

Coronavirus updates and guidance for dental procedures

Delta Dental of Oregon understands the disruption and uncertainty resulting from coronavirus (COVID-19) and would like to share resources to keep you informed

On March 19, the State of Oregon mandated that all dental professionals suspend and postpone all elective and non-urgent oral health procedures until June 15 for the purpose of conserving and redirecting personal protective equipment (PPE) state's COVID-19 emergency response.

Prioritization will focus on treatment for patients experiencing dental emergencies, as defined by the American Dental Association (ADA):

Dental emergency

Dental emergencies are potentially life threatening and require immediate treatment to stop ongoing tissue bleeding, alleviate severe pain or infection, and include:

- Uncontrolled bleeding
- Cellulitis or a diffuse soft tissue bacterial infection with intra-oral or extra-oral swelling that potentially compromise the patient's airway
- Trauma involving facial bones, potentially compromising the patient's airway

Urgent dental care

Urgent dental care focuses on the management of conditions that require immediate attention to relieve severe pain and/or risk of infection and to alleviate the burden on hospital emergency departments. These should be treated as minimally invasive as possible.

- Severe dental pain from pulpal inflammation
- Pericoronitis or third-molar pain
- Surgical post-operative osteitis, dry socket dressing changes
- Abscess, or localized bacterial infection resulting in localized pain and swelling.
- Tooth fracture resulting in pain or causing soft tissue trauma
- Dental trauma with avulsion/luxation
- Dental treatment required prior to critical medical procedures

You can find more information regarding these announcements by visiting the [ADA](#) and [the Oregon Dental Society](#) (ODA) websites.

We recommend also visiting the [Oregon Health Authority](#) (OHA) and the [Centers for Disease Control](#) (CDC) websites for more information and treatment guidelines related to COVID-19.

We also want to assure you that we are dedicated to business continuity during the outbreak. We have a large number of employees across the organization that work from home on a full or part-time basis and have increased that capacity. We are fully operational and are committed to processing claims in a timely manner. Customer service is available during our regular scheduled hours.