



Always remember...

*"...if you've met one person with autism,
you've met one person with autism."*

"Some of the most wonderful people are the ones who don't fit into boxes." -Tori Amos.

"Why fit in when you were born to stand out?"

- Dr. Seuss.

"Most people see what is and never see what can be."

- Albert Einstein

"The only disability in life is a bad attitude."

- Scott Hamilton.

"The best and most beautiful things in the world cannot be seen or even touched. They must be felt with the heart." - Helen Keller

Thank you for entrusting us in the care of your loved one. Please use this handbook to guide you into your first visit and through our philosophy for upcoming appointments and treatment.

I believe there is an extreme importance with familiarity of staff and the office setting to ensure that we create a welcoming and reliable environment.

To do prior to the upcoming appointment:

- This manual is available on our website also at: <https://healthnet-rock.org/> within the Dental Department/Special Needs Care section.
- We ask that the Intake Form is submitted several days prior to the visit so that the doctor and staff can familiarize themselves with the techniques that may work the best according to your answers.

Other helpful information:

- We can provide you with the Release of Information form for fluid information sharing with the medical provider.
- If you have medical records available those are gladly accepted. You can have those faxed to HealthNet: Attention Cori at 608-740-2511.

Respectfully,

Cori Tucker, Dental Clinic Director/Chief Strategy Officer

608-756-4638 ext. 299



HealthNet Parking Lot



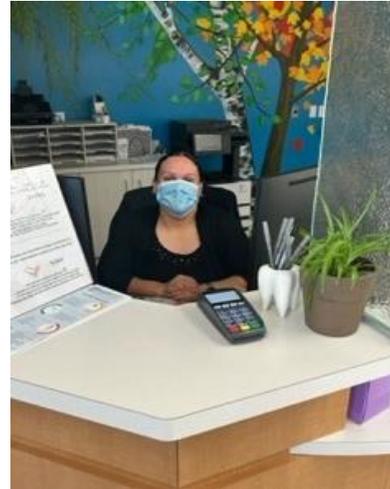
HealthNet Building



Entrance



Front Reception Area



Lo Dental Receptionist



Nancy Medical Receptionist



Main Waiting Area



Walk to #2 waiting area



Water Fountain



Bathrooms



Dental Waiting Area



Entrance to Dental



Dental Entry



Denture Lab and Hoyer



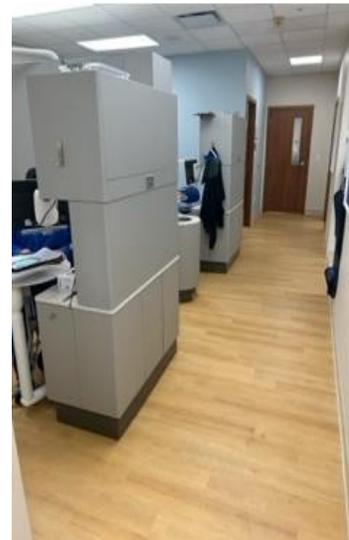
Special Xray Machine



More Rooms



Sterilization Room



Special Needs Room on Left



Special Needs Room



6.5 Foot LED Tube



Float Chair Movable for Wheelchairs



TV on Ceiling

Meet our Dental Department



Dr. Shah



Dr. Nawaz



Heidi Dental Hygienist



Maria Dental Assistant



Marisol Dental Assistant



Tonya Dental Assistant



Handi Dental Assistant



Emily Dental Assistant

HERE ARE SOME OF OUR PHILOSOPHIES OF CARE WE HAVE IN DENTAL

Fluoride

Fluoride does an excellent job of preventing cavities, and anti-seizure or anti-psychotic medications are more prone to dry mouth which is known to increase the risk of cavities. In public health facilities we stand by our belief that fluoride is beneficial. If you however disagree in fluoride for the treatment plans, please make us aware of this.

Tell-Show-Do at Home and In the Office

Preparation or pre-teaching has been shown helpful in easing anxiety particularly when it comes to what to expect during a dental visit and being clear about the sequence of events which will occur.

For individuals with limited language, we can use pictures or objects to help explain what will occur.

Home based prep may include pre-teaching and reading social stories. Some will benefit from practicing certain aspects of a procedure before experiencing them in a dental office.

Desensitization

There may be anxieties towards a visit to the dentist or simply something out of their routine. This may result in uncooperative behavior and difficulty complying with any dental procedures.

A series of short visits may be necessary. Each visit should end on a positive note. For example, a first visit may simply involve walking into the dental office and the room that care would be in. Other initial steps might include the following:

- Walking into the exam room
- Sitting in the exam chair for 30 seconds
- Sitting in the exam chair while allowing the dental practitioner to brush teeth

This sequence can be stopped at any point if there is too much anxiety occurring.

