

DENTAL CLINIC

Bill of Rights



SCHOOL OF DENTAL MEDICINE

CASE WESTERN RESERVE
UNIVERSITY



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Welcome

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

The Mission of the School of Dental Medicine

To provide outstanding programs in oral health education, patient care, focused research and scholarship, and service that are of value to our constituents. We will accomplish this in an environment that fosters collegiality and professionalism, and that enables a diverse group of students to become competent oral health care providers and contributes to the health and well being of individuals and communities.

Dental Clinic Hours of Operation

Our clinics are open Monday through Friday throughout the school year, excluding holidays. During vacations, emergency care coverage for registered school patients on selected weekdays is provided from 9:30 a.m. to 12:30 p.m. A fee may apply.

In case of emergencies, involving severe pain, infection, bleeding and/or swelling, on weekends or school holidays, please contact University Hospital Cleveland Medical Center at 1-216-843-1111 and ask for the CWRU School of Dental Medicine resident on call to be paged. Please be advised that the hospital emergency room will not replace or repair fillings, crowns, or other dental 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.

The primary role of the Case Western Reserve University School of Dental Medicine's Clinical Education Program is the training of dental health professionals. The care performed by our student doctors and residents, and overseen by our faculty and attendings, is carried out in a manner that prioritizes education while maintaining a standard of care of the dental profession.

Please be advised that an educational program clinic differs from a private clinic in many ways, and certain services and amenities provided at a private practice may not be available in a teaching clinic. Patients are charged a fee to cover the operating costs and services of the clinic. Educating our student doctors and residents during patient care will result in longer treatment time for most of our procedures and treatment when compared to a private dental office. Patients should consider the amount of time necessary to complete their care at Case Western Reserve University School of Dental Medicine to be sure this will not impose any undue hardship. Further, our student doctors will have periodic educational breaks in their training and therefore, during these times, the patient clinics will not be open for routine dental appointments.

Case Western Reserve School of Dental Medicine

Clinic location: 9601 Chester Avenue, Cleveland, Ohio 44106

Mailing address: 10900 Euclid Avenue, Cleveland, OH 44106-4905

Parking Fees

A parking lot adjacent to the Dental Clinic is exclusive to our Dental Clinic and is managed by Standard Parking (SP Plus). The School of Dental Medicine does discount but not validate parking. Patients are responsible for their own parking fees and transportation. Overflow parking is also available in the Cleveland Clinic JJ Garage.

Case Western Reserve School of Dental Medicine Home Number

Dental School Operator: 1-216-843-1111
 Dental School Admin: 1-216-843-1111

Scheduling for Predoctoral Clinic	
New Patient Admissions	216.368.8730
Emergency and Existing Patients	216.368.3200
DMD 1	216.368.3819
DMD 2	216.368.3864
DMD 3	216.368.3707
DMD 4	216.368.3570
DMD 5	216.368.6766
DMD 6	216.368.0214
DMD 7	216.368.0450
DMD 8	216.368.0746

Specialty Departments	
Advanced Education General Dentistry	216.368.3290
Craniofacial Orthodontics	216.368.4331
Oral and Maxillofacial Surgery	216.368.2538
Grad Endodontics	216.368.3236
Grad Orthodontics	216.368.3249
Grad Periodontics	216.368.3615
Grad Pediatrics	216.368.6185
Radiology	216.368.2645

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Your Case Western Reserve University dental student and/or dental resident is the best source of information about your oral health and wants you to feel comfortable about your care. Maintaining healthy teeth and gums means more than just brushing and flossing every day and visiting the clinic regularly. As an informed dental patient, it also means knowing what you can expect from your dental care team and understanding your role and responsibilities in support of their efforts to provide you with quality oral health care. The rights and responsibilities listed below do not establish legal entitlements or new standards of care, but are simply intended to guide you through the development of a successful and collaborative dentist-patient relationship.



- €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 the Health Insurance Portability and Accountability Act of 1996 (HIPAA).
- €You have the right to know sufficient information to allow you to give us your signed informed consent before any treatment is started. Life threatening emergency care could be an exception. Such Information includes detailed treatment plan(s), risks, benefits, and treatment alternatives for your dental condition including estimated costs.
- €You have the right to prompt treatment (within the time constraints of the school calendar) and continuing care after you have reached a maintenance level, including follow-up care.
- €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 applicable), clinical staff involved with your treatment, and



