

DENTAL CLINIC

Bill of Rights



SCHOOL OF DENTAL MEDICINE

CASE WESTERN RESERVE
UNIVERSITY



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Welcome

Welcome to Case Western Reserve University School of Dental Medicine. We are delighted that you chose us as your dental care provider. The School of Dental Medicine is committed to providing you with high quality dental care. This booklet contains important Information for registered patients of the School of Dental Medicine. **We urge you to take the time to read through it carefully, and to direct any questions you may have to your dental care provider.**

The Mission of the School of Dental Medicine

To provide outstanding programs in oral health education, patient care, focused research and scholarship, and service that are of value to our constituents. We will accomplish this in an environment that fosters collegiality and professionalism, and that enables a diverse group of students to become competent oral health care providers and contributes to the health and well being of individuals and communities.

Dental Clinic Hours of Operation

Our clinics are open Monday through Friday throughout the school year, excluding holidays. During vacations, emergency care coverage for registered school patients on selected weekdays is provided from 9:30 a.m. to 12:30 p.m. A fee may apply.

In case of emergencies, involving severe pain, infection, bleeding and/or swelling, on weekends or school holidays, please contact University Hospital Cleveland Medical Center at **216.844.1000** and ask for the CWRU School of Dental Medicine resident on call to be paged. Please be advised that the hospital emergency room will not replace or repair fillings, crowns, or other dental appliances. A standard hospital fee for emergency visits, in addition to the hospital's dental clinic procedure fee, may be applied. These fees are the patient's responsibility.

CWRU School of Dental Medicine:

Clinic location: 9601 Chester Avenue, Cleveland, Ohio 44106

Mailing address: 10900 Euclid Avenue, Cleveland, OH 44106-4905

Parking Fees

A parking lot adjacent to the Dental Clinic is exclusive to our Dental Clinic and is managed by Standard Parking (SP Plus). The School of Dental Medicine does discount but not validate parking. Patients are responsible for their own parking fees and transportation. Overflow parking is also available in the Cleveland Clinic JJ Garage.

CWRU School of Dental Medicine Phone Number

Dental School Operator **216.368.3200**
Dental School Fax **216.368.3204**

The primary role of the Case Western Reserve University School of Dental Medicine's Clinical Education Program is the training of dental health professionals. The care performed by our student doctors and residents, and overseen by our faculty and attendings, is carried out in a manner that prioritizes education while maintaining a standard of care of the dental profession.

Please be advised that an educational program clinic differs from a private clinic in many ways, and certain services and amenities provided at a private practice may not be available in a teaching clinic. Patients are charged a fee to cover the operating costs and services of the clinic. Educating our student doctors and residents during patient care will result in longer treatment time for most of our procedures and treatment when compared to a private dental office. Patients should consider the amount of time necessary to complete their care at Case Western Reserve University School of Dental Medicine to be sure this will not impose any undue hardship. Further, our student doctors will have periodic educational breaks in their training and therefore, during these times, the patient clinics will not be open for routine dental appointments.

Scheduling for Predoctoral (DMD) Clinic

New Patient Admissions	216.368.8730
Emergency and Existing Patients	216.368.3200
DMD 1	216.368.3819
DMD 2	216.368.3864
DMD 3	216.368.3707
DMD 4	216.368.3570
DMD 5	216.368.6766
DMD 6	216.368.0214
DMD 7	216.368.0450
DMD 8	216.368.0746

Specialty Departments

Advanced Education General Dentistry	216.368.3290
Craniofacial Orthodontics	216.368.4331
Oral and Maxillofacial Surgery	216.368.2538
Grad Endodontics	216.368.3236
Grad Orthodontics	216.368.3249
Grad Periodontics	216.368.3615
Grad Pediatrics	216.368.6185
Radiology	216.368.2645

Patient Rights

Your Case Western Reserve University dental student and/or dental resident is the best source of information about your oral health and wants you to feel comfortable about your care. Maintaining healthy teeth and gums means more than just brushing and flossing every day and visiting the clinic regularly. As an informed dental patient, it also means knowing what you can expect from your dental care team and understanding your role and responsibilities in support of their efforts to provide you with quality oral health care. The rights and responsibilities listed below do not establish legal entitlements or new standards of care, but are simply intended to guide you through the development of a successful and collaborative dentist-patient relationship.