Distraction Aids

We have a light sensory tube in the Special Needs room. There is also a TV on the ceiling for use.

We encourage your forethought into items that would help your loved one feel the most comfortable while in the office. This can range from their own electronic device, a fidget aid, or a blanket that is comforting.

We have the following videos preloaded on our TV to help create a familiar visual aid:

- Dora the Explorer "Show Me Your Smile- A Visit to the Dentist" - [DORA THE EXPLORER "SHOW ME YOUR SMILE!" - Read Aloud - Storybook for kids, children - Bing video](#)
- SpongeBob SquarePants "Behold, No Cavities"- [SpongeBob SquarePants BEHOLD, NO CAVITIES Read Along Aloud Story Book for Children and Kids - Bing video](#)
- Sesame Street "Going to the Dentist"- [A Trip to the Dentist | Sesame Street Full Episode - Bing video](#)
- Blippo- "Toothbrushing Song"

We can bring up any one of these videos if desired, or feel free to share one with us and we can work on bringing it up on the TV.

Sensory Techniques

Your loved one has their own particular reaction to stimuli- reducing or increasing exposure is catered. Please fill out our intake form to help us better prepare for your visit.

We have heavy lead aprons that may be helpful in reducing stimuli or headphones that can isolate stimuli. We encourage you to bring along a familiar item that would help during the visit.

There is a sensory light tube that has many different settings according to what is indicated as being helpful on the intake form.

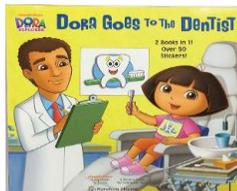
Social Stories

Social stories use simple language and pictures to describe a situation.

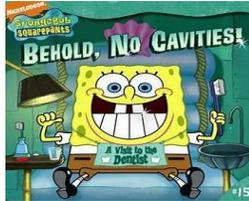
We have included a social story for your use 😊

Here are some books about the dentist:

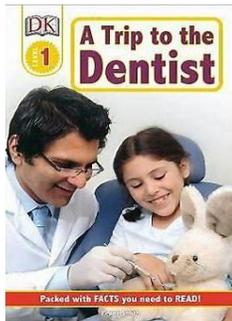
- Dora the Explorer (Show Me Your Smile! A Visit to the Dentist, Dora the Explorer) by Christine Ricci and Robert Roper



- Spongebob Squarepants (Behold, No Cavities!: A Visit to the Dentist, SpongeBob Squarepants) by Sarah Wilson and Harry Moore.



- A Trip to the Dentist (DK Readers) by Penny Smith



Going to the Dentist



visit 	hi 	wait 	Hi Doctor! 	sit in special
take pictures 	Say AAHHH 	Keep mouth OPEN 	brush teeth 	rinse mouth
all done 	goodbye 	present 	Time to go home 	

Getting a Filling



go to the dentist 	check in 	wait 	see doctor
sit in special chair 	say AAHHH 	keep mouth OPEN 	medicine in mouth
mouth will feel funny 	fix my tooth 	rinse mouth 	suction water
all done 	treat 	goodbye 	time to go home

INTAKE FORM

Patient Name: _____

Parent/Guardian: _____

and/or Caregiver(s)
Present: _____

Describe the nature of the disability(ies): _____

Is a hearing aid worn? YES NO _____

What are the physical challenges that the dental team should be aware of? _____

ORAL CARE

Has there been a dental visit before? YES NO _____

Please describe the at-home dental care routine: _____

Is the following used:

Floss? YES NO Powered toothbrush? YES NO

Manual toothbrush? YES NO Needs help from parent/caregiver? YES NO

How often is there snacking during the day and on what types of foods? _____

BEHAVIOR/EMOTIONS

Are there any specific behavioral challenges that you would like the dental team to be aware of?

Are there better times of the day for an appointment? _____

COMMUNICATION & BEHAVIOR

Are there certain cues that might help the dental team? _____

Tell us about the level of verbal communication _____

Are there any useful phrases or words that work best? _____

Will you be bringing a communication system with you? YES NO _____

SENSORY ISSUES

Are there desired colors? If YES, what ones _____

Are flashing/moving lights OK in the room on the LED tube? YES NO If YES, explain please _____

Should noises be avoided? If YES, explain please _____

Is quiet preferred? YES NO _____

Is there sensitivity to motion and moving (i.e., the dental chair moving up and down or to a reclining position)? If YES, explain please.

Are there any specific oral sensitivities (gagging, gum sensitivities, etc.)? If YES, what?

Please tell us more that may help us to prepare for a successful dental experience.
