Directions to CASE School of Dental Medicine:

From the east via Interstate 90 (I-90): Follow I-90 to Exit 177 for University Circle and Martin Luther King (MLK) Blvd. Proceed south on MLK Blvd. past the East 105th St. traffic light and bear right through the traffic circle, continuing along MLK Blvd. to Euclid Avenue. Turn left onto Euclid Avenue and proceed to Cornell Road. Turn right onto Cornell Road. The school is located on the corner of Emergency Drive and Cornell Road.

From the south via Interstate 71 (I-71) or Interstate 77 (I-77): Proceed north until I-71 or I-77 merges with I-90. Follow I-90 east to Exit 177 for University Circle and Martin Luther King (MLK) Blvd. Proceed south on MLK Blvd. past the East 105th St. traffic light and bear right through the traffic circle, continuing along MLK Blvd. to Euclid Avenue. Turn left onto Euclid Avenue and proceed to Cornell Road. Turn right onto Cornell Road. The school is located on the corner of Emergency Drive and Cornell Road.

From the east via Interstate 80 (I-80) or the Pennsylvania Turnpike: Take the Ohio Turnpike to the interchange for I-480 West (Exit 187.) Proceed west on I-480, which merges with I-271 North. Continue north on I-271, then exit at Cedar Road (sharp right turn off exit ramp). Follow Cedar Road westbound toward Cleveland. (Case is about 20-25 minutes from this point.) Where Cedar Road begins down a steep hill, look for a sign identifying Case Western Reserve University on your right at the corner of Cedar Road and Murray Hill Road. Turn right onto Murray Hill and then left at the Cornell traffic light. The school is located on the corner of Emergency Drive and Cornell Road.

Alternate route through downtown Cleveland: Any of the above directions can be altered by taking I-90 into downtown Cleveland and exiting on Chester Avenue. Proceed east on Chester Avenue to Euclid Avenue (just past E. 105th St.). Turn left onto Euclid Avenue and proceed to Cornell Road. Turn right onto Cornell Road. The school is located on the corner of Emergency Drive and Cornell Road.

Parking Fees: Patients should be aware there is a charge by University Circle, Inc. (UCI) for the area parking facilities. The School of Dental Medicine does not validate parking. Patients are responsible for their own parking fees and transportation.
<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient Admissions (Adults only)</td>
<td>(216) 368-8730</td>
</tr>
<tr>
<td>Auditing Department (Cashiers)</td>
<td>(216) 368-5320</td>
</tr>
<tr>
<td>Auditing Supervisor (Insurance)</td>
<td>(216) 368-6801</td>
</tr>
<tr>
<td>Auditing (Medicaid Office)</td>
<td>(216) 368-1295</td>
</tr>
<tr>
<td>AEGD (Advanced Education General Dentistry)</td>
<td>(216) 368-3290</td>
</tr>
<tr>
<td>Endodontics</td>
<td>(216) 368-3236</td>
</tr>
<tr>
<td>Emergency</td>
<td>(216) 368-3200</td>
</tr>
<tr>
<td>Oral Maxillofacial Surgery</td>
<td>(216) 368-2538</td>
</tr>
<tr>
<td>Orthodontics</td>
<td>(216) 368-3249</td>
</tr>
<tr>
<td>Coordinator of Patient Services</td>
<td>(216) 368-4535</td>
</tr>
<tr>
<td>Patient Care Coordinator &amp; Emergency (Supervisor)</td>
<td>(216) 368-6590</td>
</tr>
<tr>
<td>Pediatric Dentistry (CWRU Clinic)</td>
<td>(216) 368-6185</td>
</tr>
<tr>
<td>Pediatric Dentistry (University Hospital Clinic)</td>
<td>(216) 844-3080</td>
</tr>
<tr>
<td>Periodontics</td>
<td>(216) 368-3615</td>
</tr>
<tr>
<td>Radiological Services</td>
<td>(216) 368-6802</td>
</tr>
<tr>
<td>Director of Patient Services</td>
<td>(216) 368-3882</td>
</tr>
</tbody>
</table>

Scheduling for Predoctoral (DMD) Clinic (by Group Name)

<table>
<thead>
<tr>
<th>Group</th>
<th>Clinic</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adelbert Group</td>
<td>B Clinic</td>
<td>(216) 368-6766</td>
</tr>
<tr>
<td>Bellflower Group</td>
<td>A Clinic</td>
<td>(216) 368-3819</td>
</tr>
<tr>
<td>Cornell Group</td>
<td>B Clinic</td>
<td>(216) 368-0450</td>
</tr>
<tr>
<td>Euclid Group</td>
<td>A Clinic</td>
<td>(216) 368-3707</td>
</tr>
<tr>
<td>Ford Group</td>
<td>A Clinic</td>
<td>(216) 368-3570</td>
</tr>
<tr>
<td>Magnolia Group</td>
<td>B Clinic</td>
<td>(216) 368-0214</td>
</tr>
<tr>
<td>Mather Group</td>
<td>A Clinic</td>
<td>(216) 368-3747</td>
</tr>
<tr>
<td>Mayfield Group</td>
<td>B Clinic</td>
<td>(216) 368-0746</td>
</tr>
<tr>
<td>Rockefeller Group</td>
<td>A Clinic</td>
<td>(216) 368-3864</td>
</tr>
</tbody>
</table>
Along with your rights, you also have responsibilities which are listed below.

