



Patient's Rights and Responsibilities

At the CU Dental Clinics at the University of Colorado School of Dental Medicine, we care deeply about our patients and are proud to provide patient-centered care. We invite you to review your rights as a patient as well as your responsibilities. Together, we can ensure that you receive excellent dental care.

We are proud to provide positive change in the lives of our patients. While a patient, you can count on:

1. Receiving treatment regardless of race, creed, color, religion, gender, age, national origin, sexual orientation, veteran status, individual handicap or sources of payment for care.
2. Having access to interpreter services or the use of auxiliary aids, upon request, when you do not speak or understand the language.
3. Receiving considerate, respectful care recognizing your personal and cultural values and preferences.
4. Receiving advance knowledge of the anticipated/estimated cost of treatment, and the opportunity to request and receive an itemized, detailed explanation of the total bill for your care.
5. Participating in informed decisions concerning your health care. Knowing about and accepting or refusing participation in research projects, investigations, or clinical trials affecting your health and treatment. You may refuse to participate in any filming or recording.
6. Having a designated representative exercise your rights if you are unable to participate in your care or treatment decisions.
7. Having access to emergency care.
8. Having patient care in consideration of your medical history and that promotes responsible medication and pain management.
9. Obtaining complete and current information concerning your condition, diagnosis, treatment and any know prognosis. (If it is not medically advisable to give a patient this information, it should be given to a legally authorized individual.)
10. An understanding of your individualized treatment plan and giving informed consent. You, or your legally authorized representative, has the right to:
 - a. An explanation of the recommended treatment or procedure.
 - b. An explanation of the expected outcomes of various treatments or procedures.
 - c. An explanation of the risks and the benefits.
 - d. An explanation of the alternatives with the risks and benefits.
 - e. An explanation of the consequences if no treatment if pursued.
 - f. Refuse any drug, test, procedure or treatment. You also have the right to request treatment. However, you may not demand treatment considered medically unnecessary or inappropriate.

11. Having continuity of care and completion of your treatment and being informed of any continuing health care requirements following treatment.
12. Having patient care consistent with your total needs and in an appropriate sequence.
13. Receiving treatment that meets the standard of care in the profession that is evidence-based, accessible and integrates the best research evidence, with patient needs and values, and the knowledge and experience of the dental profession and our faculty.
14. Knowing the identity, professional status and responsibilities of all individuals providing care to you.
15. Obtaining education on oral health care.
16. Having safe clinic practices and environments.
17. Being informed of the school's rules and regulations applicable to your conduct as a patient to include information on how to file a concern with our Patient Liaison. The school will not retaliate or bar services to patients/families/caregivers because a complaint was made.
18. Confidentiality of all communication and clinical records related to your care, including:
 - a. To have any discussion or consultation involving your care conducted discreetly.
 - b. To limit access to your dental records to individuals directly involved in your treatment and including those who monitor its quality.
 - c. Have all communications and other records pertaining to your care, including the source of payment for treatment, treated as confidential.

We ask that you partner with us in your dental care by following the University of Colorado School of Dental Medicine rules and regulations affecting patient care and conduct as outlined below:

1. Follow the treatment plan recommended by the School and approved by the patient in a timely manner.
2. Attend, on time, all scheduled appointments and give at least 48-hours' notice if you need to cancel an appointment.
3. Update the dental school on changes to your contact information (e.g. telephone number, mailing address).
4. Provide accurate, current and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to your health and dental health. The patient also has the responsibility of reporting unexpected changes in his/her condition to the responsible provider.
5. Make it known that you clearly understand the proposed course of treatment, and what is expected of you by giving your informed consent. Feel free to ask questions if you do not understand any directions or information given to you.
6. Arrive for your appointments free from the influence of alcohol or recreational drugs.
7. Assure that the financial obligations for your dental care are fulfilled as promptly as possible. This includes making payment at the time of treatment, as well as providing accurate insurance information and asking questions you may have concerning your bill.

8. Protect your personal belongings.
9. Be considerate and respectful of the rights of other patients, visitors, and of school personnel. The dental school retains the right to limit or restrict services to anyone for behaviors deemed inappropriate by faculty or staff.
10. Respect the property of others.
11. Remember you are responsible for the outcome if you refuse treatment or do not follow instructions.

Access to Dental Records

Should you or your designated representative need copies of your dental records, we are happy to assist you. Please submit your request in writing to CU School of Dental Medicine, Dental Records Department, Mail Stop 841, 13065 East 17th Avenue, Aurora, CO 80045. You may email a request for records to sdmrecords@ucdenver.edu. Copies are made and available within five to ten business days; patients will be responsible for any fees related to the duplication of your dental record.

Addressing Patient Concerns

Should you have questions or concerns about your care while receiving treatment at any of the CU Dental Clinics, our Patient Liaison Office will work with you to address your concerns. Patients may submit requests for information or concerns, either verbally or in writing to the Patient Liaison Office at (303) 724-7040 or via email at sdm-ptliaison@cuanschutz.edu

Revised Date: 07.22