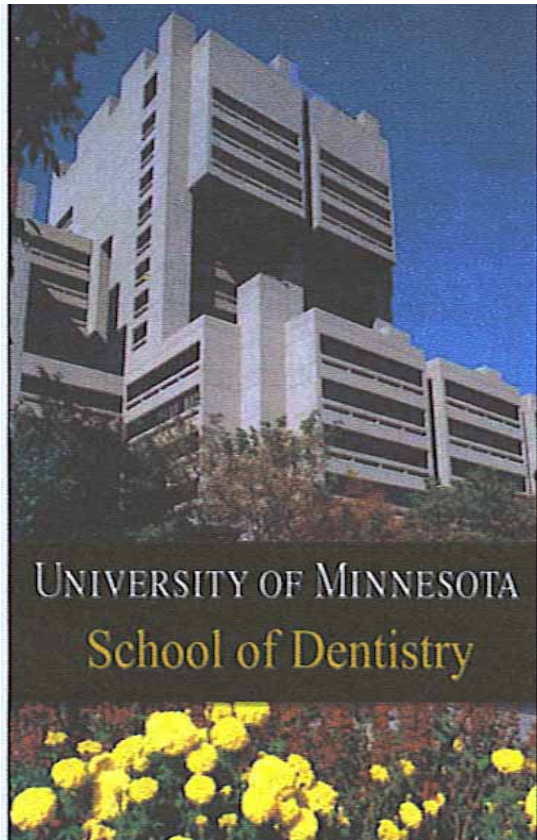


**University of Minnesota  
Dental Clinics**



***Patient Information Brochure  
and  
Patient Bill of Rights***

*(revised February 5, 2007)*

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## School of Dentistry Phone Numbers

<b>Patient Registration (New Patients)</b>	<b>(612) 624-8400</b>
<b>General Clinic Information</b>	<b>(612) 625-2495</b>
Cancellation Line(available 24 hours)	(612) 625-4435
Patient Accounting Office	(612) 624-6110
Emergency	(612) 625-4908
Dental Hygiene (teeth cleaning)	(612) 625-5441
Pediatric (infant to 16 years old)	(612) 625-7171
Faculty Practice Clinic	(612) 626-3233

### *Specialty Clinics (graduate)*

Cleft Palate/Craniofacial	(612) 625-5945
Dental Implants	(612) 625-3649
Endodontics (root canals)	(612) 624-2661
Oral/Maxillofacial Surgery	(612) 624-8600
Orthodontics (braces)	(612) 625-6444
Pediatric Dentistry	(612) 625-7171
Periodontics (gum disease)	(612) 625-6177
Prosthodontics	(612) 625-5441
TMJ, Orofacial Pain/Oral Medicine Clinic	(612) 626-0140

### *Senior Comprehensive Care Groups*

Dr. Karin Quick, Director	
<u>Chris, Patient Care Coordinator</u>	<u>(612) 625-2198</u>
Dr. Joyce Palik, Director	
<u>Christana, Patient Care Coordinator</u>	<u>(612) 625-6987</u>
Dr. Eric Mills, Director	
<u>Becky, Patient Care Coordinator</u>	<u>(612) 625-5999</u>
Dr. Richard Nadeau, Director	
<u>Wendy, Patient Care Coordinator</u>	<u>(612) 625-8987</u>
Dr. James Gambucci, Director	
<u>Krisanne, Patient Care Coordinator</u>	<u>(612) 626-4192</u>

<b><i>Junior clinic</i></b>	<b>(612) 625-0980</b>
<u>Pine Group. Lisa, Patient Care Coordinator</u>	<u>(612) 625-0324</u>
<u>Maple Group. Wilfredo, Patient Care Coordinator</u>	<u>(612) 624-2481</u>
<u>Oak Group. Nigisty, Patient Care Coordinator</u>	<u>(612) 624-4191</u>
<u>Willow Group. Heidi, Patient Care Coordinator</u>	<u>(612) 625-7642</u>

**The Mission of the School of Dentistry is:** To advance dental and craniofacial health by educating tomorrows' clinicians and scientists who will translate knowledge and experience into clinical practice.

