

4 December 2019

**Re: Official Information Act request - ED admissions in regard to dental issues**

I refer to your official information request dated 31 October 2019 to the MoH and transferred (partial) from the MoH to Auckland DHB on 22 November 2019 for the following information:

- 1. The number of people who presented to a hospital emergency department with dental issues in 2014, 2015, 2016, 2017, 2018, and 2019. Please itemise per year, and, where possible, per hospital.**

<i>Year</i>	<i>Number of patients presenting to Adult Emergency Department (AED)</i>	<i>Number of patients presenting to Children's Emergency Department (CED)</i>	<i>Total number presenting to AED and CED</i>
2014	176	49	225
2015	199	50	249
2016	258	68	326
2017	247	52	299
2018	237	42	279
2019	214	46	260

**2. What is the standard procedure when someone presents to the emergency department with a dental problem? Please explain standard procedure for cases where treatment is refused, and where treatment is administered. "**

Patients presenting to the Emergency department are assessed and treated by an Emergency Medicine clinician. No one is sent away without being seen by a clinician ( unless they self discharge). If the patient requires review by the Maxillofacial /Dental team, they are referred to that service. For dental issues we provide pain management and then refer them either to their own dentist or to the acute dental clinic at Greenlane. The Emergency Department does not refuse care for any patient. You are entitled to seek a review of the response by the Ombudsman under section 28(3) of the Official Information Act. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

Please note that this response, or an edited version of this response, may be published on the Auckland DHB website.

Yours faithfully



Ailsa Claire, OBE  
Chief Executive