**Your Responsibilities**

- 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 report any changes in your health since your last appointment to your treating dental student.
- You have the responsibility to tell your dental student if you do not understand the treatment plans 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 home care preventive techniques and follow-up treatment given to you by your dental student or a faculty member.
- You have the responsibility to keep your appointments on time and to be available for treatment at least once every two weeks until your treatment is complete. If you are unable to make a scheduled appointment, please call your Patient Care Coordinator at least 24 hours in advance.
- You have the responsibility to discharge your financial obligations to the Dental School promptly. This includes disclosing information for changes in insurance carriers.
- Additionally, in the event you refuse our treatment plan(s), the School of Dental Medicine has the right not to accept you as a patient. You would then bear the responsibility for any damage to your teeth and other circumstances that result from the refusal. The dental student will only provide those services that the attending faculty recommend and approve.

THANK YOU FOR BECOMING A PATIENT AT THE CASE SCHOOL OF DENTAL MEDICINE.
The Mission of the School of Dental Medicine is:
To enable students to become competent dental practitioners by providing contemporary programs in education, service, and research while fostering collegiality and professionalism.

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

Introduction
The primary role of the Case School of Dental Medicine's Clinical Education Program is the training of dental health professionals. Patients are charged a fee to cover the operating costs and services of the clinic.

Patients who apply to Case School of Dental Medicine may not permanently become active patients to be treated by our student doctors. As indicated within our mission statement, this is a teaching institution and not a private dental office. The care performed by our student doctors and overseen by our faculty is done in a manner that gives priority to education. This will result in longer treatment lengths for most of our procedures than would occur in a private dental office. Patients should consider the amount of time necessary to complete their care at Case School of Dental Medicine to make sure this will not impose any undue hardship. The student doctors will also have periodic educational breaks, similar to other teaching institutions. During these times, the patient clinics are not open for routine dental appointments.

Our clinics are open from 10:00 a.m. to 4:30 p.m. Monday through Friday throughout the school year, excluding holidays. Emergency care coverage on selected week days during vacations and holidays for active school patients is provided from 9:30 a.m. to 12:30 p.m. to ensure that care is available to patients. A fee will apply.

In case of emergencies involving severe pain and/or swelling on weekends or school holidays, call your nearest hospital emergency room or University Hospitals of Cleveland at 216-844-1000. Please be advised that the hospital emergency room will not replace or repair lost fillings, crowns, or other dental

The teeth are cleaned and preventive care is provided as needed. These recall procedures are provided by dental students under the supervision of faculty. If a patient develops new treatment needs, the patient will be presented with a new treatment plan. A patient who develops new treatment needs, may be treated by the assigned student doctor, reassigned to another student or assigned to a limited-care service for treatment.

- You have the right to expect that your care meets the Standards of Care of the profession. Competency examinations are provided in all disciplines that support the Standards of Care in the dental profession.
- You are, as the patient, entitled to a safe and clean environment. This includes the expectation of compliance with infection control standards and a smoke-free environment, as mandated by the University's Smoke-Free Policy.
- You have the right to emergency care as needed, following the guidelines previously discussed in this brochure.
- You have the right to prompt treatment and continuing care after you have reached a maintenance level including follow-up care.
- You have the right to request and examine any financial statements regarding your treatment.
- You have the right to decide to participate or not participate as a subject of a research effort. Your status as a patient will not be affected by your decision.
- You have a right to access a Patient Advocate.

You have the right to expect that your care meets the Standards of Care of the profession. Competency examinations are provided in all disciplines that support the Standards of Care in the dental profession. You are, as the patient, entitled to a safe and clean environment. This includes the expectation of compliance with infection control standards and a smoke-free environment, as mandated by the University's Smoke-Free Policy.

You have the right to emergency care as needed, following the guidelines previously discussed in this brochure.

You have the right to prompt treatment and continuing care after you have reached a maintenance level including follow-up care.

You have the right to request and examine any financial statements regarding your treatment.

You have the right to decide to participate or not participate as a subject of a research effort. Your status as a patient will not be affected by your decision.

You have a right to access a Patient Advocate.
Occasionally, unforeseen complications result in unplanned and drawn out treatment. We regret these occurrences and will make every effort to avoid or minimize them. If, at any time, you feel that you have been unfairly treated, you have the right to petition a review by the Patient Advocate. Also Patient Survey Forms are available in the Main Reception Area for you to offer your candid opinions regarding your care at the School of Dental Medicine.

