

# Rhode Island Mission of Mercy (RIMOM)

## Patient Questions and Answers

### What is the Rhode Island Mission of Mercy (RIMOM)?

The RIMOM is a two-day FREE dental clinic for any child 12-18 or adult that needs dental services, regardless of previous dental history, insurance status, or their ability to pay.

### When and where is this FREE dental clinic?

RIMOM will be held **September 28 & 29 2019** at the Providence Community Health Center Dental Clinic, at 335 R Prairie Ave. in Providence. Patients will be seen on first-come, first-served basis.

### How does the clinic work?

The clinic will be staffed with hundreds of volunteers from throughout the state of Rhode Island, including licensed dentists, dental hygienists, and dental assistants. As you enter the MOM clinic volunteers will register you, take a basic health history, a dental screening and then direct you to the appropriate waiting area for your recommended treatment. There are no restrictions (except possible health issues) to receive treatment at the clinic.

### Do I need an appointment?

No. All services at the RIMOM clinic are provided on a first-come, first-served basis until we have reached our capacity for the day. Our capacity is determined by the number of professional volunteers present and cannot be predicted in advance of the opening of the RIMOM event.

### If I am under 18, do I need a parent or guardian present?

Yes. A parent or guardian must stay with the child throughout the clinic.  
Childcare is not available at RIMOM

### Do I need to bring proof of income?

No. We do not require you to bring proof of income. The RIMOM is a FREE event, regardless of your income.

### What dental services will be offered?

All patients at a RIMOM project are examined by a licensed dentist to determine their most important need. The dental services provided at RIMOM include:

- X-rays
- Oral health instructions
- Fillings
- Root canal treatments on front teeth only
- Tooth extractions
- Small denture repairs
- A limited number of treatment partial dentures to replace missing front teeth.

***PLEASE NOTE: All denture services are provided on SATURDAY ONLY. You will be given an appointment for fitting on Sunday. Please be prepared to be at the clinic both days***

### **RIMOM will NOT provide:**

- Cleanings, fluoride treatments, sealants
- Root canals on back (molar) teeth
- Full dentures
- Extraction of impacted wisdom teeth
- Tooth whitening
- Caps (crowns)

You and your RIMOM dentist will decide the appropriate service that best fits your circumstances. An individual's most severe problem will be given first priority.

### **Will you be able to fix all of my dental problems?**

That will depend on what your needs are. An individual's most severe problem will be given first priority. Only one major service is usually performed on each patient. We may be able to do multiple extractions or fillings at one time however; you will not receive both of these services. We will try to provide dental services to as many people as possible

### **When do I need to arrive?**

#### **Time TBD**

Dental examinations will begin at **TBD**. Please remember that services are provided on a first- come, first-served basis until we have reached our capacity for the day.

### **Should I be prepared for long waits for services?**

Yes. We expect to treat over 500 or more patients. Although it is our goal to be efficient with service delivery, be prepared to spend the majority of your day with us. We understand that it is a long time to wait and our only request is for your patience. Ultimately we hope to serve as many patients as possible within the two-day period. **We will provide breakfast, lunch & snacks for patients at no cost.**

### **What a typical day for RIMOM patients?**

The normal process that a patient goes through for care is:

- Patient arrival (clinic closes when capacity is reached)
- Patient registration
- Medical Triage-health history review
- Dental Triage- dental screening to determine treatment
- Move to treatment waiting areas
- Dental treatment
- Patient checkout

### **What should I bring with me?**

- Adequate clothing to shelter you while waiting
- Something to pass the time, like a book, knitting, or puzzles.
- Please bring a list of all your current medications. On the day of the clinic, please be sure to take your medications according to your prescriptions.
- Food and drinks will be available during your waiting period, but you may want to bring some with you as well

### **What if I am afraid of dental work/dentists/needles?**

We understand your concerns. Simply let our volunteers know so we can help make RIMOM a pleasant experience for you!

### **Can someone come with me while I am being treated?**

You are welcome to bring a friend or family member with you to RIMOM. They can stay with you while you are waiting for treatment (space permitting) but we will require them to go a family/friends waiting area when you move to the treatment area of the clinic. You will be able to meet them once you are finished with treatment.

**Will pregnancy affect my care?**

If you are pregnant we will need a statement from your ob/gyn doctor allowing us to provide the care you need.

**Will heart problems affect my care?**

If you have a known heart condition or have a had recent heart problems including heart attack, stroke, high blood pressure, heart valve, angina or any other condition for which you are taking medications we will need a written statement from your primary care provider allowing us to provide the care you need.

**What should I do if my doctor tells me to premed?**

Follow the instructions of your primary care provider and inform the attending doctor examining you in triage. Premedication does not eliminate you from receiving care.

**Who will be performing the dental services?**

Rhode Island licensed dentists and dental hygienists will be providing dental services. Some care may be provided by dental hygiene students from the Community College of Rhode Island. Whenever students are providing care, licensed dental providers supervise them. Students are only allowed to perform procedures that they are already qualified to perform.

**It is difficult for me to walk – will there be help available?**

Yes. Wheelchairs and those with special needs will be accommodated as best as possible.

**I don't speak English how will I communicate with the dentists?**

Interpreters will be available in many languages. (Spanish, Portuguese etc.)

**Where do I park?**

Free parking is available in the assigned parking lots. There will be signs and parking attendants to direct you.

**This clinic is free – how can that be?**

The Rhode Island Oral Health Foundation realizes that dental services are not financially feasible for many Rhode Islanders. To fund this clinic, we receive funding from donors, corporate sponsors, personal donations, as well as fundraising. Dental, medical and community volunteers from our state as well as our neighboring states give their time talent and expertise to make this event possible.