



Oral Health Care

Resource Navigation Guide

Oregon Office on Disability and Health



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Oral health professionals including dentists and dental hygienists perform routine check-ups and screenings for things like cavities, gum disease, and oral cancer.

Information in this guide

Many of the resources are recommended by community members across the state. OODH has not checked accessibility of many of these resources. It is important to confirm that resources in this guide meet your needs.

Why we wrote this guide

We created this guide to provide information about preventive healthcare resources that are accessible for people with intellectual and developmental disabilities (I/DD) and other disabilities in Oregon communities. The purpose is to ease the process of navigating resources. Many people may find the information useful. We think people with disabilities, their supports, and case managers will use this guide.

This guide focuses on ways to navigate preventive healthcare. It is not a full list of preventive care programs and services.



The guide highlights specific programs and services when practical, but statewide and local resources are always changing. The contact information or websites to navigate these programs and services also change often.



For updated features and contact information, users of this guide may need to conduct an internet search or consult with local resources. This is especially true when it comes to eligibility requirements for insurance coverage and healthcare professional availability.



The Linkage Project

[The Linkage Project](#) at the Oregon Office on Disability and Health created this guide. The Linkage Project connects adults with I/DD with unmet needs to preventive healthcare and health promotion in their community.

The Linkage Project staff have learned a lot about resource navigation as they have helped link adults with I/DD to preventive health services. They also learned about resources from surveys of people with disabilities and their families, case managers across Oregon, and other partners.



Icon Legend

Using Visual Icons to Navigate Our Guide

This guide includes various icons to visually indicate different types of information.



Description

Short summary of program, activity, or service



How to Find Resources

Directions to assist in finding local resources



Tips

Tips from the community about resources listed



Information to Get You Started

Introductory information on using resources listed



Phone Number

Phone number associated with resource listed



Website Link

Website link associated with resource listed



Spanish Language

Services available in Spanish

Links and QR Codes

Accessing Resources

This guide includes both links and QR codes to refer readers to resources.

Links

Throughout the guide, links are identifiable through the use of underlined text in **green**.

How to use links:

- 1 Hover over underlined text
- 2 Left click on mouse
- 3 Navigate to the new window that pops up
- 4 Browse the resources available!

Example of Links



[Oregon Office on
Disability and
Health](#)

QR Codes

QR codes allow users to access websites by scanning a box with a smartphone or tablet

How to use QR Codes:

- 1 Open your phone camera: depending on your phone type, you may need to download a QR reader app
- 2 Hold your device over a QR code so that it's clearly visible within your smartphone's screen
- 3 Two things can happen when you correctly hold your smartphone over a QR code:
 - Phone automatically scans code
 - Some readers scan once a picture is taken
- 4 Browse the resources available!

Example of QR Code



[Oregon Office on
Disability and
Health](#)

Key Icons & Words

Vocabulary and Icons Specific to Our Guide

This guide includes various icons to visually indicate different types of healthcare-related needs, as well as some frequently used words related to health insurance.



Tools

Worksheets, forms, and documents created to assist you in healthcare settings



Self-Advocacy

Indicates an opportunity to express your needs and/or accommodations



Insurance/Coordinated Care Organization (CCO)

Consider reaching out to your insurance company or CCO for help

Dictionary

The Oregon Health Authority (OHA) has created a dictionary of Oregon Health Plan's (OHP) frequently used words related to healthcare or insurance. Here are a few words we will use a lot in this guide, but you can find more definitions in the [OHA dictionary](#).

Benefits

The services your healthcare plan pays for.

Network

The medical, mental health, dental, pharmacy, and equipment providers that have a contract with a CCO.

Oregon Health Authority (OHA)

The state agency that is in charge of OHP and other health services in Oregon.

Medicaid

A national program that helps with health care costs for people with low incomes. In Oregon, it is called the Oregon Health Plan.



For additional help navigating in your community:



[Centers for Independent Living](#)



[Find your local Arc chapter](#)



[Autism Society of Oregon](#)



[Brokerages across Oregon](#)



[Community Developmental Disability Programs](#)



[Oregon Family-to-Family Health Information Center](#)



[Oregon Consortium of Family Networks](#)



Resources available in Spanish

For additional help navigating in your community:



[Oregon Office of Tribal Affairs](#)



[211 Info](#)




2-1-1



Resources in Spanish & other languages

Navigating Language Access


OHA & OHP materials, resources and services are **available in many languages** and styles.

- For more information, visit their [language access website](#) 



Website Navigation Tips for Language Translation

- Many health system websites have an option to translate information.
 - Most OHSU webpages can be translated.
- For example, to translate an **OHA website**, find the language icon (a globe image with Languages written in black box) in the top right corner.

 Languages

This navigation guide is available in English with the hope to expand to other languages in the future. The Linkage Project is currently offered in English and Spanish. We understand this limits access. We will seek additional resources and community support to offer more languages in the future.

Oral Health Care

Description:

Oral health, which is often called dental health, includes everything for our teeth, gums, tongue, jaw, and the inside of our cheeks. **Oral health professionals including dentists and dental hygienists perform routine check-ups and screenings for things like cavities, gum disease, and oral cancer.** Oral health professionals also diagnose and treat common conditions and refer patients to specialists for complex care. They clean your teeth, which gets the plaque and tartar off them. The oral health professionals can teach you healthy habits, including better ways to brush and floss your teeth.