**Your Rights:**

- You have the right to considerate and respectful care.
- You have the right to complete and current information concerning the diagnosis and treatment of your dental condition, including its prognosis (outlook), in terms you can understand.
- You have the right to request a transfer to another student if you are dissatisfied with your student doctor. However, requests to be transferred to another student on the basis of race, religion, gender, age, disability, sexual orientation, ethnic or national origin will not be honored. Requests for transfer to another student are to be made with the student’s faculty supervising your case.
- You have the right to know the detailed treatment plan(s), risks, benefits, and alternatives for your dental condition, including estimated costs, sufficient to give us your signed informed consent before any treatment is started. **Life threatening emergency care could be an exception.**
- 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 privacy concerning your dental treatment. Discussions concerning your care will remain confidential between you, your dental student, attending specialty residents (if any) and the supervising faculty.
- 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 HIPAA*.
- You have a right to continuity and completion of treatment. At the completion of all active care, Quality Assurance may perform a final treatment assessment. The patient’s chart will be moved to an inactive status where the patient will be maintained in the Recall System of the School of Dental Medicine. At each of the periodic recall visits (usually every three to six months), there is a thorough examination of the mouth.

*HIPAA—Health Insurance Portability and Accountability Act of 1996.

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.

**How to Become a Patient**

The first step in making an application to participate in our program is to arrange for an interview and initial examination to determine if your treatment needs would qualify you as a potential teaching case. **Some patients do not qualify for treatment at the School of Dental Medicine because their case is a non-teaching case.**

Appointments may be made by phone (216) 368-3200, or in person at the School of Dental Medicine’s ground floor (G), Reception Area (D).

Teaching cases are selected based on the needs of the clinical education programs. Therefore, not all individuals can be accepted since we have limited capacity in some disciplines and backlogs of patients in others.

If you are selected as a potential teaching case at examination interview, your name will be assigned to a student in our Undergraduate or Graduate Clinics, depending on the nature of your case. In addition, at this appointment, diagnostic aids may be ordered such as radiographs (x-rays).

Your student doctor, under the guidance and supervision of an assigned faculty member, will complete your examination using comprehensive diagnostic techniques and any specialty departmental consultations as needed. In the event you are not accepted as a teaching case, we will make a recommendation that we feel is in your best interest regarding what dental treatment to pursue. The fee for this process is non-refundable, but copies of any radiographs (x-rays) taken may be sent to another dentist upon request.

There are separate Admissions Offices for our Pediatric (children’s dentistry) and Orthodontic Clinics. The Pediatric Clinic can be reached at (216) 368-6185 and the Orthodontic Clinic at (216) 368-3249.

Registered patients who wish to inquire about their status or who have questions should call their Patient Care Coordinator or their assigned student doctor.

Registered patients who have a dental emergency during normal school hours should contact their Patient Care Coordinator. If the Patient Care Coordinator is unavailable, contact the emergency clinic by calling the School’s Receptionist at (216) 368-3200.
General Information—Business Policies

Fee Payments
There is an initial fee to evaluate you as a potential teaching case after your initial interview. This initial fee includes an exam, x-rays, and records. The initial payment must be made with cash, MasterCard, or Visa.

Payment is due at the time the service is provided (with the exception of Medicaid). After the initial visit, you may make payment by personal check, MasterCard, or Visa. No other payment methods are accepted. There is an additional $30.00 charge for returned checks. PATIENTS WITH DENTAL INSURANCE, MEDICAID AND OTHER SOCIAL SERVICE COVERAGE, SHOULD SEE THE APPROPRIATE SECTION ON INSURANCE AND CLINICAL POLICY.

Fee Estimates
Patients will be advised on their recommended treatment and its estimated cost, as well as any alternative treatments. Both the patient and the attending faculty member must sign the Treatment Planning Record once the plan is understood and accepted. The Treatment Plan will be entered into our dental patient management computer program which will allow the clinic administration to track the progress of your care.

Fee estimates are based on fees currently in force at the time the treatment plan was signed. The fee charged at the time any service or procedure is begun will be the clinical and/or service fee that is currently in effect. Estimated fees are honored for two (2) years unless: 1) the treatment plan requires change due to changes in the patient's oral condition or patient neglect; 2) the patient does not follow the treatment schedule as directed by his/her student doctor; 3) the patient breaks two (2) or more appointments. If any of these occur, the fees will revert to the most current fee charged for each service.

At each visit, you should be advised of the costs of each succeeding procedure so that you are prepared for the subsequent charges. Please question your student doctor if this is not clear.

Patient Inquiry
If you have any questions about your treatment, fees, or rights, you should first contact your student doctor or your Patient Care Coordinator.

Resolution of non-financial patient 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 that this effort is unsuccessful, you should consult the Department or Division Director, as the case may warrant. Should the nature of the complaint or problem go beyond this level and still be unresolved, you should contact the Coordinator of Patient Services at (216)368-4535.

Problems of a financial nature should be directed to the Business Office. Please also see sections on Fees, Dental Insurance, Medicaid and Social Service coverage for information on business and insurance procedures.

All patients, students, faculty and staff will be alert to potential conflicts and will try to identify them early and resolve them as soon as possible.

Patient Bill of Rights
The School of Dental Medicine accepts all patients with dental needs which are considered appropriate for teaching students contemporary techniques of dentistry regardless of race, religion, gender, age, disability, sexual orientation, ethnic or national origin. However, we reserve the right to refuse treatment, except to relieve pain or protect life, to any person for the following reasons:

- The patient (or her/his immediate family) has a history of not discharging their financial obligations to the School of Dental Medicine.
- The patient (or her/his immediate family) has a history of not abiding by the patient responsibilities listed herein.
- The patient’s conduct is disruptive or compromises the rights of others.