### **Welcome**

Welcome to the University of Minnesota, School of Dentistry. We are delighted that you chose us as your dental care provider. The School of Dentistry is committed to providing you with the highest quality and most comprehensive dental care available. This booklet contains important treatment and payment policy information for patients of the School of Dentistry. We urge you to take time to read through it carefully and direct any questions you may have to your dental care provider.

### **Introduction**

The primary role of the School of Dentistry is the training of dental and dental hygiene health professionals. Patients are charged a fee to cover the operating costs and services of the clinics.

It is necessary to apply to receive care and not all patients who apply to the University of Minnesota School of Dentistry will become active patients to be treated by our student dentists. As indicated within our mission statement, this is a teaching institution and not a private dental office. The care performed by our student dentists and overseen by our faculty is done in a manner that gives priority to education. This may result in longer treatment appointments for most of our procedures than would occur in a private dental office, and does not include treatments which the student dentists may not be qualified to perform.

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## How to Become a Patient

The first step in making an application to participate in our program is to arrange for an interview and initial examination to determine if your treatment needs would qualify you as a potential teaching case. *Some patients will not qualify for treatment in our predoctoral student clinic at the School of Dentistry because their treatment needs are not within the parameters of the educational program.* Appointments may be made by phone at 612-624-8400 or in person at the School of Dentistry 7<sup>th</sup> floor Registration Area.

Teaching cases are selected based on the needs of the clinical education programs. Therefore, not all people can be accepted since we have limited capacity in some treatment clinics.

At your screening appointment, a limited exam and other diagnostic aids such as x-rays may be ordered. If selected, our Patient Assignment Area will match your treatment needs with a student dentist and you will be contacted for future dental appointments.

There are separate phone numbers to register to become a patient for our Pediatric Clinic (children's dentistry) and Orthodontic Clinic (braces). The Pediatric Clinic can be reached at 612-625-7171 and the Orthodontics Clinic at 612-625-6444.

Patients should consider the amount of time necessary to complete their care at the University of Minnesota Dental School to make sure this will not impose any undue hardship. Your student dentist will also have periodic educational breaks similar to other teaching institutions and during these times the patient clinics are not open for routine dental appointments.

## Dental Emergencies

For predoctoral patients, our clinics are open from 8:30 a.m. to 4:00 p.m. Monday through Friday throughout the school year, excluding holidays and breaks. If you have an emergency on a weekday, please call your assigned group receptionist for an appointment (see page 3 for listing of numbers). If you have an emergency and you do not have an assigned group receptionist or you cannot remember your group receptionist, please call our Immediate Care Clinic (ICC) at 612-625-4908. If you are experiencing a dental emergency on a weekend, you may contact the University of Minnesota Medical Center-Fairview at 612-273-3000. Treatment for dental emergencies on the weekend will be provided by dental residents. For severe weekend dental emergencies, such as intense pain or swelling, please go to your local emergency room for immediate treatment.

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## Payments for Services

Payment for dental treatment is expected at each visit. We accept cash, check and credit cards (VISA, MasterCard, Discover, and Diner's Club) for payment of services.

Dental Insurance: The University of Minnesota Dental Clinics accept most insurance plans. Contact your insurance company or consult your certificate of coverage for details on covered or non-covered services, co-payment requirements, service limitations or restrictions, yearly maximum and the insurance plan participating or non-participating relationship with the University of Minnesota Dental Clinics. The insurance plan is a contract between you and the insurance company. Medical insurance plans do not pay for dental services.

## Minnesota Health Care Programs (MHCP):

Most MHCP dental plans are accepted. A current MHCP eligibility card is required. When scheduling your appointment, the patient or financially responsible person must provide the required insurance information to determine if the MHCP plan is a participating provider with the University of Minnesota Dental Clinics. Before your visit to our clinic, contact your health plan representative for initial questions on covered or non-covered services, co-payment requirements, service limitations or restrictions, yearly maximum and the insurance plan participating or non-participating relationship with the University of Minnesota Dental Clinics.

