Providing a non-aerosol generating procedure	Both	8061	01
80[h]	Unable to deliver case - Phobia/Co-operation/Consent issue	Patient has attended for treatment and staff have donned PPE to carry out treatment, but due to issues with the patient's phobia/cooperation/consent no treatment was provided	Both	8071	01
80[i]	Aerosol generated procedure	Have treated patient using an aerosol generating procedure	Urgent Dental Care Centres only	8081	01

## Appendix

### Case 1

A patient contacts the practice by telephone. The patient has heard the dentist is now open and has contacted the surgery to enquire when they can have their previously cancelled filling appointment. The receptionist explains that the filling cannot currently be carried out and the practice will make contact once the practice is in a position to deliver routine aerosol generating procedures again. The patient has no other dental enquiry.

This patient currently has an open treatment plan. This should remain open and you will receive further information about this at a future date. **Do not** add to this treatment plan. Open a new "claim", use the code 8001 with suffix 01, then close and transmit. The patient has not been seen, they just telephoned. The patient may have only been dealt with by the receptionist and not the dentist, however, this is practice activity and should be recorded. If the patient has answered 'yes' to any of the questions to determine their covid status, this should be managed by the dentist through telephone triage initially. Where advice alone is delivered, the same coding would apply before closing and transmitting electronically to PSD.

## **Case 2**

A patient telephones the dental practice and has had pain from a tooth which has kept them up all night. Previously a "claim" was transmitted to PSD for advice, with codes 8001 and 8011, but although the tooth was broken, it was asymptomatic. Discussions around current treatment options are discussed between the dentist and patient. The patient is keen to save this tooth and is prepared to wait for AGPs to become available again. Another "claim" is created with codes 8001 and 8021, the case is closed and the activity transmitted. The following morning the patient contacts the practice again. The pain has become unbearable, and after discussions with the dentist around treatment options currently available, the decision is made to extract the tooth. A covid assessment identifies the patient is not in the red group so they can come to the practice. The new "claim" has code 8001 and 8061, as well as the code for an extraction. The case can be closed and the activity transmitted. Had the patient fallen into the covid red pathway group, then the codes 8001 and 8031 would be recorded and submitted and the patient would require referral to a UDCC.

When the patient is referred, the UDCC would open the case, and use 8001, 8061 and the code for an extraction. The case should then be closed and the activity transmitted to PSD.

## **Case 3**

A patient has fallen and fractured an upper central incisor. They contact the practice, who complete a telephone triage, code 8001, and a covid assessment is completed. The patient is on the green pathway but requires an appropriate AGP, so should be referred to a UDCC. Code 8041 should also be added to the "claim" and submitted to PSD.

At the UDCC, the case would open with code 8001. The patient has an appointment arranged but does not show up. So the case would be closed with code 8051.

Should the patient subsequently contact and rearrange, then another claim for 8001 and 8081, along with the codes for extirpation and dressing the tooth would be used.