

PATIENT BILL OF RIGHTS AND RESPONSIBILITIES

The *School of Dentistry Patient Bill of Rights and Responsibilities*, distributed to all patients during the screening, diagnosis and treatment planning processes, includes the following.

The faculty, staff, and student providers of the School of Dentistry are here to provide you with the best dental treatment possible. We believe that because you have entrusted us with your dental care, you have a just claim, or right, to receive the following considerations from the School of Dentistry.

1. **You have the right** to the most appropriate care the school can provide for your problem, without regard to race, sex, color, religion, marital status, age, national origin, or disability.
2. **You have the right** to receive treatment that meets or exceeds the standards of care that exist in the dental community at large.
3. **You have the right** to be addressed by your proper name and without undue familiarity and to be assured that your individuality will be respected and that your treatment will be confidential.
4. **You have the right** to know the names of the student providers who are directly responsible for your care.
5. **You have the right** to ask questions and to receive answers at any time concerning any aspect of your dental condition or care.
6. **You have the right** to voluntarily consent to or refuse any treatment and to expect that the nature of each dental treatment procedure, its alternatives, its risks and benefits, and the risks and benefits of no treatment be disclosed prior to your decision.
7. **You have the right** to request and receive an estimate of the cost of all planned dental treatment and to be informed of any changes in the cost before any treatment begins.
8. **You have the right** to withdraw consent and to discontinue treatment at any time.
9. **You have the right** to receive all planned dental treatment in a timely manner.
10. **You have the right** to receive immediate care in the case of a dental emergency.

11. **You have the right** to readily access the school's Patient Care Coordinator who will respond to your concerns or complaints regarding the quality of your dental care or objectionable experiences at the School of Dentistry.

In return for the above considerations, the faculty, staff, and student providers of the School of Dentistry have a just claim, or right, to expect that you, the patient, will fulfill the following responsibilities in order to help us accomplish our mutual goal of providing you with the best dental treatment possible.

1. **We have the right** to expect that you will provide complete and accurate information regarding your past and current health status and any medications that you are currently receiving.
2. **We have the right** to expect that you will be available for and keep scheduled appointments and arrive for appointments on time.
3. **We have the right** to expect that you will understand that fees will be charged for each dental treatment procedure and that you will pay for treatment as treatment is provided.
4. **We have the right** to expect that you will cooperate with and follow the instructions of the student providers who are directly responsible for your care and that you will ask questions if you do not understand those instructions.
5. **We have the right** to expect that you will express concerns, complaints, or problems as soon as they arise to any of the student providers directly responsible for your care.
6. **We have the right** to expect that you will be respectful and considerate of student providers, faculty, staff, and other patients of the School of Dentistry.
7. **We have the right** to expect that you will recognize that the School of Dentistry is an educational institution and that dental treatment may proceed at a pace slower than sometimes anticipated.
8. **We have the right** to expect that you will understand that there are limits to the success or permanence of dental treatment.

