

3.3.1.1 Dental Care Introduction

(a) Mission Statement

To provide professional oral health care services, with excellence as our standard, to patients within the California Department of Corrections and Rehabilitation (CDCR).

(b) Overview of the Dental Care Article

- (1) This article shall serve as the approved model in the delivery of dental care and set forth standards for the CDCR, Adult Correctional Dental Care (ACDC).
- (2) The policies and procedures outlined within this article consist of the Standards and Scope of Services for the ACDC that represent the minimum requirements for the delivery of dental care and services within the CDCR.
- (3) It is expected that each institution shall apply these standards and policies and implement the described procedures within the Dental Care article in directing their dental services' operation.
- (4) This document shall be available online and in each institution law library.

(c) Development and Revision of Standards and Scope of Services

- (1) Development of the Dental Standards and Scope of Dental Services incorporated input from other health services disciplines, (e.g., medical, pharmacy, mental health services) and since the delivery of quality health care is a dynamic process, it is expected that the Standards and Scope of Services Policy for the ACDC established by this document shall be subject to ongoing revisions.
- (2) The HCDOM, Chapter 3, Article 3, Dental Care, shall be reviewed at least every two years and revised, when necessary, as directed by the Statewide Dental Director (SDD), Division of Health Care Services (DHCS), ACDC. Review and/or revision may occur more frequently as appropriate.
- (3) A Change Control Committee of institution dental staff and ACDC headquarters staff (e.g., Health Program Manager (HPM) III, Supervising Dentist, Supervising Dental Assistants, Office Technicians; Dentists and Dental Assistants from the Program Support Team; HPM II, Health Program Specialists I, Associate Health Program Advisers, or Staff Services Analysts from ACDC headquarters) shall be established for the purpose of reviewing and updating this article.
- (4) Input from field operations is critical in the establishment of a current and dynamic dental standard of care; and comments and recommendations in reference to the standards are welcomed. Please forward all comments and recommendations to the Change Control Committee, DHCS, ACDC.
- (5) Recommended changes made to specific dental sections in the HCDOM must be dated, signed, and approved by the SDD, DHCS, ACDC prior to implementation. This will allow all recommended changes to be reviewed during the revision process.

(d) Expectations of Dental Staff

In keeping with the CDCR policy regarding the treatment of people, it is the expectation that all dental personnel shall adhere to the following behavior standards:

(1) As concerns patients:

- (A) Regard each patient as an individual human being, to be treated with respect, impartiality and dignity.
- (B) Consider the input of patients in the provision of their dental care.
- (C) Take time to explain dental procedures, policies, health care instructions and methods of preventive dental care to each patient.
- (D) Recognize that each patient is constitutionally afforded a standard of dental care similar to that of the community at large.
- (E) Avoid personal bias in the performance of their duties.

(2) As concerns all communications:

- (A) Strive to ensure effective communications in the performance of their duties.
- (B) Support the goals and guidelines of ethical and conscientious health care practices.
- (C) Demonstrate integrity, respect and compassion in both verbal and written communications.
- (D) Keep channels of communication open between management and staff to promote effective discussion.
- (E) Encourage, develop and implement culturally sensitive communication with all staff members and patients in order to improve the workplace environment and the quality of dental services.
- (F) Send information or questions to the next level of supervision, from subordinate to superior, before contacting entities outside the ACDC.

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(3) As concerns the work environment:

- (A) Be responsible, reliable and candid in responding to safety and security concerns and remain aware at all times of their surroundings in the correctional environment.
- (B) Endeavor to provide all staff and all patients with an environment that is safe, secure and free of environmental hazard.
- (C) Maintain professional decorum at all times.

(4) As concerns relations with co-workers:

- (A) Treat all staff with respect and dignity.
- (B) Strive to create an apprehension-free environment, promoting teamwork, progress, and openness.
- (C) Avoid personal bias in the performance of their duties.

(5) As concerns the pursuit of delivering quality dental care:

- (A) Strive to maintain and improve the quality of the dental health care delivery system.
- (B) Be innovative in providing quality dental care under all conditions.
- (C) The HPM III at each institution shall develop and update Local Operating Procedures annually for each of the following policies:
 - 1. HCDOM, Section 3.3.2.6, Dental Prosthetic Services
 - 2. HCDOM, Section 3.3.2.8, Oral Surgery
 - 3. HCDOM, Section 3.3.3.1, Infection Control Procedures
 - 4. HCDOM, Section 3.3.3.2, Control of Dental Instruments and Sharps
 - 5. HCDOM, Section 3.3.3.3, Dental Radiation Safety
 - 6. HCDOM, Section 3.3.3.4, Hazardous Material and Waste Management
 - 7. HCDOM, Section 3.3.4.3, Dental Peer Review
 - 8. HCDOM, Section 3.3.4.4, Dental Program Subcommittee
 - 9. HCDOM, Section 3.3.4.6, Dental Radiography
 - 10. HCDOM, Section 3.3.4.7, Clinic Space, Equipment and Supplies
 - 11. HCDOM, Section 3.3.4.8, Inmate Dental Workers
 - 12. HCDOM, Section 3.3.5.1, Priority Health Care Services Ducat Utilization
 - 13. HCDOM, Section 3.3.5.7, Medical Emergencies in the Dental Clinic
 - 14. HCDOM, Section 3.3.5.9, Dental Emergencies
 - 15. HCDOM, Section 3.3.5.11, Supplemental Nutritional Support
 - 16. HCDOM, Section 3.3.5.13, Access to Care
 - 17. HCDOM, Section 3.3.5.14, Dental Care
 - 18. HCDOM, Section 3.3.6.6, Dental Holds and Patient Transport/Transfers
 - 19. HCDOM, Section 3.1.10, Specialized Health Care Housing (Correctional Treatment Center [CTC]), only for institutions which have a CTC

Revision History

Effective: 04/2006

Revision: 11/2017, 11/2020, 12/2021, 02/2022