

## How to refer to Community Dental Care

*An informational sheet for community organizations, emergency departments, and other health care centers to help their clients/patients connect to dental care.*

Community Dental Care is a non-profit dental clinic. We have three metro locations and one location (soon to be two) in Rochester. We take all state and commercial insurance plans. We also have a sliding fee scale for patients with no insurance.

There are three types of appointments for NEW PATIENTS at Community Dental Care:

- **Comprehensive Exam:** This is a full exam that allows the dentist to diagnose all oral health problems and develop a comprehensive treatment plan. All patients will eventually need to have a comprehensive exam. This exam is required before any teeth can be replaced with partials or dentures. These appointments are booked out 6-12 weeks or more depending on the location.
- **Limited Exam:** This is a scheduled problem-focused exam that will diagnose a patient's chief complaint. We **cannot promise treatment** the same day, but will work with the patient and the schedule to have them be seen in a timely manner. It is for problems that are more urgent (broken tooth, missing filling), but not emergent (acute pain, swelling). These appointments are booked out 3-6 weeks depending on the location, unless there is a last minute cancelation.
- **Emergency Walk-In Exam:** These unscheduled appointments are for patients with acute pain who cannot wait for a limited or comprehensive exam (e.g., a swollen face, dental trauma, or severe pain). This is a walk-in-and-wait appointment and again, we **cannot promise treatment**. The earlier that a patient comes in the morning, the sooner they will be seen. If there are too many Emergency Walk-In patients waiting for an appointment, we will have to start turning away new patients (discretion applies). By the evening hours, we are usually full and cannot see any more Emergency Walk-In patients. **Please call** the clinic before coming in for a walk-in appointment.

Tips:

- Ideally, Emergency Walk-Ins should be ready to check in when the clinic opens.
- Fill out the new patient paperwork before coming to the first appointment. Check out our website at [www.cdentic.org](http://www.cdentic.org) and look under New Patients and then under Forms.
- If a patient has no insurance and is applying for the sliding fee scale, call the clinic to find out what information will be needed.
- Please only schedule appointments that a patient will be able to attend. We have a "three strikes" rule—if a patient misses three scheduled appointments without canceling at least 24 hours in advance we will not schedule appointments for them for one year. They can still be seen as walk-in patients and for emergencies during that year.
- The Maplewood phone lines are very busy during the middle of the day. For the best chance of getting through, call very early or in the later evening hours.

We require payment on the day of service for all co-pays, deductibles, and self-pay patients.  
We do offer Care Credit.

To apply for the sliding fee scale, a patient would need documentation of household monthly or annual income (e.g., 2 pay stubs, tax return for previous year, unemployment benefits, etc.).  
Please call our office if there are any questions.

**Community Dental Care -  
Maplewood  
1670 Beam Ave  
Maplewood, MN 55109  
(651) 925-8400**

Hours:  
Mon-Thurs: 7:30am to 9:30pm  
Fri: 7:30am to 5:30pm

Emergency Hours:  
Mon-Thurs: 7:30am to 5:00pm  
Fri: 7:30am to 12:00pm

**Community Dental Care -  
Robbinsdale  
3359 West Broadway Ave  
Robbinsdale, MN 5542  
(763) 270-5776**

Hours:  
Mon-Thurs: 7:30am to 9:30pm  
Fri: 7:30am to 5:30pm

Emergency Hours:  
Mon-Thurs: 7:30am to 5:00pm  
Fri: 7:30am to 11:00am

**Community Dental Care -  
St. Paul  
828 Hawthorne Ave E  
St. Paul, MN 55106  
(651) 774-2959**

Hours:  
Mon: 8:15am to 7:00pm  
Tues: 8:15am to 5:00pm  
Wed: 8:15am to 7:00pm  
Thurs: 8:15pm to 5:00pm  
Fri: 8:15am to 1:00pm  
Sat: 8:15am to 1:00pm

Emergency Hours:  
Mon-Thurs: 8:00am to 2:00pm  
Fri: 8:00am to 11:00am  
(No Saturday emergency hours)

**Community Dental Care - Rochester  
1926 Collegeview Rd. E Room HC116  
Rochester, MN 55904  
(507) 258-4046**

Hours:  
Mon-Thurs: 7:00am to 9:00pm  
Fri: 7:00am to 5:00pm

Emergency Hours:  
Mon-Thurs: 7:00am to 5:00pm  
Fri: 7:00am to 2:00pm

Hours and location will change  
September 2017. Check the website  
for updates. [www.cdentc.org](http://www.cdentc.org)