

Where To Go For Dental Care In Your Community



Winnipeg Regional Health Authority / Oral Health Program

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HOW TO USE THIS BOOKLET

Where To Go For Dental Care

This booklet has been made to help you find dental care which best suits your needs and financial situation.

Most people who need dental treatment go to a private dentist, where their treatment is covered by either private or government funded dental insurance, or they pay for it themselves.

Lists of private dentists in your local area can be found in the Yellow Pages of the telephone directory, or you can ask a friend or co-worker.

For those people who have a limited income and no dental insurance, there are some community clinics in Winnipeg which also see patients without insurance. Look in the main section of this booklet to find out which ones you are eligible to attend.

You will see that there is some flexibility in the community clinics where some will treat those with insurance.

Please read the Frequently Asked Questions section to help you make your decision.

If you have trouble deciding on your best choice, please feel free to call any of the community clinics for help, or call the Manitoba Dental Association at 204-988-5300 during office hours (8:30 a.m. - 4:00 p.m.). You could also contact the Manitoba Health Dental Consultant at 204-788-6729.

ABBREVIATIONS & DEFINITIONS USED:

Abbreviations:

EIA (SA): Employment & Income Assistance (Social Assistance)
204-945-8767

HSC: Health Sciences Centre

IFH: Interim Federal Health program for refugees.
1-888-242-2100

NIHB: Non-Insured Health Benefits
(for Registered First Nations persons & Inuit)
1-887-505-0835

VAC (DVA): Veterans Affairs Canada (Department of Veterans Affairs)
1-866-522-2122

Definitions:

Fee-for-Service: You are charged a fee for the treatment you receive.

FREQUENTLY ASKED QUESTIONS

Where To Go.....

Q Does Manitoba Health pay for dental care?

A No. Unlike medical care, dental care is paid for by you, the patient, or by private or government funded insurance.

Q What do I need to bring for my first dental appointment?

- A**
- Personal identification (I.D.)
 - A list of medications, both prescription and over-the-counter, with correct names and dosages
 - Manitoba Health Card
 - Private dental insurance information
 - Government dental benefit information, e.g.
 - VAC - Veterans Affairs Canada (DVA)
 - EIA - Employment Income Assistance (SA)
 - NIHB - Non-Insured Health Benefits
(for Registered First Nations persons & Inuit)
 - IFH - Interim Federal Health
(program for refugees)

Q How do I know if I have dental insurance?

- A**
- If you are employed, you may have private insurance through workplace agreements. Check with your employer.
 - If you receive benefits from EIA (SA) or qualify for NIHB, or qualify for VAC coverage, you can receive general dental care. IFH covers emergency care only.

Q Do I have dental insurance as soon as I start a job or start receiving EIA benefits?

A No. There is usually a waiting period of several months before you are eligible (check with your employer or EIA).

Q Where can I go for dental treatment if I have a limited income and have no insurance?

A Several community clinics offer basic dental treatment at low cost. Some reduce the standard fees of the Manitoba

Dental Association Fee Guide, others have a low set fee per visit. You may have to bring your latest Revenue Canada Notice of Assessment. You could also contact the University of Manitoba, Faculty of Dentistry where selected patients may receive care.

Q Does dental insurance cover all types of treatment?

A All plans cover basic dental treatment, exams, cleanings, fillings and extractions, but most of them have limits on the types of complex treatment they pay for. IFH covers emergency treatment only.

Q Does dental insurance cover the whole cost of treatment?

A Not always. Some dental plans cover the entire cost of treatment, but others require you to pay part of the cost called the deductible. Most government funded insurance plans cover the complete cost of basic treatment, but may limit the type of more complex treatment they will pay for.

Q Why do most dentists expect me to pay for my dental treatment even though I have private dental insurance?

A Some dentists will bill the insurance company directly for your treatment, but most prefer to be paid by you at the time of treatment and then have the insurance company reimburse you. This is done electronically and usually takes a week or so.

Accidents and Emergencies

Q Where can I go if I have a dental emergency?

A During office hours • call your own dentist if you have one.

or • call other private dentists or community clinics to see if they can fit you in.

After office hours • on-call emergency service provided by private dentists (payment required).
204-946-4723

- or**
 - on-call emergency service provided through Adult Dentistry, HSC Emergency Department (payment required). 204-787-3167
- or**
 - on-call emergency service for children (under 18 years) provided through Children’s Hospital (payment required). 204-787-2071. Ask for the Pediatric Dentist on-call.
- but**
 - you can go to any walk-in clinic or your own doctor for medication to relieve pain or infection until you can be seen by a dentist.