We want you to know that you have rights as our patient, and encourage you to let us know if you feel we have not lived up to our pledge, or if you feel that your rights were not honored.
PLEASE NOTE: THE SCHOOL OF DENTAL MEDICINE IS NOT OBLIGATED TO PROVIDE ANY TYPE OF CARE, COMPREHENSIVE OR LIMITED, WHICH IS NOT IN THE BEST INTEREST OF THE PATIENT ACCORDING TO THE JUDGMENT OF ITS AUTHORIZED FACULTY.

Records
Case School of Dental Medicine owns all dental records. You, as the patient, have a right to view them and of reasonable access. Copies of your records and radiographs will be provided to you or forwarded to another practitioner upon your signed written request. The originals must remain with the School of Dental Medicine. There is a nominal fee charged for the duplication of radiographs which must be paid prior to the copies being released.

Appointments
All treatment in the School of Dental Medicine’s undergraduate clinical programs is provided by students. Your assigned Patient Care Coordinator or student doctor will schedule your appointments.

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. This may be two 2-hour appointments, or one 4-hour appointment, depending on the nature of the procedure. Since you are being treated by student doctors, your appointments will be longer and possibly fewer procedures may be preformed than if you were treated by a private dentist. These longer appointments and slower treatment should be taken into consideration when selecting The School of Dental Medicine for treatment. Patients with the most flexible availability will be the easiest to assign to our student doctors. If your availability is too limited, your case will be discharged as a “NON TEACHING CASE.” In this event, appropriate referrals will be made.

Appointment Cancellation
Appointments should be cancelled only if it is absolutely necessary and at least 24 hours in advance. Your Patient Care Coordinator will give you his/her telephone number. Excessive cancellations or three failures to meet appointments without notice (disappointments) will result in your treatment being terminated.

Please remember that your student doctor depends on you to make your appointments as there is a limited amount of time for your student doctor to achieve the necessary clinical experiences for graduation.

Fee Schedule
The School of Dental Medicine reviews the fee schedule annually with each Department/Division Chairman and the Assistant Dean of Clinical Education. All student doctors, faculty, and appropriate clinical staff members have copies of this fee schedule and should be able to discuss fees with you prior to beginning any treatment or service.

Please remember that fees are generally increased annually. If a patient breaks more than two (2) appointments or if treatment is delayed due to patient availability or finances, the most current fee will be charged.

Non-Payment
Credit is not available. Failure to maintain an up-to-date balance will result in the School withholding service until the balance is paid. If, after the third billing, you do not remit payment within ten (10) working days, your account will be sent to collection and you will be discharged as a patient.

Payment is expected in full when the service is rendered with the following exceptions:

a. IMPLANT DENTURES—The implants must be paid in advance. After proper healing time, the denture payment must be paid in full, prior to starting of the denture.

b. REMOVABLE PROSTHODONTICS - (full and partial dentures) Fifty percent (50%) of the procedure charge is required by the impression stage, two-thirds (2/3) by the try-in stage, and the balance due at the time of insertion.

Removable appliances will not be seated until full payment is made. Changes to appliances and/or remakes will result in additional charges to the patient if the delays are caused by non-payment or patient non-availability for appointments.
Dental Insurance Claims

Third Party Coverage

Patients with dental insurance are expected to pay for treatment as it is performed. If your carrier will allow reimbursement for services rendered by a dental student in our Clinic, the following steps should be taken:

1. We do not take assignment on insurance. We will file your insurance as a courtesy for you to be reimbursed.
2. If your insurance company requires a predetermination for services to be performed, you must notify the Auditing Office (Cashier). The Auditing Office files all insurance claims and must be notified if you have insurance. The following items must be presented to the Cashier at your initial visit and at any time your insurance changes.
   a. A valid insurance card.
   b. A valid address for submitting claims.
   c. The name, date of birth and social security number of the subscriber.
3. The School of Dental Medicine is a provider for the Case Dental Insurance Plan. This is one of the dental plans offered to Case employees and their family members. Member employees and dependents must pay only co-payments at the time of service.

Medicaid and Social Service

Patients covered by Medicaid or Social Services should inform the Main Reception Desk when they are admitted.

Your student doctor must obtain authorization in advance for all treatment covered by Medicaid. However, not all dental procedures are covered by Medicaid. The student doctor cannot provide such treatment unless the patient is willing to pay for the treatment. In such cases, the patient will be required to comply with procedures outlined in the section on fees.

Possession of a Medicaid card issued by the Department of Human Services does not guarantee eligibility. Your Medicaid card must be presented at each treatment session for current verification when requesting authorization for future treatment.

Patients obtaining coverage after admission are expected to notify their student doctor or the Business Office between the main clinics so this can be noted on their record. Claims cannot be made retroactively; therefore, patients not informing the school of any changes are liable for treatment performed without authorization.

Your card must be valid at the time of treatment.

Treatment Policies

Comprehensive Care

Patient selection is based upon the educational needs and resources of the School of Dental Medicine.

