



First Nations Health Authority
Health through wellness

How to Access Dental Care During COVID-19

First Nations Health Benefits is working alongside Pacific Blue Cross (PBC) and the BC Dental Association to ensure that clients have access to care if they experience a dental emergency.

CLIENTS AND COMMUNITIES WITHOUT DENTAL THERAPY SERVICES

Clients who are dealing with a dental emergency (e.g., pain, infection or trauma to the mouth) should contact their regular dentist directly.

Most dentists are offering phone consultations and can bill the Health Benefits Program (through our PBC plan) for the appointment. If the dentist determines that the client needs in-person treatment, they will refer the client to the nearest appropriate facility where proper emergency guidelines can be maintained. Dentists can also phone in a prescription if needed.

CLIENTS AND COMMUNITIES WITH DENTAL THERAPY SERVICES

Clients who are dealing with a dental emergency (e.g., pain, infection or trauma to the mouth) should contact their dental therapist directly.

The dental therapist will conduct a thorough phone consultation, including a pre-risk assessment. If it is required and possible, the dental therapist will visit the client to provide emergency care with all emergency guidelines in place.

If the dental therapist is unable to attend to the client in-person, they will refer the client to the nearest appropriate facility accepting emergencies or escalate the request to FNHA's dental consultant to phone-in a prescription if needed.

Please see the BC Dental Association's website to find a [list of dental clinics](#) equipped to attend to emergencies. This list is updated daily.

Clients with questions or concerns about who to contact for emergency dental care can call Health Benefits at 1-855-550-5454