

At The Ohio State University College of Dentistry, we believe effective oral care requires a partnership between patients and their health care providers. The OSU Dental Clinics and the Dental Faculty Practice strive to provide a foundation for understanding good oral care and respecting the rights and responsibilities of patients.

PATIENT AND VISITOR Information

dentistry.osu.edu

Patient Rights and Responsibilities

Our procedures support your right to:

Access 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 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.

Access to College of Dentistry Policies: You have access to the College of Dentistry policies and procedures.

Age-Appropriate Care: Patients have the right to care and education that are appropriate to their age and development.

Confidentiality: The College of Dentistry assures that patient's dental records and discussions or decisions about patient care will be kept confidential.

Continuity of Care and Discharge Information: Patients have the right to be informed of any indicated follow-up care and discharge information.

Designate Others to Make Care Decisions: You may have a guardian, next of kin or other legally authorized responsible person make decisions on your behalf if you are not able to do so.

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

Information About Charges for Treatment: You are entitled to participate in your treatment decisions and to receive information about the cost of treatment.

Informed Consent and Refusal:

Patients have the right to request information regarding their treatment and to know the risks, benefits and alternatives, except in an emergency, before giving consent for treatment. You may refuse treatment to the extent permitted by law.

Participate in Decisions About Your Care:

You are encouraged to be involved in decisions about your care, treatment and services provided, including the informed consent process.

Privacy: Patients have the right to privacy. To the extent possible, case discussion, consultation, examination and treatment will be conducted to protect each patient's privacy.

Receive Effective Communication:

Caregivers will communicate effectively with you, your family and other visitors. Occasionally, communication may be restricted due to your medical condition or at your request.

Release of Your Records: You may expect dental records will not be released to anyone without your written consent, except when required by law or a third-party payer contract.

Report Concerns Regarding Care and Safety:

You are able to voice concerns and get assistance with complaint resolutions.

Respectful Care: Patients have the rights to timely and respectful care. You have the right to care with consideration for your personal dignity, which contributes to positive self-image.

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 Assistance: 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 religious or cultural practices.

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, as necessary.

Information: Patients have a responsibility to provide complete and accurate 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, Dental Faculty Practice or Outpatient Care Upper Arlington Dental Clinic if they believe their rights have been violated.

OSU Dental Clinics

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OSU Dental Faculty Practice

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