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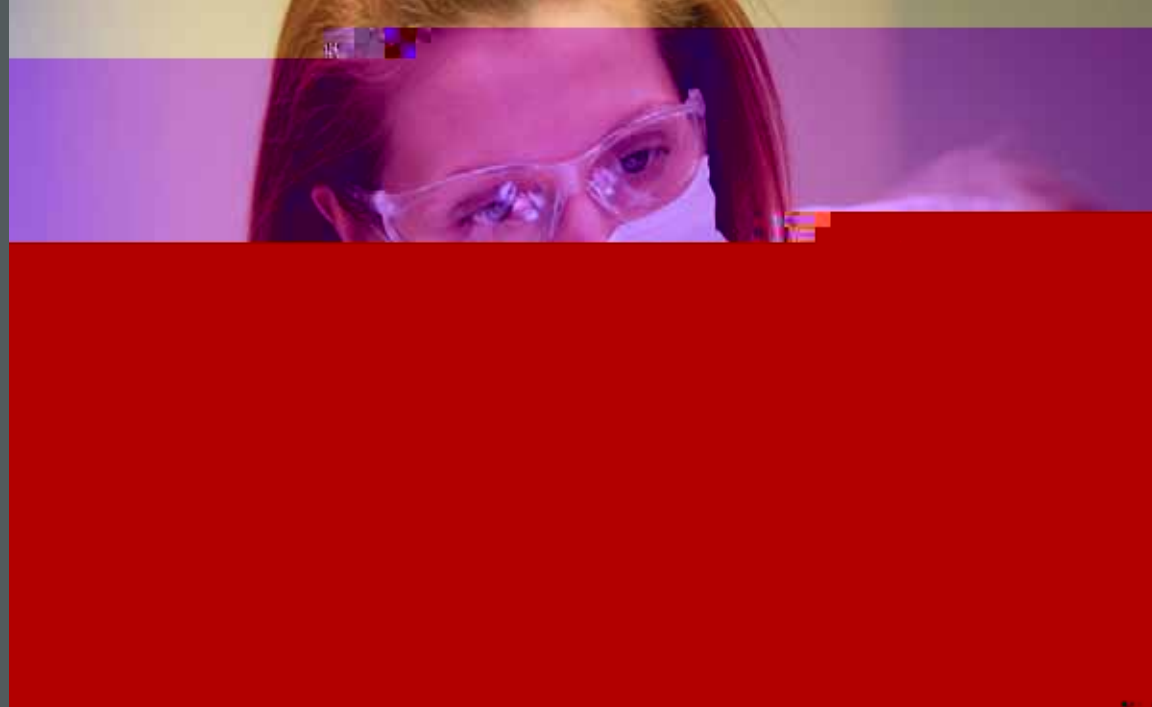
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216.368.6801

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Discontinuing patient treatment

CWRU School of Dental Medicine accepts all patients with dental needs that are considered appropriate for teaching students, regardless of race, religion, gender identity, age, disability, sexual orientation, ancestry or national origin. However, we reserve the right to dismiss patients or refuse treatment (except to relieve pain or protect life) to any person for the following reasons:

- €The patient has a history of not meeting their financial obligations to the School of Dental Medicine.
- €The patient has a history of not abiding by the patient responsibilities listed herein.
- €The patient's needs are beyond the skill level of students and/or residents.
- €The patient's (or person accompanying the patient) conduct is disruptive or compromises the rights of others, or the patient has a history of disruptive conduct.
- €Patient engages in inappropriate conduct, touching or hindering another person's movement.

Appointments

All treatment in the School of Dental Medicine's undergraduate clinical programs is provided by students. Your appointments are coordinated by our scheduling staff.

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treatment policies

After your initial screening 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 the case. Two treatment plans may be presented. One will be the preferred plan to provide the complete restoration of your mouth. A second plan may be presented that offers you a more limited and likely less expensive alternative. Please know that all treatment plans are estimates and additional services or a new treatment plan may be needed for newly discovered conditions. Please bear in mind that many of these less expensive alternatives also represent fewer permanent solutions to your dental health problems. To further assist you, in some cases, treatment can be phased so that treatment can be affordable.

The school does not generally accept new patients that request limited care or allow patients of record to continue treatment for emergency and/or urgent care only. Patients who continue to present only for emergency and/or urgent care will be dismissed from the program.

During your appointment, cell phone use is not permitted. We do not allow photography or video recording within the Dental Clinics at any time.

Continuity of Care

Patients of record will not have the option to select only limited portions of the recommended treatment plan for dental care or to split services between the CWRU School of Dental Medicine and a private dentist. Patients who are referred for specialty services (such as endodontics, periodontics, oral surgery, implants, orthodontics, or oral pathology services) by their private dentist will receive only the specialty care specifically requested and will not be accepted for restorative services.

Student Doctor Assignments

- €Requests for a transfer to another student are to be discussed with the faculty supervising your case.
- €The Dental School will not honor repeated requests for a new student or resident.

€As an equal opportunity employer, the Dental School does not make assignments based on race, religion, gender identity, age, disability, sexual orientation or national origin.



Emergency Dental Care

Emergency dental care consists of treatment of pain, infection, bleeding and

THANK YOU

FROM
THE CWRU
DENTAL CLINIC