After your initial 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 your case. Two treatment plans may be presented. One will be an optimal plan to provide the complete restoration of your mouth. A second plan may be presented which will offer you a less expensive alternative. It may include silver rather than more expensive restorative materials, or the use of removable appliances rather than those which remain attached to your teeth.

A third plan to provide the minimal treatment necessary to eliminate disease in your mouth may be presented. Please bear in mind that many of these less expensive alternatives also represent less permanent solutions to your dental health problems. To further assist you, in some cases, treatment can be phased so that the better treatment can be affordable.

Each treatment plan will be thoroughly explained to you so that you understand what you can expect, how much each plan will cost and what your risks are both physically and financially.

Patients will not have the option to select only limited portions of the recommended treatment plan for dental care or to split services between the School of Dental Medicine and a private dentist, except in the following instances:

1. Emergency Treatment Only:
   Care would be limited to the relief of pain and suffering and necessary steps to assure that the situation would not recur.

2. Referral by an outside dentist for specialty care including, but not limited to endodontic (root canal), periodontic (gums), oral surgery, implants, orthodontics (braces), and oral pathology services.

Emergency care or specialty services requested by outside dentists are limited to only those requested by the outside dentist and specifically exclude services beyond those needed for pain relief, comprehensive examination, replacement of extracted teeth or restorations on treated teeth. Oral surgery patients are required to pay a registration fee in addition to the surgical procedure fee.
Dental Insurance Claims

Third Party Coverage

Patients with dental insurance are expected to pay for treatment as it is performed. If your carrier will allow reimbursement for services rendered by a dental student in our Clinic, the following steps should be taken:

1. We do not take assignment on insurance. We will file your insurance as a courtesy for you to be reimbursed.
2. If your insurance company requires a predetermination for services to be performed, you must notify the Auditing Office (Cashier). The Auditing Office files all insurance claims and must be notified if you have insurance. The following items must be presented to the Cashier at your initial visit and at any time your insurance changes.
   a. A valid insurance card.
   b. A valid address for submitting claims.
   c. The name, date of birth and social security number of the subscriber.
3. The School of Dental Medicine is a provider for the Case Dental Insurance Plan. This is one of the dental plans offered to Case employees and their family members. Member employees and dependents must pay only co-payments at the time of service.

   Medicaid and Social Service

Patients covered by Medicaid or Social Services should inform the Main Reception Desk when they are admitted.

Your student doctor must obtain authorization in advance for all treatment covered by Medicaid. However, not all dental procedures are covered by Medicaid. The student doctor cannot provide such treatment unless the patient is willing to pay for the treatment. In such cases, the patient will be required to comply with procedures outlined in the section on fees.

Possession of a Medicaid card issued by the Department of Human Services does not guarantee eligibility. Your Medicaid card must be presented at each treatment session for current verification when requesting authorization for future treatment.

Patients obtaining coverage after admission are expected to notify their student doctor or the Business Office between the main clinics so this can be noted on their record. Claims cannot be made retroactively; therefore, patients not informing the school of any changes are liable for treatment performed without authorization.

Your card must be valid at the time of treatment.

Treatment Policies

Comprehensive Care

Patient selection is based upon the educational needs and resources of the School of Dental Medicine.

After your initial 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 your case. Two treatment plans may be presented. One will be an optimal plan to provide the complete restoration of your mouth. A second plan may be presented which will offer you a less expensive alternative. It may include silver rather than more expensive restorative materials, or the use of removable appliances rather than those which remain attached to your teeth.

A third plan to provide the minimal treatment necessary to eliminate disease in your mouth may be presented. Please bear in mind that many of these less expensive alternatives also represent less permanent solutions to your dental health problems. To further assist you, in some cases, treatment can be phased so that the better treatment can be affordable.

Each treatment plan will be thoroughly explained to you so that you understand what you can expect, how much each plan will cost and what your risks are both physically and financially.

Patients will not have the option to select only limited portions of the recommended treatment plan for dental care or to split services between the School of Dental Medicine and a private dentist, except in the following instances:

1. Emergency Treatment Only:
   Care would be limited to the relief of pain and suffering and necessary steps to assure that the situation would not recur.

2. Referral by an outside dentist for specialty care including, but not limited to endodontic (root canal), periodontic (gums), oral surgery, implants, orthodontics (braces), and oral pathology services.

Emergency care or specialty services requested by outside dentists are limited to only those requested by the outside dentist and specifically exclude services beyond those needed for pain relief, comprehensive examination, replacement of extracted teeth or restorations on treated teeth. Oral surgery patients are required to pay a registration fee in addition to the surgical procedure fee.
PLEASE NOTE: THE SCHOOL OF DENTAL MEDICINE IS NOT OBLIGATED TO PROVIDE ANY TYPE OF CARE, COMPREHENSIVE OR LIMITED, WHICH IS NOT IN THE BEST INTEREST OF THE PATIENT ACCORDING TO THE JUDGMENT OF ITS AUTHORIZED FACULTY.

Records
Case School of Dental Medicine owns all dental records. You, as the patient, have a right to view them and of reasonable access. Copies of your records and radiographs will be provided to you or forwarded to another practitioner upon your signed written request. The originals must remain with the School of Dental Medicine. There is a nominal fee charged for the duplication of radiographs which must be paid prior to the copies being released.