Q What should I do if I have a more serious dental emergency?

A If you have a severe facial swelling, direct injury to the teeth or jaws, or uncontrollable bleeding (e.g. after a tooth extraction), go directly to the nearest hospital emergency room. You will be seen by the emergency room doctor, who will refer you to the most appropriate service. If you have dental insurance, you should see the dentist on-call otherwise your insurance coverage may be denied.

Q What should I do if my child knocks out a front tooth?

A If it is a baby tooth

- don’t try to put it back in. The child should be seen by a dentist as soon as possible.

If it is an adult tooth

- keep calm!
- pick up the tooth by the crown (the part you normally see in the mouth)
- hold the tooth under running tap water for a few seconds
- put the tooth gently into the socket and hold it there or put the tooth inside the cheek, or in a container of milk
- go to a dentist as soon as possible with the tooth and child.



Access Downtown

640 Main Street, Main Floor Telephone: 204-940-3816

Hours:

Monday to Friday 8:30 a.m. - 4:30 p.m.

Scope of Service:

General dentistry: Diagnostic services, preventive care, fillings, and extractions. Some complex treatment including crowns, bridges, dentures and root canal treatment.

Referral for specialist treatment as required.

Population Served:

Adults and children, including infants and toddlers. Those with limited income or other challenges accessing care.

Financial Eligibility:

Patients without dental insurance. Fees offered at a reduced rate.

The following dental insurance plans are accepted:

- EIA (Employment and Income Assistance)
- NIHB (Non-Insured Health Benefits for First Nations persons & Inuit)
- IFH (Interim Federal Health program for refugees)
- VAC (Veterans Affairs Canada)
- Private insurance



Deer Lodge Centre

2109 Portage Avenue Telephone: 204-831-2157

Hours:

2 - 3 days per week (days vary), 8:30 a.m. - 4:30 p.m.

Scope of Service:

General dentistry: Diagnostic services, preventive care, fillings, extractions, and other basic care.

Some complex treatment including crown and bridge, dentures, root canal treatment.

Referral for specialist treatment as required.

Population Served:

Residents of Deer Lodge Centre.

Community dwelling residents, including adults and children, are also welcome.

Information About Fees:

Dental services are offered on a fee-for-service basis using the Manitoba Dental Association Fee Guide.

This clinic will also see patients without dental insurance.

The following dental insurance plans are accepted:

- EIA (Employment and Income Assistance)
- NIHB (Non-Insured Health Benefits for First Nations persons & Inuit)
- IFH (Interim Federal Health program for refugees)
- VAC (Veterans Affairs Canada)
- Private insurance

Home Dental Care Program

2109 Portage Avenue Telephone: 204-831-3456

Hours:

Monday to Friday 8:30 a.m. - 4:30 p.m.

Scope of Service:

Mobile dental services provided to residents of Personal Care Homes and those living in private homes who are physically unable to seek care in private practice.

General dentistry: Diagnostic services, preventive care, fillings, and extractions.

Some complex dental procedures including dentures, limited crown and bridge, and root canal treatment.

Population Served:

Residents of Personal Care Homes in Winnipeg and surrounding areas.

Community dwelling, assisted living and homebound patients.

Financial Eligibility:

Dental services are offered on a fee-for-service basis.
Patients without dental insurance.

The following dental insurance plans are accepted. Some plans may not cover full costs, or cost of some treatment:

- EIA (Employment and Income Assistance)
- NIHB (Non-Insured Health Benefits for First Nations persons & Inuit)
- IFH (Interim Federal Health program for refugees)
- VAC (Veterans Affairs Canada)
- Private insurance





MOUNT CARMEL CLINIC

886

Mount Carmel Clinic:

886 Main Street Telephone: 204-586-1659

Hours:

Monday, Wednesday and Friday 9:00 a.m. - 5:00 p.m.,
Tuesday and Thursday 9:00 a.m. - 8:00 p.m.

Call ahead for an appointment and to determine eligibility.

Scope of Service:

General dentistry: Diagnostic services, preventive care, fillings, extractions, and other basic dental care.

No complex dental procedures carried out. Referral for specialist treatment as required.

Population Served:

Adults and children, including infants and toddlers, with limited income.

Financial Eligibility:

Dental services provided for a minimum fee to those who meet financial and residential guidelines.

Payment is based on a sliding scale. Net family income and number of dependents help determine cost.

Most recent Revenue Canada Notice of Assessment required (Tax form T451).

