



Patient Rights and Responsibilities

At The Ohio State University College of Dentistry, we believe effective oral care requires a partnership between patients and their health care providers. Our dental clinics strive to provide a foundation for understanding good oral care and respecting the rights and responsibilities of our patients.

Patient Rights

Access to Care

Patients have the right to considerate, timely and respectful care. Patients have the right to care and treatment regardless of race, creed, gender, national origin, sexual orientation, or source of payment.

Access to Dental Information

Patients have the right to obtain from their caregivers all relevant, current, and understandable information concerning their diagnosis, treatment, and prognosis.

Access to Dental Records

Patients have the right to access their dental records upon request, and to have the information explained or interpreted as necessary.

Confidentiality

Patients are assured that their dental records and discussions or decisions about their care will be kept confidential.

Continuity of Care

Patients have the right to be informed of any indicated follow-up care.

Identity of Caregiver

Patients have the right to know the identity and professional status of those who care for them.

Informed Consent

Patients have the right to request information regarding their treatment and to know the risks, benefits, and alternatives before giving consent for treatment. Life-threatening emergency care could be an exception.

Privacy

Patients have the right to every consideration of privacy. To the extent possible, case discussion, consultation, examination, and treatment will be conducted so as to protect each patient's privacy. Patients can expect that their dental records will not be released without their written consent, except when required by law or a third-party payer contract.

Safe and Clean Environment

Patients are entitled to a safe and clean environment. This includes the expectation of compliance with infection control standards and a smoke-free environment, as mandated by the University's smoke-free policy.

Special Needs

Patients have the right to request assistance with any special needs. These include vision and hearing impairment, communication limitations (including understanding English), and consideration of special religious or cultural practices.

Treatment Cost Information

Patients have the right to be informed about the costs of treatment and to participate in treatment decisions. Patients have the right to be informed of charge and payment options, and are entitled to a full explanation of their bill regardless of their source of payment.

Patient Responsibilities

Consideration

The College of Dentistry works to provide care efficiently and fairly to all patients. Patients are responsible for being considerate of the needs and property of other patients, students, staff, and the College. Patients are responsible for being prompt to their appointments or for providing 24-hour advanced notice to reschedule their appointment.

Expenses

Patients have the responsibility to pay their bills when services are rendered. This includes providing information for insurance and working with the College to arrange payment, when needed.

Information

Patients have a responsibility to provide complete information about their health, including past illnesses, treatments, and use of all drugs and medications. Patients are responsible for asking questions when they do not understand the information or instructions.

Patients have the responsibility to inform management of The Ohio State University Dental Clinics, Outpatient Care Upper Arlington Dental Clinic or Dental Faculty Practice if they believe their rights have been violated.

The Ohio State University Dental Clinics

Associate Dean for Clinic Administration
and Patient Care
305 West 12th Ave.
Columbus, OH 43210-1241
614-292-6983

Outpatient Care Upper Arlington

Dental Clinic
Clinic Director
1800 Zollinger Rd., Suite 1200
Columbus, OH 43221
614-366-3400

OSU Dental Faculty Practice

Director
305 West 12th Ave.
Columbus, OH 43210-1241
614-292-1472