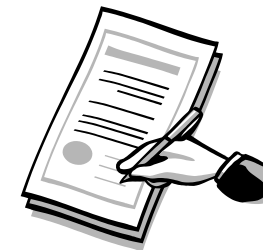


Patient Rights

- Patients have the right to impartial, reasonable access to care and treatment regardless of one's race, color, creed, religion, sex, sexual orientation national origin, disability, age, or status as a disabled veteran.
- Patients have the right to care that is considerate and respectful of their cultural and personal values and beliefs.
- Patients have the right to have reasonable access to an interpreter or other language assistance if they do not speak or understand the English language.
- Patients have the right to a reasonably safe and secure environment.
- Patients have the right to be free from all forms of abuse or harassment.
- Patients and/or their legally authorized surrogate decision maker(s) have the right, in collaboration with their dentist, to be informed and make decisions involving their dental care, including the right to accept or to refuse dental treatment and to be informed of the consequences of such refusal.
- Patients have the right to be fully informed of their dental needs and the alternatives for care and to be referred elsewhere when the School cannot provide the care a patient requests.
- Patients have the right to effective pain management. Pain will be addressed and managed as deemed appropriate by the care provider.
- Patients have the right to consideration for their personal privacy and confidentiality of information.
- Patients can expect that services rendered in the School meet the standard of care of the dental profession.
- Patients have the right to have access to a written statement that articulates the rights and responsibilities of patients.
- Patients have the right to have access to their dental record during normal business hours, or to obtain a copy of the record at reasonable costs of duplication.
- Patients have the right to make complaints regarding their care according to the established policy and guidelines available in all patient care clinics.
- Patients have the right to request and receive an itemized and detailed explanation of their bill for services rendered.
- Patients have the right to expect that appointments will be offered to them on a regular basis until the completion of their care, once they begin the care process.
- Patients of record have the right to access services for urgent care at the School or to obtain a referral if necessary.

Patient Responsibilities

- Patients have the responsibility to provide, to the best of their knowledge, accurate and complete information and to report any changes in their medical status to their care provider.
- Patients have the responsibility to participate in discussions about their plan of care, ask questions, and to inform the care provider if they do not understand proposed treatment.
- Patients have the responsibility for following the treatment plan to which they agreed, including any recommended follow-up instructions.
- Patients have the responsibility to make and keep appointments, arrive on time, stay for the entire time scheduled, and provide a minimum of 24 hours notice to change or cancel appointments.
- Patients have the responsibility for making necessary arrangements for childcare as the School does not provide childcare. Children are not allowed into the treatment areas except for their own appointments, and may not be left unattended in the waiting areas.



Patients have the responsibility for following the School of Dentistry policies and guidelines affecting patient care and conduct:

- 1) Patients may not disrupt or interfere with their care provider, other patients, or the operations of the patient care and office areas.
 - 2) Patients may not conduct any illegal activities on the premises of the School of Dentistry.
 - 3) Patients may not engage in any discriminatory or sexually harassing behavior toward staff, students or faculty per University policy.
 - 4) Patients are responsible for being considerate of the rights of others.
 - 5) Patients are responsible for being respectful of the property of other persons and the School of Dentistry.
- Patients have the responsibility for providing updated, accurate insurance and billing information (including name, mailing address, phone number, and any other requested information for billing purposes), and for meeting the financial obligation agreed to with the School.
 - Patients are responsible for letting care providers know if they have complaints or concerns by reporting any complaints or concerns to their care provider or patient advocate, who will then contact the appropriate personnel.

General Information for Patients

The following information contains facts you should know about your dental care at the University of Washington School of Dentistry. If there is any part of this information that is not clear, please ask questions.

YOUR CARE PROVIDER

When you receive care from pre-doctoral dental students, graduate students (main campus only) or residents in training, all treatment is supervised at the appropriate level for the care being provided by licensed faculty dentists who will work together with the student provider to diagnose and treat you.

PAYMENT FOR SERVICES

Payment is due at the time of service. The School accepts cash, check, Citi Health Card, Visa and MasterCard. Many insurance carriers accepted. Please provide your dental insurance information upon registering as a new patient. If your insurance is registered with the School it will be billed. However, you are responsible for the co-pay portion on the date of service.

IMAGING (X-RAYS)

Imaging, such as x-rays, photographs, and/or videotapes or other images of you may be used for diagnosis, treatment, and/or educational purposes. These images will become a part of your dental record.

ANIMALS

In accordance with WA state administrative code animal control policy, we enforce a no pet policy. However, service animals will be accommodated.

Main campus Information

DENTAL APPOINTMENTS

In the pre-doctoral clinics, appointments are scheduled from 9:30 a.m. - 12:00 noon and 1:30 - 4:00 p.m. Appointment availability may be limited when school is not in session. Appointment times in the graduate clinics and UW Dentists Faculty Practice vary. Patients need to be available for the entire appointment.

Cancellations: There is a charge for appointments cancelled with less than 24 hours notice. Cancellation of 3 appointments or failing twice to notify a student you want to cancel an appointment may result in discontinuation of your care.

LIMITED CARE TREATMENT

Limited treatment is available to patients with referrals from private practices and/or minimal needs depending on student availability.

UNATTENDED CHILDREN

Children may not be left unattended in waiting areas and are only allowed in clinics for their own appointments.

URGENT CARE/EMERGENCY CARE

Patients may be seen in the Dental Urgent Care Clinic (pain or discomfort with teeth) from 8am-5pm 206-543-5850. For after hours emergency care call 206-598-4000.

PARKING

Unfortunately, we are not able to validate parking. For information on fees or for maps and directions visit: www.washington.edu/commuterservices/parking

The Center for Pediatric Dentistry

If your child is being seen at the Center for Pediatric Dentistry, please review the information below:

DENTAL APPOINTMENTS

Appointments are scheduled from 9:00 a.m. - 12:00 noon and 1:00 - 4:00 p.m. Patients need to be available for the entire appointment.

Cancellations: Cancellation of 3 appointments may result in discontinuation of your child's care.

EMERGENCY CARE

For emergencies that take place between 8 a.m. and 5 p.m., Monday through Friday, call The Center for Pediatric Dentistry at 206-543-5800. For after business hours emergency care call 206-987-2000 (Seattle Children's).

PARKING

Free parking is available on-site at the Washington Dental Service Building at Magnuson Park.



Patient Rights & Responsibilities



University of Washington School of Dentistry

MAIN CAMPUS:
Magnuson Health Sciences Center
1959 NE Pacific Street
Box 357131
Seattle, WA 98195
206-6166996

THE CENTER FOR
PEDIATRIC DENTISTRY:
Washington Dental Service Building
at Magnuson Park
6222 NE 74th Street
Seattle, WA 98115
206-543-5800