Appointments
All treatment in the School of Dental Medicine’s undergraduate clinical programs is provided by students. Your assigned Patient Care Coordinator or student doctor will schedule your appointments.

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. This may be two 2-hour appointments, or one 4-hour appointment, depending on the nature of the procedure. Since you are being treated by student doctors, your appointments will be longer and possibly fewer procedures may be preformed than if you were treated by a private dentist. These longer appointments and slower treatment should be taken into consideration when selecting The School of Dental Medicine for treatment. Patients with the most flexible availability will be the easiest to assign to our student doctors. If your availability is too limited, your case will be discharged as a “NON TEACHING CASE”. In this event, appropriate referrals will be made.

Appointment Cancellation
Appointments should be cancelled only if it is absolutely necessary and at least 24 hours in advance. Your Patient Care Coordinator will give you his/her telephone number. Excessive cancellations or three failures to meet appointments without notice (disappointments) will result in your treatment being terminated.

Please remember that your student doctor depends on you to make your appointments as there is a limited amount of time for your student doctor to achieve the necessary clinical experiences for graduation.

Fee Schedule
The School of Dental Medicine reviews the fee schedule annually with each Department/Division Chairman and the Assistant Dean of Clinical Education. All student doctors, faculty, and appropriate clinical staff members have copies of this fee schedule and should be able to discuss fees with you prior to beginning any treatment or service.

Please remember that fees are generally increased annually. If a patient breaks more than two (2) appointments or if treatment is delayed due to patient availability or finances, the most current fee will be charged.

Non-Payment
Credit is not available. Failure to maintain an up-to-date balance will result in the School withholding service until the balance is paid. If, after the third billing, you do not remit payment within ten (10) working days, your account will be sent to collection and you will be discharged as a patient.

Payment is expected in full when the service is rendered with the following exceptions:

a. IMPLANT DENTURES—The implants must be paid in advance. After proper healing time, the denture payment must be paid in full, prior to starting of the denture.

b. REMOVABLE PROSTHODONTICS - (full and partial dentures) Fifty percent (50%) of the procedure charge is required by the impression stage, two-thirds (2/3) by the try-in stage, and the balance due at the time of insertion.

Removable appliances will not be seated until full payment is made. Changes to appliances and/or remakes will result in additional charges to the patient if the delays are caused by non-payment or patient non-availability for appointments.
General Information—Business Policies

**Fee Payments**
There is an initial fee to evaluate you as a potential teaching case after your initial interview. This initial fee includes an exam, x-rays, and records. The initial payment must be made with cash, MasterCard, or Visa.

Payment is due at the time the service is provided (with the exception of Medicaid). After the initial visit, you may make payment by personal check, MasterCard, or Visa. No other payment methods are accepted. There is an additional $30.00 charge for returned checks. **Patients with dental insurance, Medicaid and other social service coverage, should see the appropriate section on insurance and clinical policy.**

Treatment charges are recorded by your student doctor on a form called a "cash slip" that is signed by the supervising faculty member and validated by a Business Office Representative. You will receive a pink copy of this cash slip or, if you prefer, a computer generated receipt. This is your only receipt, and is not valid unless signed by a Business Office Representative.

**Fee Estimates**
Patients will be advised on their recommended treatment and its estimated cost, as well as any alternative treatments. Both the patient and the attending faculty member must sign the Treatment Planning Record once the plan is understood and accepted. The Treatment Plan will be entered into our dental patient management computer program which will allow the clinic administration to track the progress of your care.

Fee estimates are based on fees currently in force at the time the treatment plan was signed. The fee charged at the time any service or procedure is begun will be the clinical and/or service fee that is currently in effect. Estimated fees are honored for two (2) years unless: 1) the treatment plan requires change due to changes in the patient's oral condition or patient neglect; 2) the patient does not follow the treatment schedule as directed by his/her student doctor; 3) the patient breaks two (2) or more appointments. If any of these occur, the fees will revert to the most current fee charged for each service.

At each visit, you should be advised of the costs of each succeeding procedure so that you are prepared for the subsequent charges. Please question your student doctor if this is not clear.

---

**Patient Inquiry**
If you have any questions about your treatment, fees, or rights, you should first contact your student doctor or your Patient Care Coordinator.

Resolution of non-financial patient 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 that this effort is unsuccessful, you should consult the Department or Division Director, as the case may warrant. Should the nature of the complaint or problem go beyond this level and still be unresolved, you should contact the Coordinator of Patient Services at (216) 368-4535.

Problems of a financial nature should be directed to the Business Office. Please also see sections on Fees, Dental Insurance, Medicaid and Social Service coverage for information on business and insurance procedures.

All patients, students, faculty and staff will be alert to potential conflicts and will try to identify them early and resolve them as soon as possible.

---

**Patient Bill of Rights**
The School of Dental Medicine accepts all patients with dental needs which are considered appropriate for teaching students contemporary techniques of dentistry regardless of race, religion, gender, age, disability, sexual orientation, ethnic or national origin. However, we reserve the right to refuse treatment, except to relieve pain or protect life, to any person for the following reasons:

- The patient (or her/his immediate family) has a history of not discharging their financial obligations to the School of Dental Medicine.
- The patient (or her/his immediate family) has a history of not abiding by the patient responsibilities listed herein.
- The patient’s conduct is disruptive or compromises the rights of others.

