



Wake Smiles

This 30-minute orientation serves to welcome doctors to our program and to orient them on our protocols so that his/her donated time is respected and clinics run efficiently and effectively.

Welcome:

Wake Smiles exists to improve the lives of under-resourced adults through better oral health.

As a result of unemployment, lack of insurance, challenges related to transportation, and level of education, lower-income adults rarely, if ever, visit a dentist. This leads to a much higher risk of cardiovascular disease, stroke, diabetes, and other systemic problems, which are increasingly being linked to poor oral health. Lower-income adults also lose considerably more teeth over time than higher-income adults. By the age of 65, about 40% of adults in households with an annual income of less than \$15,000 have lost all their natural teeth.

At Wake Smiles, we are focused on serving the thousands of uninsured adults in Wake County who have little to no access to quality dental care. We provide access to comprehensive care, with the goal of preventing and curing debilitating dental disease — giving dignity to the most under-resourced people in our community.

We were founded in 2001 by compassionate dentists who saw the need to bridge the divide that under-resourced adults experience when trying to access care. From our inception, our core services have been provided by volunteer dental professionals with a passion for giving back to their local community.

Wake Smiles is the only dental clinic in Wake County that is solely focused on serving uninsured adults who are living 200% under the federal poverty guidelines.

Thank you for taking the time out of your schedule to give back to our neighbors in need! We are thrilled to have you here and hope to make the most of your time!

Should you have any questions or suggestions, please email our Executive Director, Sommer Wisner at sommer@wakemiles.org.

Our Clinical Protocols:

- Provide oral cancer screening for every patient (limited/comprehensive exams)
- Wake Smiles does not prescribe narcotics for patients
- Update medical history at every appointment
- Reinforce documenting BP/ blood glucose level / A1c with volunteers and assistants as they have been instructed
- Discuss tx plan, oral hygiene, and nutrition with patients (education is an integral part of our care)
- Studies have shown amalgam lasts longer than composite in patients with high caries index. Please consider using amalgam in posterior teeth vs. composite (copy of study available upon request)
- Consider dictating and reviewing the patients' progress notes to volunteers to type (their experience varies), or complete the patients' progress notes before leaving
- An extraction consent form needs to be completed and signed by you, the assistant and the patient. Please make sure we have an updated radiograph of the tooth/teeth
- If there are items we don't have in clinic, please consider donating them. You may also add to our wish list in sterilization for us to ask our donors
- We take blood pressure at every appointment: We dismiss ALL patients if Systolic is 200 and above, OR if Diastolic is 100 and above
- We dismiss all patients with a reported A1C value of 8% and above, unless determined that dental need is urgent and needs treatment
- We require anyone with HIV or AIDS to have a T-Cell Count of 200 and above

Our Expectations:

- We ask that you provide all patients the same treatment and care as you would provide for a family member
- We ask that you provide all treatment options for diagnosed issues, taking into consideration that Wake Smiles is not always able to provide certain types of treatment on site but can potentially refer more complicated cases to outside partners
- When treating a patient, if you wish to change a current proposed treatment plan, all changes and rationale for changes must be documented in the patient's progress notes
- All dentists are required to check and sign progress notes prior to the end of his or her volunteer shift
- All dental providers must sign informed consent forms that have been completed and signed by the patient
- We invite pre-dental students to come and serve, please be aware that they will be shadowing and helping our clinic flow
- All dentists must provide proof of current Liability Insurance Coverage, or Certificate of Insurance
- Have fun and do your best!

What You Should Expect from Wake Smiles:

- We will do our best to schedule appropriate patients that match the type of clinical procedures you prefer
- We will confirm all patients prior to your scheduled volunteer shift
- We will do our best to have all pertinent health history information prior to the patient visit during your volunteer shift
- We will have knowledgeable and trained clinical staff to aid during your volunteer shift
- We will always create a happy, warm, and professional environment for you to serve
- We will log all your volunteer hours and are happy to release them to you upon request