



PATIENT RIGHTS

5/17

Equal Opportunity

Detroit Mercy Dental Center is dedicated to providing its patients with good dental treatment that meets the standard of care in the profession and in protecting their rights as an individual. The Dental Center is committed to the policy that all persons should have equal access to the dental center's programs and facilities without regard to race, creed, color, sex, national origin or handicap. As human beings, all patients have the right to be recognized and respected.

Ownership and Privacy of Records

All records, including radiographs and models, are the property of the Detroit Mercy Dental Center and may be used for teaching and research purposes. Patient records are private information that are protected and may not be shared without the patient's written consent unless specifically ordered by a court.

Treatment Plan

Patients have the right to a clear explanation of their problems, what treatments are recommended, who will provide the treatment, what the alternatives are, how much it will approximately cost, how long it will take, and what risks and benefits may be involved with different treatment options or lack of treatment. Students, residents or dental faculty will be available to answer any questions the patient may have regarding their care. Patients have the right to receive a copy of the finalized plan of treatment that address their dental needs and to which they have signed their name as an authorization to begin treatment.

Availability of Comprehensive Care

Detroit Mercy Dental Center will attempt to provide timely comprehensive care that addresses all the patient's treatment needs. In the event that some services cannot be provided, the Dental Center will supply the patient with information regarding referral to a private dentist.

Emergency Care

Patients of record have the right to receive emergency dental care. Emergency care can be arranged by calling (313) 494-6700. After hours emergency care contact is (313) 343-5058.

Rights of Declination and Cessation of Treatment

The patient has the right to decline all or part of the treatment recommended. Should the patient decline recommended treatment:

- a) the risks of such declination will be discussed and the declination will be noted in the progress notes;
- b) The progress notes entry described above will state that the patient accepts responsibility for this decision;
- c) Detroit Mercy Dental Center may recommend that the patient seek care elsewhere should the declination compromise the professional, academic, or operational policies of the school.

The patient has the right to discontinue further planned treatment and dismiss Detroit Mercy Dental Center as its dental provider at any time.

Resolution of Problems

If, for any reason, a patient is unhappy with their care at the dental center, they should contact the Office of Clinic Administration at (313) 494-6750.

PATIENT RESPONSIBILITIES

1. To present verifiable photo identification, and accurate self-information (health history, etc.) to the Detroit Mercy Dental Center when applying to become a patient.
2. To be prompt for all scheduled appointments.
3. To give at least 48 hours advanced notice for an appointment cancellation by calling (313) 494-6700.
4. To be prepared at each appointment to pay for the dental services provided at that visit.
5. To report any address, telephone number or insurance provider changes/loss of insurance immediately to Patient Financial Services at (313) 494-6711.
6. To be able to pursue the agreed upon plan of treatment within a reasonable period of time, i.e. be available for at least one 2 hour treatment appointment every two weeks, on an average.
7. To notify the student or patient coordinator immediately if treatment needs to be suspended for a period of time because of financial or other limitations.

For After Hour Emergencies Please Call 313-343-5058