



Patient Bill of Rights and Responsibilities

Statement of Patient's Rights

The University of Pennsylvania School of Dental Medicine is committed to providing you, our patient, with quality and comprehensive dental care that meets the standards of care in the profession. The following are your rights, when you receive care in any of our clinics:

- Respectful and considerate treatment.
- Continuity and completion of care.
- Access to information on the rules and regulations of the School of Dental Medicine's Clinics.
- A timely and reasonable response to your request for care.
- Treatment without discrimination based upon race, color, religion, gender, sexual orientation, handicap, and national origin.
- Advance cost estimate of proposed treatment.
- Informed consent.
- Access to information about your care.
- Confidentiality.
- An explanation of recommended treatment, treatment alternatives, the option to refuse treatment, and the risk of no treatment.
- An interpreter, whenever possible, if you do not speak English.
- The option to choose whether or not to participate in clinical research.
- Instructions for care that is required following a procedure.
- Access to a patient advocate.
- Access to and copies of your dental records upon request.
- The opportunity to review and obtain our Notice of Privacy Practices.

Records

Penn Dental Medicine owns all dental records. Copies of your records and radiographs will be provided to you or forwarded to another dental provider upon your signed written request. There is a nominal fee charged for the duplication of records and radiographs, which must be paid prior to the copies being released.

Statement of Patient's Responsibilities

As a patient of the School of Dental Medicine you are expected to work with your dental care team to facilitate your treatment. We expect you to:

- Observe federal, state, local, and university rules and regulations.
- Provide complete and accurate information about your present dental complaints and medical history.

- Cooperate with your dental care team.
- Ask question if you do not clearly understand your dental care.
- Be considerate and respectful of other patients and staff members.
- Be prompt and considerate of your dental student's time; if you need to cancel an appointment, please cancel at least 24 hours in advance or it will be considered a broken appointment.
- Observe the School's no smoking policy.
- Accept financial responsibility for all services you receive.

Patient Inquiry

If you have any questions about your treatment, fees, or rights, you should first contact your student doctor or your Patient Care Unit Coordinator. Resolution of non-financial patient concerns should be attempted while the patient is in the Clinic and the attending faculty is present. In the event that this effort is unsuccessful, you should consult the Supervisor of Patient Care for predoctoral clinics of the Clinical Manager for specialty clinics.

Should the nature of a complaint or problem go beyond this level and remain unresolved, you should contact the Patient Advocate.

Question about billing statements should be direct to the Central Billing office.

For questions in regard to the Patient Bill of Rights and Responsibilities, please contact the Office of Clinical Affairs or the Penn Dental Medicine patient Advocate.



Penn Dental
Family Practice

Penn Dental Family Practice: Two Convenient Locations, One Easy Phone Number!

Locust Walk
215-898-7337
240 S. 40th Street
Philadelphia, PA 19104

University City
215-898-7337
3737 Market Street
Philadelphia PA, 19104