We want you to know that you have rights as our patient, and encourage you to let us know if you feel we have not lived up to our pledge, or if you feel that your rights were not honored.
Occasionally, unforeseen complications result in unplanned and drawn out treatment. We regret these occurrences and will make every effort to avoid or minimize them. If, at any time, you feel that you have been unfairly treated, you have the right to petition a review by the Patient Advocate. Also Patient Survey Forms are available in the Main Reception Area for you to offer your candid opinions regarding your care at the School of Dental Medicine.

Your Rights:

- You have the right to considerate and respectful care.
- You have the right to complete and current information concerning the diagnosis and treatment of your dental condition, including its prognosis (outlook), in terms you can understand.
- You have the right to request a transfer to another student if you are dissatisfied with your student doctor. However, requests to be transferred to another student on the basis of race, religion, gender, age, disability, sexual orientation, ethnic or national origin will not be honored. Requests for transfer to another student are to be made with the student's faculty supervising your case.
- You have the right to know the detailed treatment plan(s), risks, benefits, and alternatives for your dental condition, including estimated costs, sufficient to give us your signed informed consent before any treatment is started. **Life threatening emergency care could be an exception.**
- 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 privacy concerning your dental treatment. Discussions concerning your dental treatment. Discussions concerning your case will remain confidential between you, your dental student, attending specialty residents (if any) and the supervising faculty.
- 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 HIPAA*.
- You have a right to continuity and completion of treatment. At the completion of all active care, Quality Assurance may perform a final treatment assessment. The patient's chart will be moved to an inactive status where the patient will be maintained in the Recall System of the School of Dental Medicine. At each of the periodic recall visits (usually every three to six months), there is a thorough examination of the mouth.

*HIPAA—Health Insurance Portability and Accountability Act of 1996.
The Mission of the School of Dental Medicine is:
To enable students to become competent dental practitioners by providing contemporary programs in education, service, and research while fostering collegiality and professionalism.

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

Introduction
The primary role of the Case School of Dental Medicine's Clinical Education Program is the training of dental health professionals. Patients are charged a fee to cover the operating costs and services of the clinic.

Patients who apply to Case School of Dental Medicine may not permanently become active patients to be treated by our student doctors. As indicated within our mission statement, this is a teaching institution and not a private dental office. The care performed by our student doctors and overseen by our faculty is done in a manner that gives priority to education. This will result in longer treatment lengths for most of our procedures than would occur in a private dental office. Patients should consider the amount of time necessary to complete their care at Case School of Dental Medicine to make sure this will not impose any undue hardship. The student doctors will also have periodic educational breaks, similar to other teaching institutions. During these times, the patient clinics are not open for routine dental appointments.

Our clinics are open from 10:00 a.m. to 4:30 p.m. Monday through Friday throughout the school year, excluding holidays. Emergency care coverage on selected week days during vacations and holidays for active school patients is provided from 9:30 a.m. to 12:30 p.m. to ensure that care is available to patients. A fee will apply.

In case of emergencies involving severe pain and/or swelling on weekends or school holidays, call your nearest hospital emergency room or University Hospitals of Cleveland at 216-844-1000. Please be advised that the hospital emergency room will not replace or repair lost fillings, crowns, or other dental

The teeth are cleaned and preventive care is provided as needed. These recall procedures are provided by dental students under the supervision of faculty. If a patient develops new treatment needs, the patient will be presented with a new treatment plan. A patient who develops new treatment needs, may be treated by the assigned student doctor, reassigned to another student or assigned to a limited-care service for treatment.

- You have the right to expect that your care meets the Standards of Care of the profession. Competency examinations are provided in all disciplines that support the Standards of Care in the dental profession.
- You are, as the patient, entitled to a safe and clean environment. This includes the expectation of compliance with infection control standards and a smoke-free environment, as mandated by the University's Smoke-Free Policy.
- You have the right to emergency care as needed, following the guidelines previously discussed in this brochure.
- You have the right to prompt treatment and continuing care after you have reached a maintenance level including follow-up care.
- You have the right to request and examine any financial statements regarding your treatment.
- You have the right to decide to participate or not participate as a subject of a research effort. Your status as a patient will not be affected by your decision.
- You have a right to access a Patient Advocate.
Along with your rights, you also have responsibilities which are listed below.

**Your Responsibilities**

- 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 report any changes in your health since your last appointment to your treating dental student.
- You have the responsibility to tell your dental student if you do not understand the treatment plans 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 home care preventive techniques and follow-up treatment given to you by your dental student or a faculty member.
- You have the responsibility to keep your appointments on time and to be available for treatment at least once every two weeks until your treatment is complete. If you are unable to make a scheduled appointment, please call your Patient Care Coordinator at least 24 hours in advance.
- You have the responsibility to discharge your financial obligations to the Dental School promptly. This includes disclosing information for changes in insurance carriers.
- Additionally, in the event you refuse our treatment plan(s), the School of Dental Medicine has the right not to accept you as a patient. You would then bear the responsibility for any damage to your teeth and other circumstances that result from the refusal. The dental student will only provide those services that the attending faculty recommend and approve.

