

## Program/Service Information Report

### Dental Program

#### 2024 Q3 and Q4 Summary

---

**To:** Board of Health

**Meeting Date:** February 5, 2025

**Report No.:** BH.01.FEB0525.C03

---

### Key Points

---

- **Ontario Seniors Dental Care Program (OSDCP):** Wellington-Dufferin-Guelph Public Health (WDGPH) saw a decrease in emergency referrals to community dentists and in new clients being added to the OSDCP wait lists. This is largely attributed to the Canadian Dental Care Plan (CDCP) starting up.
- **Healthy Smiles Ontario (HSO):** Children under 18 years of age became eligible to apply for the CDCP on June 27, 2024. WDGPH's HSO services may have started to experience impacts from this in the last quarter of 2024.
- WDGPH Dental team is closely monitoring the impact of CDCP in 2025.

### Program Requirements

---

#### Compliance with OPHS and Accountability Indicators:

☒ In compliance

☐ Not in compliance. If not in compliance, provide additional information about the variance and how it will be addressed.

## Highlights

### Ontario Seniors Dental Care Program (OSDCP)

WDGPH provides dental services to low-income seniors in the community through the OSDCP in the Guelph and Orangeville office locations. A summary of the services completed in Quarter 1(Q1), Quarter 2(Q2), Quarter 3(Q3) and Quarter 4(Q4) of 2024 is provided in Table 1 below.

**Table 1: OSDCP Services 2024**

Indicator	Q1 2024	Q2 2024	Q3 2024	Q4 2024
Total number of Clients seen for Preventive Services	211	256	198	136
Number of Emergency Referrals to Community Dentists	31	16	11	9
Number of Unique DDS* Clients	249	277	261	213
Number of DDS Appointments	401	427	395	333
Number of New Patient Examinations	80	90	46	42
Number of Extractions (oral & maxillofacial surgeries)	198	149	113	143
Number of Fillings (restorative services)	295	391	419	345
Number of Root Canals (endodontic services)	5	9	7	4
Number of Referrals to Denturists	37	52	34	21
Number of Referrals to Oral Surgeons for Complicated Procedures	3	8	3	4

\*DDS = Doctor of Dental Surgery

Seniors in various age ranges were invited to apply for the Canadian Dental Care Plan (CDCP) between December 2023-May 2024. With the implementation of the CDCP, WDGPH continued to see a decrease in emergency referrals to community dentists in Q3 and Q4. Seniors with CDCP coverage can access emergency dental care in the community without the need for a referral from Public Health through the OSDCP. The CDCP also continues to have a significant impact on the OSDCP wait lists in both Guelph and Orangeville. At the end of Q3, 79 clients were waiting new patient examinations in Guelph, and 5 clients were waiting new patient examinations in Orangeville. At the end of Q4, the wait lists further decreased to 21 clients in Guelph and 4 clients in Orangeville.

## Healthy Smiles Ontario (HSO)

Preventive services, including screenings and hygiene (cleanings) services, are provided to eligible children and youth in all three WDGPH office locations. A summary of the services completed in 2024 by Quarter is provided in Table 2 below.

**Table 2: Healthy Smiles Ontario –Total 2024 Service Summary with 2023 comparison**

Indicator	Q1 2024	Q2 2024	Q3 2024	Q4 2024	2024 Total	2023 Total	% Change from 2023
Number of Dental Screenings	143	179	120	87	529	624	15% decrease
Number New Patient Cleanings	56	78	86	19	239	237	No change
Number Previous Patient Cleanings	253	254	233	135	875	879	No change
Total number of Clients seen for Screenings and Preventive Services	453	511	441	241	1646	1766	7% decrease
Number Children identified with Urgent Concerns	114	132	76	64	386	448	14% decrease
Number of HSO-Emergency and Essential Services (EESS) Applications Completed	110	132	77	57	376	431	13% decrease
Number of HSO-Preventive Services Only (PSO) Applications Completed*	127	181	155	72	535	5	

*\*net change not calculated due to the COVID Pandemic impacts*

Children under 18 years of age became eligible to apply for the CDCP on June 27, 2024. The introduction of the CDCP has started to impact WDGPH's HSO services in late Q3 and Q4. WDGPH will monitor the changes and impacts on services for HSO in 2025. HSO is considered a secondary provider for the CDCP program and as such, dentists accepting HSO are requiring the patients to also apply for CDCP. This allows them to provide services and receive reimbursement closer to the market rate than HSO alone.

Management and staff continue to monitor the impacts of CDCP on the OSDCP and HSO programs and formulating plans on how to respond to these changes.

## Related Reports

---

BH.01.NOV0624.C16 – [Dental Program 2024 Q1 and Q2 Summary](#)

BH.01.DEC0424.R36 – [A Review of the Canadian Dental Care Plan \(CDCP\) and Public Health Dental Programs](#)

---

**Prepared By:** Meghan Wiles, Manager (A), Dental Program

**Approved By:** Rita Isley, RN, MPA Vice President, Community Health

**Submitted By:** Dr. Nicola J. Mercer, MD, MBA, MPH, FRCPC  
Medical Officer of Health & CEO

---