

UNE CDM Oral Health Center Statement of Patient Rights and Responsibilities

Welcome to the University of New England College of Dental Medicine Oral Health Center. In order to have a trusting and effective relationship with our patients, we outline what you can expect from us and what we expect of our patients.

Patient Rights

You can expect:

1. Considerate and respectful care with no discrimination based on race, sex, sexual orientation, gender identity and expression, ethnicity or national origin, religion, age, creed, color, genetic information, physical or mental disability, HIV status, or status as a disabled veteran or veteran of the Vietnam era.
2. Confidential care.
3. Timely, ongoing care until agreed treatment is completed.
4. Access to current and complete information about your oral condition.
5. Advanced knowledge of the cost of treatment.
6. An explanation of the indications for treatments, the risks, benefits, alternatives, expected outcomes, cost, and timeline for treatment. This includes the risk of no treatment, the option to refuse treatment, and the opportunity to have your questions about treatment answered. This is called informed consent.
7. Treatment that meets the standard of care for the dental profession.
8. Safe care, including currently accepted infection control measures.

Patient Responsibilities

We expect our patients/guardians/visitors to:

1. Be considerate and respectful to other patients, students, and employees and do not discriminate against them based on race, sex, sexual orientation, gender identity and expression, ethnicity or national origin, religion, age, creed, color genetic information, physical or mental disability, HIV status.
2. Appropriate supervision of children in public and treatment areas.
3. To keep appointments and to provide at least 24 hours' notice when there is a need to cancel or reschedule an appointment.
4. Agree to be treated in a teaching institution. Providers will change frequently, appointments will be approximately 3 hours in length, and treatment timelines will be longer than private practice.
5. Provide current and complete information about dental concerns, current and past medical illnesses, medications, allergies, hospitalizations, surgeries, past dental care, and other matters relating to the patient's health.
6. Allow providers to conduct diagnostic tests and exams necessary to formulate an accurate diagnosis. This includes radiographs (x-rays).
7. Ask questions about treatment or care recommendations to make sure you understand. Once treatment decisions are agreed upon, patients are expected to proceed with the defined treatment plan and home care instructions.
8. Fulfilling financial obligations as promptly as possible. Insurance assignment does not relieve the patients/guardians from fulfillment of financial obligations.
9. Inform providers in a timely fashion if you are not satisfied with your treatment.

10. Be available for appointments during our regularly scheduled business hours, and respond to phone calls, voice messages, and other forms of communication. We do not allow our student providers to text or email with patients.
11. Understand that if your treatment needs become too complex from a dental or medical perspective, we will no longer be able to provide your care.

Failure to address these responsibilities and/or behaving in a manner deemed unsuitable for a health care environment could impact a patient's status and may lead to termination of patient care.

My signature below indicates that I have read the College of Dental Medicine Oral Health Center's Patient Rights and Responsibilities Statement and will comply to the best of my ability. I understand that failure to address my responsibilities will result in my dismissal as a patient from the Oral Health Center.

Date: _____

Print Name: _____

Signature: _____

Options: Self, Parent/Legal Guardian

(If used) Interpreter Language and ID# _____