Health Sciences Centre, Winnipeg Children's Dental Clinic (Children's Hospital)

685 William Ave. Tel: 204-787-2516

Hours:

Monday - Thursday 9:00 a.m. to 5:00 p.m. by appointment only. Emergency dental treatment after regular hours is available by phoning HSC hospital paging (204-787-2071) and asking for the Pediatric Dentist on-call. You may also take your child to the Children's Hospital Emergency Department and if the Doctor feels that it is appropriate, he/she will contact the Dentist on-call.



Scope of Service:

Pediatric dentistry and cleft palate services.

Population Served:

Children (newborn to 17 years of age) that are medically/physically compromised.

Referrals are accepted from physicians/dentists for specific problems, and from Children's Hospital.

Application for treatment also accepted directly from patients' families.

Financial Eligibility:

Dental services are offered on a fee-for-service basis using the Manitoba Dental Association Fee Guide.

Patients without dental insurance.

The following dental insurance plans are accepted:

- EIA (Employment and Income Assistance)
- NIHB (Non-Insured Health Benefits for First Nations persons & Inuit)
- IFH (Interim Federal Health program for refugees)
- Private insurance



S.M.I.L.E. plus Program

Machray School Dental Clinic
320 Mountain Avenue Telephone: 204-940-2090

Hours:

Monday to Friday 8:30 a.m. - 4:30 p.m.

Scope of Service:

General dentistry: Diagnostic services, preventive care, fillings, extractions, and other basic dental care.

Referral for specialist treatment as required.

Population Served:

Children up to and including 18 years of age.

Financial Eligibility:

Patients without dental insurance. Payment is on a sliding scale. Net family income and the number of dependents help determine cost. Most recent Revenue Canada Notice of Assessment required (Tax form T451) or Citizenship and Immigration Allowance Resettlement Assistance Program Allowance.

The following dental insurance plans are accepted:

- EIA (Employment and Income Assistance)
- NIHB (Non-Insured Health Benefits for First Nations persons and Inuit)
- IFH (Interim Federal Health program for refugees)





St. Amant

440 River Road Telephone: 204-256-4301 (ext 3211)

Hours:

2 days per week 9:00 a.m. - 3:30 p.m.

Scope of Service:

General dentistry: Diagnostic services, preventive care, fillings, extractions, and other basic dental care.

Some complex dental procedures carried out (dentures).

Population Served:

Residents of St. Amant.

Community dwelling individuals with significant developmental disability.

Financial Eligibility:

Dental services are offered on a fee-for-service basis using the Manitoba Dental Association Fee Guide.

Patients without dental insurance.

The following dental insurance plans are accepted:

- EIA (Employment and Income Assistance)
- NIHB (Non-Insured Health Benefits for First Nations persons and Inuit)
- IFH (Interim Federal Health program for refugees)
- VAC (Veterans Affairs Canada)
- Private insurance

University of Manitoba, College of Dentistry

790 Bannatyne Avenue Telephone: 204-789-3505

Hours:

Dental services available August through June only.

Monday to Thursday 9:00 a.m. - 5:00 p.m.,

Friday 9:00 a.m. - 4:00 p.m.

Scope of Service:

Full scope of dental care provided by students at a reduced cost.

Initial screening appointment to determine eligibility (variable fee).

Population Served:

Since this is a teaching environment, not all patients are accepted into the program due to the complexity of the work.

There may be a waiting period. Treatment times will be longer than in private practice.

Adults, children, new patients and emergencies welcome. Call ahead to book an appointment.

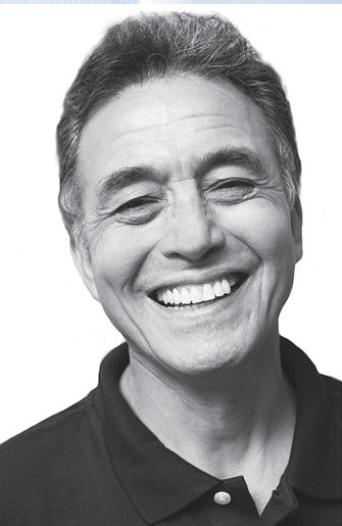
Financial Eligibility:

Patients without dental insurance are welcome.

Fees are generally lower than private practice.

The following dental insurance plans are accepted:

- EIA (Employment and Income Assistance)
- NIHB (Non-Insured Health Benefits for First Nations persons and Inuit)
- IFH (Interim Federal Health program for refugees)
- VAC (Veterans Affairs Canada)
- Private insurance



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