

As pharmacy students from the University of Montreal, we present to you this pamphlet about dental care, which was realized in collaboration with two dentists and the organisation Share the Warmth. In view of the position of our profession within primary health care, we judge that it is important to promote equality in health care throughout the entire society.

This pamphlet was conceived with the goal of informing anyone interested in learning more about dental coverage and existing organizations on the Island of Montreal. In addition, all those who want useful advice and information about oral health will find interesting information in this pamphlet.

Following our research on the subject, we discovered the importance of a good oral health, and the lack of access to proper dental care in less affluent areas. We then designed this pamphlet in order to transmit useful information, and to facilitate access to dental care in the entire population.

We hope this pamphlet satisfies your needs. We also invite you to contribute with your efforts, to your better oral health.

The Team of Pharmacy Students



DENTAL CARE

CONTACT

Share The Warmth
625 Fortune St.
Montreal, Quebec H3K 2R9
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<http://www.partageonslespoir.ca/>

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The Warmth



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SITES TO CONSULT

Canadian Dental Association

http://www.cda-adc.ca/en/oral_health/cfyt/dental_care/

Canada's Food Guide

<http://www.hc-sc.gc.ca/fn-an/food-guide-aliment/index-eng.php>

The Order of Dentists of Quebec

<http://www.odq.qc.ca/Publications/PoliciesGuidelinesandPositionstatements/tabid/321/language/en-US/Default.aspx>

The Order of Dental Hygienists of Quebec:

<http://www.ohdq.com/nos-publications/documents-%C3%A9ducatifs>

Dental Guide for Caregivers (french only)

http://www.cesbv.ulaval.ca/files/65c85b84ea71610873fa7dc8ab2e7005/brochure_aidant_naturel.pdf

RAMQ

<http://www.ramq.gouv.qc.ca/en/citizens/health-insurance/healthcare/Pages/dental-services.aspx>

Health Canada

<http://www.hc-sc.gc.ca/hl-vs/oral-bucco/index-eng.php>

We would like to sincerely thank all of our collaborators and partners, without whom this project would not have been possible:

- Emma Tilquin
- Marc Mackarous
- Dr Hanna, Sami.

There are many products available in pharmacies for oral ulcers and pain. What do you think about the product Orajel?

Orajel is a topical anesthetic that can mask pain and minor gum lesions and it can be used to relieve the patient's pain before going to the dentist who can determine the cause and treat the patient appropriately.

Can Orajel be used for young children?

Orajel should not be used for children younger than 2 years old given that it contains benzocaine, which can reduce oxygen levels in infants.

What are the possible consequences of a toothache that persists for several days?

It is important to rapidly treat persistent toothaches. A throbbing toothache can characterize damage to the nerve, which would require a root canal, or if the cavity becomes too bad, it could need a tooth extraction. An untreated tooth can transform into an abscess (characterized by swelling). If untreated, the bacteria could spread into the bloodstream and cause other infections that may require hospitalization.

When you feel pain in your tooth, after how many days should you consult a dentist?

If you feel a significant pain in your teeth, it is important to consult a dentist as fast as possible. A toothache generally does not happen for no reason, and this type of pain can only be treated by treatment at the dentist.

McGill community dental clinic (association with "Share The Warmth")

This mobile clinic provides free dental care services. This clinic does not accept patients that can pay for dental care, or that have private dental insurance, with RAMQ or with welfare. During the year, the clinic takes place 12 times in different locations in the Montreal area.

Telephone number: 514-398-5127

Jim Lund Clinic (association with the Faculty of Medicine of McGill University):

Clinic providing free dental care. The clinic is located close to the Place-St-Henri metro on Rue de Courcelle. The opening hours are from 8:30 am to 4:30 pm from Monday to Friday. To make an appointment, you must be recommended by an organization that represents the homeless and disadvantaged people.