- 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, or as permitted under the Health Insurance Portability and Accountability Act of 1996 (HIPAA).
- You have the right to know sufficient information to allow you to give us your signed informed consent before any treatment is started. Life threatening emergency care could be an exception. Such Information includes detailed treatment plan(s), risks, benefits, and treatment alternatives for your dental condition including estimated costs.
- You have the right to prompt treatment (within the time constraints of the school calendar) and continuing care after you have reached a maintenance level, including follow-up care.
- 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 applicable), clinical staff involved with your treatment, and the supervising faculty.
- You have the right to receive complete and current information concerning the diagnosis, prognosis and treatment of your dental condition, in terms you can understand.
- You have the right to expect that your care meets the Standards of Care of the profession.
- You have the right to considerate and respectful care without discrimination as to age, race, color, religion, sex, national origin, disability, gender identity or sexual orientation.
- You have the right to request and examine any financial statements regarding your treatment.
- You have the right to continue care as a recall patient after you have completed treatment and have reached maintenance level.
- You have the right to emergency care as needed, following the guidelines previously discussed in this booklet.
- You have the right to refuse treatment suggested for you. In that event, you will be advised of the consequences of your decision, including the possibility that your case may be deemed a non-teaching case.
- You have the right to prompt initiation, continuity, and completion of treatment (within the time constraints of the school calendar).
- You have the right to decide to participate or not as a subject of a research effort. Your status as a patient will not be affected by your decision.



Patient Responsibilities

In addition to the rights expressed previously as a patient of the Case Western Reserve University School of Dental Medicine, you also have responsibilities to the clinic and your healthcare provider. Those responsibilities are outlined below:

- 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 keep your appointments, arrive on time and to be available preferably for treatment. (We recommend once every two weeks until your treatment is complete.) If you are unable to make a scheduled appointment, you must call at least 24 hours in advance. Patients may be dismissed from the program for three failed or no-show appointments.
- You have the responsibility to promptly tell your dental student/resident if you do not understand the treatment plan(s) 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 preventive techniques and follow-up treatment given to you by your dental student or a faculty member.
- You have the responsibility to know your insurance coverage and comply with the requirements of your insurance carrier. It is your responsibility to pay in full at the time services are rendered.
- You have the responsibility to accept comprehensive care and/or receive care in our speciality clinics. If you refuse our treatment plan(s), the School of Dental Medicine has the right to discontinue providing services to you as a patient. In the event this occurs, you bear the responsibility for any damage to your oral health and other circumstances that result from the refusal.
- You have the responsibility to adhere to the school policies, and to behave in a manner that is not offensive in the clinic setting. CWRU School of Dental Medicine is an institution of higher learning and services are provided to the community where civility is key to a teaching environment.
- You have the responsibility to address any concerns related to your care with your student, resident and/or faculty and/or attending. If these various individuals do not resolve your concerns, you can reach the Office of Patient Services for additional assistance. For concerns of financial nature, please contact the Auditing Department via **216.368.6801**.
- You have the responsibility to report any changes in your health or contact information since your last appointment.
- You have the responsibility to ensure children and dependent adults are not left unattended in any part of the building and do not access treatment areas.

Patient Inquiry

If you have questions about your treatment, fees, or rights, you should contact your student doctor and/or resident who may direct you to appropriate office. Resolution of non-financial problems and/or complaints should be attempted to be resolved while the patient is in the Clinic and the immediate faculty supervisor of the day is present. In the event this effort is unsuccessful, please contact the office of patient services at 216.368.3882.