## Fee Estimates

Patients will be advised on their ideal treatment and its estimated costs, as well as any alternative treatment plans. You and the attending faculty member must sign the Treatment Planning Form once the plan is understood and accepted. The accepted Treatment Plan will be entered into your dental patient chart.

At each visit, patients should be advised of the costs of each succeeding procedure so they are prepared for the subsequent charges. Please question your student dentist if this is not clear. These estimates are based upon current fees, and may vary from the actual cost if the services or procedures are performed after a length of time. The fee charged at the time any service or procedure begins will be the fee that is currently in effect.

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## Patient Inquiry

If you have any questions about your treatment or your bill, you should first contact your student dentist or Patient Accounting. If you have any other questions, please refer to the phone numbers on page 3.

Resolution of non-financial problems and/or complaints should be addressed while you are in the clinic. In the event that this effort is unsuccessful, you and your student dentist should consult the Department or Division Director as the case may warrant. Should the nature of the complaint or problem go beyond this level and still be unresolved, the student should confer with the Patient Liaison at 612-625-4994.

Please see sections on Fees (page 6), dental insurance, and MHCP coverage for information on business and insurance procedures.

*Payment is expected in full when the service is rendered with the following exceptions:*

- a. Prosthodontics (crowns and bridges) requires a down payment to cover lab expenses.
- b. Implants are done only if prepayment is made.

## Fee Schedule

The School of Dentistry reviews their fee schedule annually with each department/division and the Associate Dean for Clinical Affairs. All student dentists, faculty and appropriate clinical staff members have copies of this schedule and should be able to discuss fees with you prior to beginning any treatment or care.

## Clinic Calendar Closings - Spring/Summer Semester 2006

May 29	Memorial Day Holiday (clinics closed)
July 4	Independence Day Holiday (clinics closed)

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## Treatment Policies

### Comprehensive Care

Patient selection is based upon the educational needs and resources of the School of Dentistry. Generally, comprehensive care will be recommended while advising the patient of the benefits and risks of this course of treatment, as well of the prognosis or outcome. At least one alternative treatment plan may be advised with its attendant benefits, risks and prognosis. Patients will not have the option to select only limited portions of the recommended treatment plan for dental care except in the following instances:

1. Emergency Treatment Only:

Care would be limited to the relief of pain and swelling and necessary steps to assure that the situation not recur.

2. Endodontic Treatment Only:

This is a special category of treatment which is limited to Endodontic (root canal) therapy. This procedure does not include the final restoration of the endodontically treated tooth.

3. Oral Surgery Only:

The extraction of one or more nonrestorable teeth in order to alleviate or prevent pain or infection does not obligate the School of Dentistry to replace such teeth either for functional or cosmetic reasons. If Oral Surgery patients are not active patients of the school, there will be additional fees along with the extraction fee. Example: Fee for chart set up

PLEASE NOTE: THE SCHOOL OF DENTISTRY IS NOT OBLIGATED TO PROVIDE ANY TYPE OF CARE IN OUR JUDGMENT, COMPREHENSIVE OR LIMITED, WHICH IS NOT IN THE BEST INTEREST OF THE PATIENT OR IS BEYOND THE CAPACITY OF ITS AUTHORIZED FACULTY.

### Records

The University of Minnesota Dental School has the primary custodial rights over your records. You, as the patient, have a right to review or obtain a copy of your records. Copies of your records and radiographs (x-rays) will be provided to you or forwarded to another practitioner upon your signed written request. There is a nominal fee charged for the duplication of radiographs which must be paid prior to the copies being released. The original records will remain with the School of Dentistry.

## Appointments

All treatment in the School of Dentistry predoctoral clinical program is provided by students. Your assigned Patient Care Coordinator or student dentist will schedule your appointment.

Clinic starts promptly at your appointed time, Monday through Friday. You should plan to have available at least four hours during the week for your dental treatment. This may be two 2-hour appointments, or one 3 hour appointment depending on the nature of the procedure (this does not necessarily pertain to pediatric and specialty clinic patients). Since you are being treated by student dentists who will be overseen by faculty members, your appointments may be longer and possibly less treatment will be rendered than if you were treated by a private dentist. Patients with the most flexible availability will be the easiest to assign to our student dentists.