Telephone number: 514-523-5288



ORGANIZATIONS AND SERVICES

Student Clinic at the Montreal Children's Hospital:

Clinic that provides free dental care services primarily to children under the age of 12 who are not covered by health insurance (RAMQ). Refugees and immigrants can also make appointments at this clinic. This clinic is located at the Montreal Children's Hospital close to the Atwater station. The clinic is open two days a week (Tuesday and Wednesday) from September to April and more days are offered during the summer.

Telephone number: 514-412-4400, extension 23337

Summer Dental Clinic for the Disabled:

This clinic provides free dental care services for children aged 10-17 years old and for physically or intellectually handicapped patients starting from the age of 10 years old. The clinic takes place during the month of July.

Telephone number: 514-934-8441
To register, send an e-mail to: romantha.descartes@muhc.mcgill.ca

Volte-Face Project:

The Volte-Face Project provides specialized dental care (care for facial malformations in particular) for disadvantaged people. Considering that these surgeries are not covered by RAMQ, this

organization provides these free interventions for select people. The project has many clinics of which 2 are in Montreal.

Telephone number: 514-254-2000
(on Jean Talon East at the top of Boul. Langelier)

Telephone number: 514-798-5475
(On Beaver Hall close to Victoria Square station).

Internet site: <https://www.specialisteschirurgie.ca/volte-face/>

Project Bouche B:

Created from an initiative and a collaboration between many organizations, this project provides free dental care to vulnerable and disadvantaged people with urgent needs. To benefit from these free services, you have to ask your dentist to submit your file to the Bouche B foundation if you do not have the financial means to pay for the interventions. The services that can be offered for free are varied and can sometimes be complex (like orthodontic care).

Telephone number of the organization for information: 514 875-2266

SIGNS AND SYMPTOMS

PROBLEMS

Sensitive Teeth

Often caused by exposure to dentin (the layer under the enamel of the tooth), which can be sensitive to the cold, sugar, alcohol and air. This exposure could be due to, among others, too much pressure while brushing which could reduce the enamel.

Persistent Bad Breath

Often due to poor hygiene (bad brushing technique, flossing, etc.). To improve the problem, use a tongue brush and mouthwash without alcohol. A cleaning at the dentist once a year would improve the problem.

Bleeding gums when you brush or floss

It is normal for the gums to bleed slightly when you start to floss. It is often caused by poor dental hygiene. It can be a sign of gum inflammation: consider consulting a dentist for a cleaning.

Loose tooth

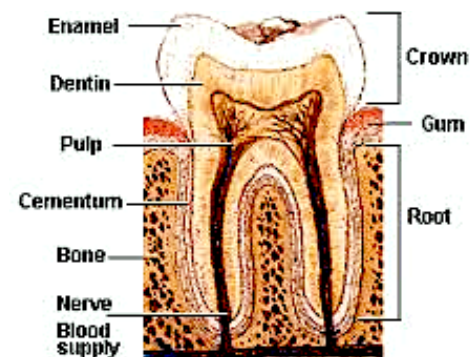
May be due to a fracture, decrease in bone that supports the tooth (infection that has to be treated), etc.

Oral lesions that do not heal after 10 to 14 days

If not healed after 10 to 14 days, consult your dentist so he can make a diagnosis of the lesion

Frequent dry mouth despite hydration

Can be caused by medications, age, smoking, caffeine, syndrome that affects saliva and some other diseases. Stay well hydrated and consult your pharmacist for Biotene products or for more information (medications and smoking cessation).



DENTAL PROBLEMS

ANY WARNING SIGN OR SYMPTOM NEEDS TO BE EVALUATED AND TREATED BY A PROFESSIONAL. THEREFORE, IT IS NECESSARY TO CONSULT YOUR DENTIST FOLLOWING THE APPEARANCE OF ONE OF THESE PROBLEMS. WHILE WAITING TO GET AN APPOINTMENT, IT IS POSSIBLE TO USE CERTAIN OVER THE COUNTER DRUGS SUCH AS TYLENOL, ADVIL, ANTISEPTIC MOUTHWASH TO REDUCE PAIN OR INFLAMMATION.