Discontinuing Patient Treatment

CWRU School of Dental Medicine accepts all patients with dental needs that are considered appropriate for teaching students, regardless of race, religion, gender identity, age, disability, sexual orientation, ancestry or national origin. However, we reserve the right to dismiss patients or refuse treatment (except to relieve pain or protect life) to any person for the following reasons:

- The patient has a history of not meeting their financial obligations to the School of Dental Medicine.
- The patient has a history of not abiding by the patient responsibilities listed herein.
- The patient's needs are beyond the skill level of students and/or residents.
- The patient's (or person accompanying the patient) conduct is disruptive or compromises the rights of others, or the patient has a history of disruptive conduct.
- Patient engages in inappropriate conduct, touching or hindering another person's movement.

Appointments

All treatment in the School of Dental Medicine's undergraduate clinical programs is provided by students. Your appointments are coordinated by our scheduling staff.

- Clinic starts promptly at 10:00 a.m. and extends to 4:30 p.m. Monday through Friday. You should plan to have at least four (4) hours a week available for your dental treatment (i.e. this may be two 2-hour appointments or one 4-hour appointment depending on the nature of the procedure). If your availability is too limited, your case will be discharged as a "NON-TEACHING CASE".
- Appointments should be cancelled only if it is absolutely necessary and you are able to contact the Clinic at least 24 hours in advance. Excessive cancellations or three failed/broken appointments during the course of a year may result in your treatment being terminated.
- A patient who does not arrive for an appointment, cancels less than 24 hours in advance, arrives too late for treatment to be provided, not taking required pre-treatment medication or not bringing payment will forfeit their appointment, and it will be considered a 'failed appointment'.

Treatment Policies



After your initial screening appointment, if you are accepted as a teaching case, you will be given one or more additional appointments to determine your personal treatment plan(s), depending on the complexity of the case. Two treatment plans may be presented. One will be the preferred plan to provide the complete restoration of your mouth. A second plan may be presented that offers you a more limited and likely less expensive alternative. Please know that all treatment plans are estimates and additional services or a new treatment plan may be needed for newly discovered conditions. Please bear in mind that many of these less expensive alternatives also represent fewer permanent solutions to your dental health problems. To further assist you, in some cases, treatment can be phased so that treatment can be affordable.

The school does not generally accept new patients that request limited care or allow patients of record to continue treatment for emergency and/or urgent care only. Patients who continue to present only for emergency and/or urgent care will be dismissed from the program.

During your appointment, cell phone use is not permitted. We do not allow photography or video recording within the Dental Clinics at any time.

Continuity of Care

Patients of record will not have the option to select only limited portions of the recommended treatment plan for dental care or to split services between the CWRU School of Dental Medicine and a private dentist. Patients who are referred for specialty services (such as endodontics, periodontics, oral surgery, implants, orthodontics, or oral pathology services) by their private dentist will receive only the specialty care specifically requested and will not be accepted for restorative services.

Student Doctor Assignments

- Requests for a transfer to another student are to be discussed with the faculty supervising your case.
- The Dental School will not honor repeated requests for a new student or resident.
- As an equal opportunity employer, the Dental School does not make assignments based on race, religion, gender identity, age, disability, sexual orientation or national origin.





