



## School of Dental Medicine

UNIVERSITY OF COLORADO  
ANSCHUTZ MEDICAL CAMPUS

### **Your Rights and Responsibilities as a Patient**

University of Colorado School of Dental Medicine

At CU School of Dental Medicine, we are proud to be part of your health journey. Our goal is to support you with compassionate, high-quality dental care. While you are our patient, you can expect the following:

#### **Your Rights**

- 1. Respectful Care**

You will be treated with kindness, dignity, and respect at all times.

- 2. Interpreter Services**

If needed, you may request an interpreter or other communication aids to help you understand and take part in your care.

- 3. Clear Billing Information**

You have the right to know the expected cost of treatment ahead of time. You may also ask for a detailed copy of your bill.

- 4. Informed Decisions**

You have the right to ask questions and be involved in decisions about your care.

We are here to help you understand your treatment options.

## **5. Representation**

If you are unable to make decisions about your care, someone you trust and authorize may speak on your behalf.

## **6. Emergency Services**

You will be provided access to emergency dental care when needed.

## **7. Safe and Responsible Care**

We will consider your medical and social history to help provide safe, appropriate care—including responsible pain management when necessary.

## **8. Complete Information**

You will receive accurate and current information about your health, diagnosis, treatment, and care options. If you wish, you can allow a trusted individual to receive this information to help you make decisions.

## **9. Informed Consent**

Before starting treatment, you or your representative will receive clear explanations of:

- The treatment being recommended
- Expected results
- Risks and benefits
- Other treatment options
- What might happen without treatment

You may refuse any drug, test, or treatment at any time.

## **10. Duration of Care**

You will receive complete care to help restore your oral health and function. After treatment is finished, you'll receive recommendations for preventive care. If new dental needs arise after you complete care, you are always welcome to return to the school for follow-up treatment.

### **11. Coordinated Treatment**

Your care will be organized and, if needed, coordinated with other healthcare providers to support your overall health.

### **12. Quality Standards**

Your care will meet high professional standards. We use the best available research and our providers' expertise to guide your treatment.

### **13. Know Your Providers**

You have the right to know the names and roles of all providers involved in your care.

### **14. Oral Health Education**

We will help you learn how to care for your teeth and gums at home.

### **15. Safe Environment**

You will be treated in a clean, safe environment that follows the highest infection control and sterilization standards.

### **16. Rules and Expectations**

You will be informed of clinic policies related to patient behavior and conduct.

### **17. Concerns and Complaints**

If you have a concern about your care, we encourage you to speak up. Contact our Patient Liaison—we will never limit your care because you shared a concern.

### **18. Privacy**

Your health and dental records are private and protected:

- Care discussions will be held privately.
- Only those involved in your care or quality monitoring may access your records.
- Your payment and personal information will be kept confidential.

## **Your Responsibilities**

We ask that you help us provide the best care possible by doing the following:

**1. Respect Others**

Treat all patients, students, and staff with courtesy and respect. Inappropriate behavior may result in limits on your access to care.

**2. Keep Appointments**

Arrive on time and give at least 48 hours' notice if you need to cancel or reschedule.

**3. Update Contact Information**

Let us know if your phone number, mailing address, or email changes.

**4. Be Honest About Your Health**

Share accurate and complete details about your health, and let us know if anything changes during your care.

**5. Understand Your Treatment**

Make sure you understand your care plan. Ask questions if anything is unclear, and give your consent before treatment begins.

**6. Stay Substance-Free**

Come to your appointments free from the effects of alcohol or recreational drugs.

**7. Pay for Services**

Be ready to pay at the time of service. Provide correct insurance information and ask about your bill if you have questions.

**8. Respect Property**

Take care of your own belongings and be respectful of school property and the property of others.

**9. Follow the Treatment Plan**

If you decide not to follow the recommended care, you are responsible for any negative outcomes that may occur.

**10. We're Here to Support You**

Our mission is to help you achieve good health. We are here to answer your questions and support you in making the best choices for your dental care.

## **Access to Dental Records**

If you need copies of your dental records, please send a written request to:

### **CU School of Dental Medicine**

Dental Records Department

Mail Stop 841

13065 East 17th Avenue

Aurora, CO 80045

Email: [sdmrecords@ucdenver.edu](mailto:sdmrecords@ucdenver.edu)

Records are typically processed within 5–7 calendar days. You may be charged a fee for copies.

## **Have a Concern?**

If you have any questions or concerns about your care, please contact our Patient Liaison Office. We're here to listen and help.

Phone: (303) 724-7040

Email: [sdm-ptliaison@cuanschutz.edu](mailto:sdm-ptliaison@cuanschutz.edu)