THANK YOU FOR BECOMING A PATIENT
AT THE CASE SCHOOL OF DENTAL MEDICINE.
School of Dental Medicine Phone Numbers

<table>
<thead>
<tr>
<th>Dental School Operator</th>
<th>216-368-3200</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient Admissions (Adults only)</td>
<td>(216) 368-8730</td>
</tr>
<tr>
<td>Auditing Department (Cashiers)</td>
<td>(216) 368-5320</td>
</tr>
<tr>
<td>Auditing Supervisor (Insurance)</td>
<td>(216) 368-6801</td>
</tr>
<tr>
<td>Auditing (Medicaid Office)</td>
<td>(216) 368-1295</td>
</tr>
<tr>
<td>AEGD (Advanced Education General Dentistry)</td>
<td>(216) 368-3290</td>
</tr>
<tr>
<td>Endodontics</td>
<td>(216) 368-3236</td>
</tr>
<tr>
<td>Emergency</td>
<td>(216) 368-3200</td>
</tr>
<tr>
<td>Geriatrics</td>
<td>(216) 368-0498</td>
</tr>
<tr>
<td>Oral Maxillofacial Surgery</td>
<td>(216) 368-2538</td>
</tr>
<tr>
<td>Orthodontics</td>
<td>(216) 368-3249</td>
</tr>
<tr>
<td>Coordinator of Patient Services</td>
<td>(216) 368-4535</td>
</tr>
<tr>
<td>Patient Care Coordinator &amp; Emergency (Supervisor)</td>
<td>(216) 368-6590</td>
</tr>
<tr>
<td>Pediatric Dentistry (CWRU Clinic)</td>
<td>(216) 368-6185</td>
</tr>
<tr>
<td>Pediatric Dentistry (University Hospital Clinic)</td>
<td>(216) 844-3080</td>
</tr>
<tr>
<td>Periodontics</td>
<td>(216) 368-3615</td>
</tr>
<tr>
<td>Radiological Services</td>
<td>(216) 368-6802</td>
</tr>
<tr>
<td>Director of Patient Services</td>
<td>(216) 368-3882</td>
</tr>
</tbody>
</table>

Scheduling-Predoctoral — Patient Care Coordinators Listed by Group

Adelbert Group
- B Clinic (216) 368-6766

Bellflower Group
- A Clinic (216) 368-3819

Case Group
- A Clinic (216) 368-3864

Cornell Group
- B Clinic (216) 368-0450

Euclid Group
- A Clinic (216) 368-3707

Ford Group
- A Clinic (216) 368-3570

Magnolia Group
- B Clinic (216) 368-0214

Mather Group
- A Clinic (216) 368-3747

Mayfield Group
- B Clinic (216) 368-0746

P = Parking

AREA MAP

= Parking
Directions to CASE School of Dental Medicine:

From the east via Interstate 90 (I-90): Follow I-90 to Exit 177 for University Circle and Martin Luther King (MLK) Blvd. Proceed south on MLK Blvd. past the East 105th St. traffic light and bear right through the traffic circle, continuing along MLK Blvd. to Euclid Avenue. Turn left onto Euclid Avenue and proceed to Cornell Road. Turn right onto Cornell Road. The school is located on the corner of Emergency Drive and Cornell Road.

From the south via Interstate 71 (I-71) or Interstate 77 (I-77): Proceed north until I-71 or I-77 merges with I-90. Follow I-90 east to Exit 177 for University Circle and Martin Luther King (MLK) Blvd. Proceed south on MLK Blvd. past the East 105th St. traffic light and bear right through the traffic circle, continuing along MLK Blvd. to Euclid Avenue. Turn left onto Euclid Avenue and proceed to Cornell Road. Turn right onto Cornell Road. The school is located on the corner of Emergency Drive and Cornell Road.

From the east via Interstate 80 (I-80) or the Pennsylvania Turnpike: Take the Ohio Turnpike to the interchange for I-480 West (Exit 187.) Proceed west on I-480, which merges with I-271 North. Continue north on I-271, then exit at Cedar Road (sharp right turn off exit ramp). Follow Cedar Road westbound toward Cleveland. (Case is about 20-25 minutes from this point.) Where Cedar Road begins down a steep hill, look for a sign identifying Case Western Reserve University on your right at the corner of Cedar Road and Murray Hill Road. Turn right onto Murray Hill and then left at the Cornell traffic light. The school is located on the corner of Emergency Drive and Cornell Road.

Alternate route through downtown Cleveland: Any of the above directions can be altered by taking I-90 into downtown Cleveland and exiting on Chester Avenue. Proceed east on Chester Avenue to Euclid Avenue (just past E. 105th St.). Turn left onto Euclid Avenue and proceed to Cornell Road. Turn right onto Cornell Road. The school is located on the corner of Emergency Drive and Cornell Road.

Parking Fees: Patients should be aware there is a charge by University Circle, Inc. (UCI) for the area parking facilities. The School of Dental Medicine does not validate parking. Patients are responsible for their own parking fees and transportation.