

Patient Rights and Responsibilities

Our Dental School accepts all patients with dental needs that are appropriate for teaching students contemporary techniques of dentistry regardless of race, color, creed, religion, national origin, gender, age, marital status, disability, public assistance status, veteran status, or sexual orientation. We are committed to providing high quality, person-centered care. Person-centered care is a way of thinking and doing things that sees the people using our services as equal partners in planning, developing and monitoring care to make sure it meets their needs. This means putting people and their families at the center of decisions, working alongside professionals to get the best outcome. Person-centered care is not just about giving people whatever they want or providing information. It is about considering people's desires, values, family situations, social circumstances and lifestyles; seeing the person as an individual; and working together to develop appropriate solutions.

Your Rights

- You have the right to considerate, respectful and confidential treatment.
- You have the right to privacy concerning your dental treatment. Discussions concerning your care will remain confidential between you, your dental student, attending specialty residents (if any), and the supervising faculty and/or appropriate staff.
- You have the right to complete and current information concerning the diagnosis and treatment of your dental condition, including its prognosis, in terms you can understand.
- You have the right to request a transfer to another student if you are dissatisfied with your student dentist. However, requests to be transferred to another student on the basis of race, religion, gender, age, disability, sexual orientation, or ethnic or national origin will not be honored. Requests for transfer to another student are to be made with the Patient Assignment Office in conjunction with the supervising faculty.
- You have the right to continuity of your care and completion of treatment.
- You have the right to treatment that meets the standard of care in the profession
- You have the right to know the detailed treatment plan(s), risks, benefits and alternatives for your dental condition, including estimated costs, sufficient to give us your signed informed consent before any treatment is started. Life threatening emergency care could be an exception.
- You have the right to refuse treatment, to understand the risks of no treatment, and to be informed of expected outcomes of various treatments suggested to you.
- You have the right to access your dental records upon request and to have the information explained or interpreted as necessary. Your record will not be released without your written consent, except when required by law or a third party payer contract. A fee will apply to copy your records.

Your Responsibilities

- You have the responsibility to provide, to the best of your knowledge, accurate and complete information about your present health, dental complaints, past illnesses, hospitalizations, medications and other matters pertaining to your health.
- You have the responsibility to report any changes in your health since your last appointment to your treatment provider.

- You have the responsibility to tell your provider if you do not understand the treatment plans developed for you or if you do not understand the course of your treatment or what is expected of you.
- You have the responsibility to follow the recommended instructions including home care preventive techniques and follow-up treatment given to you by your dental student or faculty member.
- You have the responsibility to be respectful of others by practicing good personal hygiene and avoiding the use of strong colognes, perfumes or body sprays.
- You have the responsibility to come to your appointments on time and to be available for treatment at least once every two weeks until your treatment is complete. If you are unable to make a scheduled appointment, please call at least 24 hours in advance.
- You have the right to refuse our suggested treatment plan(s), and the Dental School has the right not to accept you as a patient. You are then responsible for any damage to your teeth or other circumstances that result. The dental student will only provide those services that the attending faculty recommend and approve.
- You are responsible for asking questions when you do not understand the information or instructions.
- You have the responsibility to be respectful of clinic personnel and other patients as well as clinic property. Disruptive and disrespectful behavior will not be tolerated in our facilities. This includes, but is not limited to:
 - Inappropriate or abusive language
 - Obstructive behavior that compromises the safety of others
 - Violence or any form of aggression
 - Sexual, racial, or religious harassment
 - Audio or video recording of any doctor, student, staff member, or patient
- You have the responsibility to promptly pay all charges for treatment received.
- You are asked to refrain from using your cell phone in the clinic during your dental appointment.