Emergency Dental Care

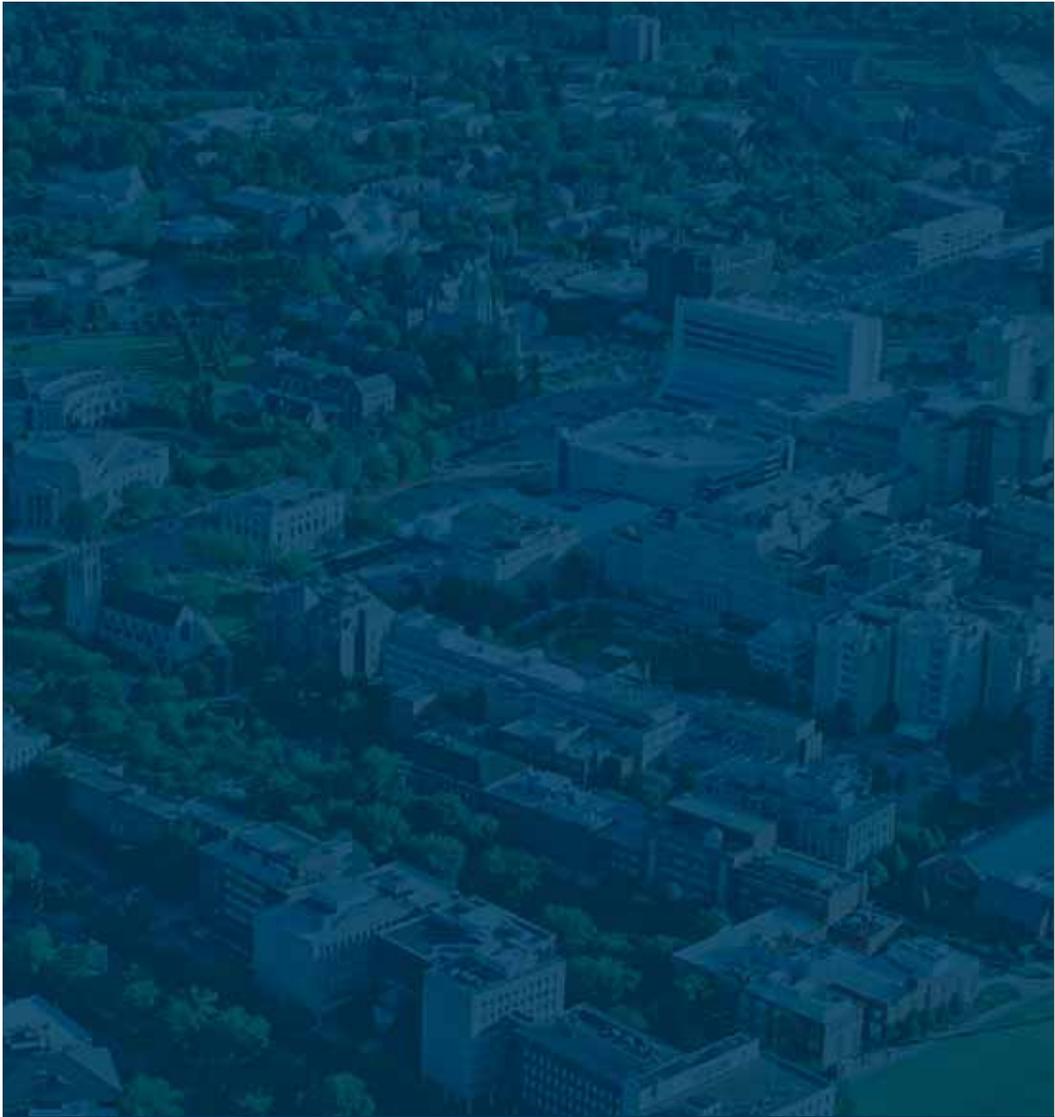
Emergency dental care consists of treatment of pain, infection, bleeding and trauma. Emergency care does not include comprehensive examination and replacement of existing restorations or repair of prosthodontic appliances. Patients seen for emergency treatment, who do not have a private dentist, are encouraged to return to the school for comprehensive care.

Registered patients who have a dental emergency during normal school hours should contact the clinic by calling the School's receptionist at **216.368.3200**.

- During school vacations, emergency care coverage for registered school patients on selected week days is provided from 9:30 a.m. to 12:30 p.m. To schedule, call **216.368.3200**. In case of an emergency on weekends or school holidays, please contact University Hospital Cleveland Medical Center at **216.844.1000** and ask for the CWRU School of Dental Medicine resident on call to be paged. You will be responsible for any fees related to hospital treatment.

THANK YOU

**FOR CHOOSING
THE CWRU
DENTAL CLINIC**



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CASE WESTERN RESERVE
UNIVERSITY

216.368.3200
case.edu/dental

CWRU prohibits the use of tobacco products
at all times on campus property.

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