This section primarily focuses on



Information to Get You Started



How to find resources



Explore [OODH for other Navigation Guides](#)
including our Preventive Health Care, Primary Care, and
Mental Health Care Guides



Information to Get You Started

When to get oral health care

- You should have an appointment with your oral health professional once or twice each year. You may need to have an appointment with your oral health professional more often, depending on what they recommend for you.
- **Dental emergencies** are things like severe tooth pain, a lot of blood in your mouth, a knocked-out tooth or a swollen face.
 - Call your dental clinic right away.
 - If you do not have a dental clinic or cannot reach them, call your CCO.
 - If you have Fee For Service, call (1) 800-562-4620.
 - If you cannot see your dentist right away, and you are concerned, go to urgent care or to the emergency room.
- If none of these options work for you, call 9-1-1 or visit the Emergency Room. If you need an ambulance ride, please call 9-1-1.



More dental care information, including for dental emergencies.



[OHP Dental Care pamphlet](#)

Finding a good health care experience for you

- It is okay to switch dentists or clinics at any time if you are not happy with the care you are receiving. It may take a few tries, you may have to wait for another appointment, and you may have to travel to get care that works for you.
- Something is better than nothing and **building off existing habits is helpful** when it comes to oral health care.

Finding a good health care experience for you

- Going to the dentist can be uncomfortable. **Ask your oral health professional for accommodations to feel more comfortable.** You can request things like a quiet space, bite support, lighting adjustments, and communication about tools, textures, tastes, sounds, or sudden movements. Bring comfort items like headphones, music, or sunglasses.
- **Sedation dentistry may be helpful for some people with disabilities who fear dental visits.** Sedation dentistry helps people receive necessary care comfortably. The main types of sedation are minimal (nitrous oxide/laughing gas), moderate (oral sedatives or intravenous medications), deep (intravenous medications), and general anesthesia.
 - If you think you might need it, **ask dental clinics if they provide this accommodation.** You should also ask what you should expect from this experience.
 - Care coordination through your CCO is a good option to consider because the sedation dentistry process involves a lot of steps.

Sensory Inclusion Initiative



Information on **accommodations and promoting better oral care for sensory-sensitive patients**



For the estimated 1 in 4 people that have sensory needs – which include sensitivities to sounds, lights, or textures – a visit to the dentist can be stressful and, for some, even painful. (Centers for Disease Control and Prevention. "Disability Impacts All of Us." Centers for Disease Control and Prevention, 16 Sept. 2020)



[Sensory Inclusion Initiative](#)



OHP Members are assigned to a dental plan called a Dental Care Network. You will need to know your assigned Dental Care Network prior to making your appointment. This information is often provided by your CCO and listed on your CCO member ID card.

Oregon Health Plan - Coordinated Care Organizations (CCO)



OHP members can call Client Services for information about CCOs, including which CCO you belong to and which dental plan or Dental Care Network you are in:
(1) 800-273-0557



Use this OHP website to learn more about CCOs in general.



[OHP CCOs](#)



If you are **not in a CCO**, contact OHP Care Coordination:
(1) 800-562-4620.



If you have OHP, you can find more information about your dental benefits on the OHP website.



[OHP Dental Benefits Website](#)

- Use your Dental Care Network website to search the Dental Provider Directory for oral health/dental care professionals or call their customer service line to ask for assistance with finding available dentists.
- If you are in a CCO, you can also ask for Care Coordination to get help finding dental care that works well with other types of care you need.

Tips:

- If you find a dentist, it is a good idea to double-check with your CCO or insurance to **confirm that they are in-network**. Dental care is often covered separately from medical care, so you may have a different insurance like a Dental Care Network that you need to contact.
- Call the oral health professionals on your list of potential dental clinics that are in-network and get all your questions answered.
- Ask to be put on the cancellation list for a sooner appointment.
- Make sure you feel comfortable with the level of accommodation and accessibility they provide.

Resources to help you get care

Special Olympics Dental Care Resources



Special Olympics offers information for people with I/DD. **The website has videos that show you how to take care of your mouth and how to prepare for a dental appointment.** It also offers a guide that shows some ways to make changes to your tools and routine so that you can create good oral health habits.



[Special Olympics Dental Care Resources](#)

Oral Health Care

Resources to help you get care

Dental Appointment



This video shows what a dental appointment is like, so you have an idea of what to expect.



[Dental Appointment Experience Video](#)

Dental Cleaning



This video is another example of the dental cleaning process and what to expect during your appointment.



[Dental Cleaning Experience Video](#)



Going to the dentist can be uncomfortable.
Ask your oral health professional for
accommodations to feel more comfortable.

Oral Health Care

Resources to help you get care

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Mouth Matters: Disability and Oral Health Series



The Mouth Matters series has two recorded webinars about oral health care.



- One webinar is for people with I/DD and other disabilities, their families, disability service providers, support staff, and oral health professionals and students.
- The other webinar is for dental hygienists, other dental professionals, and dental students.



[Mouth Matters: Disability and Oral Health Series](#)



Tools

The [Taking Charge of My Health Care Toolkit](#) can help you get the most out of your oral health care appointment:

- Topic 11: Oral health

[Support person fact sheets](#) can help people supporting you to have a good oral health care experience. This fact sheet is especially relevant to oral health care:

- [Fact Sheet 11: Supporting oral health](#)



[TCMHC Toolkit](#)



[TCMHC Supplemental Materials & Tools](#)

Oregon Office on Disability and Health Linkage Project

The Linkage Project can connect you with preventive healthcare and health programs in your community!

Eligibility for the Linkage Project:

- Adult 18 years or older
- Have an intellectual/developmental disability
- Live in Oregon
- Meet via phone or Zoom in English or Spanish

Free

[Sign up on the Linkage Project website now!](#)



Do you have feedback about this guide?

We want to hear from you about the guide!
Please complete this survey to give feedback about the guide, the accessibility of the guide, or ideas for other resources that should be included.

Feedback Survey

