

Patients and Visitors: Bill of Rights

You have the right to:

- Considerate, timely and respectful care.
- Complete and current information concerning the diagnosis and treatment of your dental condition, including its prognosis (outlook), in terms you can understand.
- Request a transfer to another resident if you are dissatisfied. However, requests to be transferred to another resident on the basis of race, religion, gender, age, disability, sexual orientation, ethnic or national origin will not be honored.
- Know the detailed treatment plan(s), risks, benefits and alternatives for your dental condition, including estimated costs. Life threatening emergency care could be an exception.
- Refuse treatment suggested for you. In that event, you will be advised of the consequences of your decision.
- Privacy concerning your dental treatment. Discussions concerning your care will remain confidential between you, your resident, , attending specialty residents (if any) and the supervising faculty.
- 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.
- Continuity and completion of treatment.
- Expect that your care meets the Standards of Care of the profession.
- You are, as the patient, entitled to a safe and clean environment.
- Emergency care as needed.
- 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.
- You have a right to access a Patient Advocate.

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.
- Report any changes in your health since your last appointment to your treating resident.
- Tell your 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.
- Follow the recommended instructions including home care preventive techniques and follow-up treatment given to you by your resident.
- 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 the Appointment Secretary at 216-368-3290 at least 24 hours in advance.
- 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 Dental School has the right not to accept you as a patient; and you bear the responsibility for any damage to your teeth or untoward reactions that result from the refusal. The Resident will only provide those services that the attending faculty recommend and approve.
- You are responsible for asking questions when you do not understand the information or instructions.

FOR YOUR SAFETY AND PROTECTION

THE AEGD PROGRAM MAINTAINS STRICT INFECTION CONTROL PRACTICES. WE FOLLOW ALL FEDERAL, STATE , LOCAL AND PROFESSIONAL INFECTION CONTROL RECOMMENDATIONS AND POLICIES.

IF YOU HAVE ANY QUESTIONS OR CONCERNS PLEASE FEEL FREE TO TALK TO YOUR PROVIDER OR THE PROGRAM DIRECTOR, DR. FADY FADDOUL.