

Dental Triage

Frequently Asked Questions

Can anyone with an NHS.net account log into the system?

All authorised NHS users with a secure NHS.net email account can access the system. Each user will be subject to verification when they first sign up to the system. This includes NHS dentists, NHS General Practitioners, Emergency services, NHS 111 services and other care professionals.

Non-NHS users can also apply to use the system by signing up. A dedicated administrative team will confirm eligibility within 24 hours and grant access to the system for users without an NHS account, where appropriate, and in line with local guidelines

Can I refer outside of my area?

Yes, in cases where patients live close to borders, or are being seen outside of their usual area, referrals can be made to other regions using the Dental Referrals platform.

How can I check the status of a referral?

Every healthcare professional and stakeholder in a specific patient's referral pathway can review a live status in their practice dashboard. From the original referrer, to the triager to the specialist involved in that patient's case can search for a patient by Name or referral ID, and can track the live status and the notes from each stage in the episode of care to that date.

Can I edit a referral or add more information?

Yes, you can add information to a referral at any time, and contact Central Triage at any time if you have urgent questions or requests by using the Contact Portal.

Can I find out who my patient will be seeing through the portal?

Yes, click on their referral and you'll see exactly who has triaged that patient, and who will be seeing them for their specialist care, and any notes they have shared to date.

How do I register as a provider of specialist services?

Depending on the type of referral, please contact the Central Admin team who will provide you with a quick form to complete to register yourself as a provider. Each referral type will require specific information relevant to that referral, for example, types of services provided, hours of operation, and waiting lists.

Where do I go if I have questions?

Please contact the team by visiting the website and contacting us through the online form 24 hours a day, 7 days a week. Alternatively, speak to the team through the chatbot within the portal, or give us a call