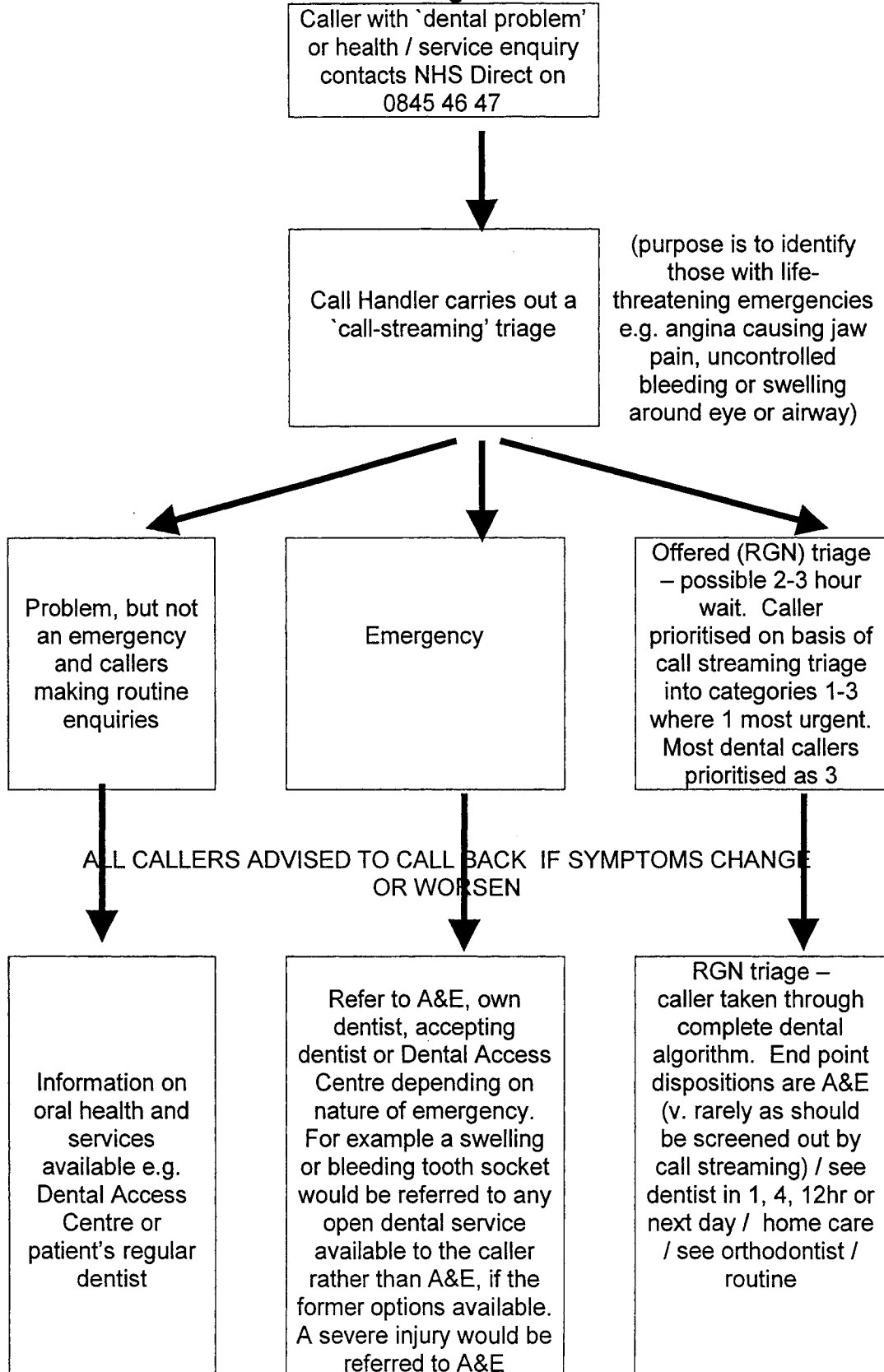


Call Handling Flowchart



Registered General Nurse. Callers may be asked to wait for a triage nurse to call them back.

All callers not immediately directed to an open diagnosis and treatment service are advised to call back if their symptoms worsen. It is hoped that additional daytime services provision will allow far greater access to routine dental care and advice; thus reducing the burden on out-of-hours services.