

# Patient's Bill of Rights

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The LMU College of Dental Medicine Patient Bill of Rights contribute to more effective patient care and greater satisfaction for the patients, the patient's treating student doctor and the College of Dental Medicine. The following guidelines form a structure with which successful, comfortable, and satisfying dental care may be given and received.

## **The patient has the right to:**

- Considerate and respectful care.
- Know the education and training of the student doctor and the dental care team.
- Expect current information concerning diagnosis, treatment, and prognosis in terms the patient can understand. If the condition or age of the patient does not permit this to occur, the information will be made available to the appropriate person on the patient's behalf.
- Expect dental team members to use appropriate infection and sterilization controls.
- Provide sufficient information to give informed consent prior to the beginning of any treatment procedure. Except in severe emergencies, information for informed consent should include, but not be limited to, the specific procedures and treatment, the risks involved and the probable costs.
- Learn about treatment alternatives and to refuse treatment. They will be informed of the possible consequences of this decision.
- Consider their privacy concerning dental care. Sharing of information related to the patient's dental care will be limited to those College of Dental Medicine representatives who need to know it. Confidentiality will be maintained regarding all records pertaining to patient care, except when appropriate consent is given as established by federal law.
- Request a transfer to another student if they are dissatisfied with their student doctor. However, requests to be transferred on the basis of race, gender, religion, age, disability, sexual orientation, or ethnic or national origin are generally NOT honored.
- Continuity and completion of their dental treatment. At the completion of active care, there will be a post treatment review to assess treatment. The record will be placed on maintenance status in the CDM computer system. At periodic maintenance visits (usually every 3-6 months), a thorough examination of the mouth and related oral components will be completed, and teeth will be cleaned. Care will be provided by a student. If new treatment needs are identified, assignment to a student doctor will take place.
- Expect that their care meets the dental profession's standards of care.
- Expect prompt and continuing care to completion unless circumstances do not allow.
- Emergency care as needed.
- Request and examine their itemized total bill.
- Decide to participate or refuse to participate as a subject in a research project. Any agreement will be in writing. The decision will have no effect on access to care.
- Know the regulations of the College of Dental Medicine that apply to their conduct as a patient.
- Expect the College to provide only appropriate and necessary care.
- Access a patient representative by calling LMU-CDM at 865-370-2128.

# Patient's Responsibilities

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**The patient shall:**

- Provide truthful responses to requests for information, including accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters pertaining to their health.
- Report any changes in medical status and provide feedback about needs and expectations.
- Participate in health care decisions and ask questions if uncertain about the dental treatment plan.
- Have the right to learn of treatment alternatives, and refuse treatment, but they will be informed of possible consequences of treatment refusal and will bear the responsibility for any damage to their teeth or untoward reactions that may result from the refusal of treatment.
- Make it known whether they clearly understand the course of treatment and what is expected of them.
- Be responsible for following recommended instructions and treatment deemed in their best interests.
- Be responsible for their actions, if they refuse treatment or do not follow instructions.
- Be responsible for keeping appointments. If unable to attend, they will notify the practitioner or the College.
- Be responsible for assuring that their financial obligations are paid promptly.
- Be responsible for being considerate of other people and of the College.
- Understand that the College of Dental Medicine may choose to discontinue care of a patient who does not adhere to these Patient Bill of Rights guidelines and school patient policies.