Home remedies: Be careful, they do not replace the expertise of your dentist.

Canker sores are small round ulcers that can develop on the gums, the tongue, or inside the cheeks. They are often painful and disappear in one to two weeks. To relieve the pain and accelerate the healing process, it is possible to:

- Dilute 1 teaspoon of salt OR baking soda in a glass of warm water. Rinse your mouth for 30 seconds and spit out the water, 2 to 3 times a day. Do not swallow the liquid.
- Prepare a paste by mixing water and baking soda. With a cotton swab, apply a thin coat of the prepared paste on the canker sore and let it dry.

In order to fight off bacteria that could be the cause of cavities, gum disease and other oral infections:

- Cheese is a food of choice. It neutralizes the acidity caused by sugary foods, creating a less desirable environment for the growth of bacteria.
- Gums and xylitol-based mouthwashes are a good option to prevent cavities.
- Prioritize flossing and brushing your teeth and tongue.

RAMQ COVERAGE AND BILLING



Children under age 10

Must:

- Present their health insurance card

Services covered:

- One examination per year and radiography
- Emergency examination
- Local anesthesia
- Amalgam fillings (grey for posterior teeth and white for anterior)
- Prefabricated crown
- Tooth and root extraction
- Oral surgery services offered for everyone
- Sedative dressings

Not covered:

- Cleaning, scaling, sealing, fluoride

Recipients of financial assistance and their dependants

Must:

- Be covered for at least 12 months
- Present their health insurance card and their claim slip
- Make sure that the dentist accepts health insurance cards

Services covered:

- Same services as children under age 10

Exception:

- Root canal treatment and apexification only covered if under age 13

Also covered:

- Cleaning and teaching for those over age 12
- Fluoride application if between ages 12-15
- Scaling if over age 16
- Certain services in certain emergency cases

RAMQ COVERAGE AND BILLING

Recipients of financial assistance for at least 24 months (protheses):

Must:

- Obtain a written authorization from their dentist

Services covered:

- 1 lower and upper prosthesis every 8 years
- Recoating every 5 years
- 50% of the replacement cost if loss or damaged
- Prosthesis replacement following surgery
- Structure addition
- Repair

All citizens:

Anyone who presents their health insurance card in a hospital has access to certain oral services in the event of trauma or an illness (drainage abscess, fracture reduction, cyst removal, etc)

Billing (all patients except RAMQ)

The fees charged may vary by office, but the dentist must first inform his patients of the cost of the procedures. Costing depends on the duration of the procedures, its complexity and the costs required to achieve it.

Interim federal health program (IFHP)

Before obtaining provincial status, it is possible for refugees or immigrants to be covered temporarily for dental services covered by RAMQ. Apply online or on paper (once filled out, send the form to the center of citizenship and immigration by mail).

Tips:

- Approve the treatment plan by your insurances before starting them
- **For RAMQ patients:** It is necessary to present a valid health insurance card. Otherwise, you have to pay for the services and make a request for reimbursement to the Régie as soon as possible

DENTAL PROBLEMS

IT IS IMPORTANT TO HAVE GOOD EATING HABITS TO IMPROVE YOUR DENTAL HEALTH

Foods that can help:

- Anti-cavity food: yogurt, cheese, nuts and seeds.
- Citrus fruits and berries: prevent bleeding gums (due to vitamin C).
- Milk and milk products: bring a source of calcium for teeth.
- Meat, poultry, fish, legumes and whole grains: help against bad breath and mouth sores.

Foods to avoid:

- Refined sugar (cakes, candy, chocolate): one of the causes of tooth decay and gum inflammation, nourishes bacteria.
- Minimize the amount of sugar in your coffee, avoid sugary drinks such as energy drinks or sodas, buy foods with less than 5% of the daily value of sugar.
- It is preferable to eat sweets after meals to diminish the effect on the health of teeth, then, to brush your teeth