### Appointment Cancellation

Appointments should be cancelled only if it is absolutely necessary and at least 24 hours in advance. You may leave a message to cancel an appointment by calling 612-625-4435 if you are calling during hours when we are not open. Three failures in one year or failure to meet appointment times without notice will result in your treatment being terminated. Please remember your student dentist depends on you to come to your appointments as there is a limited amount of time for them to achieve the necessary clinical experiences for graduation.

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## Patient Bill of Rights

Our Dental School accepts all patients with dental needs which are considered appropriate for teaching students contemporary techniques of dentistry regardless of race, color, creed, religion, national origin, gender, age, marital status, disability, public assistance status, veteran status, or sexual orientation.

However, we reserve the right to refuse treatment, except to relieve pain or protect life, to any person for the following reasons:

- The patient (or his/her immediate family) has a history of not fulfilling their financial obligations to the dental school.
- The patient (or his/her immediate family) has a history of not abiding by the patient responsibilities listed below.
- The patient's conduct is disruptive or compromises the rights of others.

We want you to know that you have rights as our patient and encourage you to let us know if you feel we have not lived up to our pledge or if you feel that your rights were not honored.

After your initial appointment, you will have one or more additional appointments to determine your personal treatment plan depending on the complexity of your case. Two or more treatment plans may be presented. One will be an optimal plan to provide the complete restoration of your mouth. A second plan may be presented which will offer you a less expensive alternative. It may include amalgam (silver) rather than more expensive restorative materials, or the use of removable appliances rather than those which remain attached to your teeth.

A third plan to provide the minimal treatment necessary to eliminate disease in your mouth may be provided. Please bear in mind that many of these less expensive alternatives also represent less permanent solutions to your dental health problems. To further assist you, treatment may be able to be phased so that the better treatment can be more affordable.

Each treatment plan will be thoroughly explained to you so that you understand what you can expect, how much the treatment will cost, and the risks both physically and financially. Upon request the bloodborne pathology policy is available.

If at any time, you feel that your rights and requests are not being honored and you cannot resolve the situation with your dentist or staff person, you shall have access to a patient liaison to assist you in the process.

To reach a liaison, please call 612-625-4994.

## Your Rights

- You have the right to considerate and respectful care.
- You have the right to complete and current information concerning the diagnosis and treatment of your dental condition, including its prognosis, in terms you can understand.
- You have the right to request a transfer to another student if you are dissatisfied with your student dentist. However, requests to be transferred to another student on the basis of race, religion, gender, age, disability, sexual orientation, ethnic or national origin will not be honored. Requests for transfer to another student are to be made with the Patient Assignment Office in conjunction with the supervising faculty.
- You have the right to know the detailed treatment plan(s), risks, benefits and alternatives for your dental condition, including estimated costs, sufficient to give us your signed informed consent before any treatment is started. Life threatening emergency care could be an exception.
- You have the right to refuse treatment suggested to you. In that event, you will be advised of the consequences of your decision, including the possibility that your care may be deemed a non-teaching case.
- 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 any), and the supervising faculty and/or appropriate staff.
- 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. A fee will apply to copy your records.

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## **Your Rights, continued**

- You have a right to continuity and completion of treatment. At the completion of all active care, Quality Assurance may perform a final treatment assessment. The patient's chart will be moved to a recall status and every three to six months you may schedule a recall appointment for an examination. The teeth are cleaned and preventive care is provided as needed. These recall procedures are provided by dental students or dental hygiene students under the supervision of faculty. A patient who develops new treatment needs may be treated by the assigned student dentist or reassigned to another student dentist. On weekends and holidays, patients of record may be referred to the emergency clinic at Fairview University Clinic on campus. A standard hospital fee for emergency visits in addition to the dental clinic's procedure fee may apply. These fees are the patient's responsibility.
- You are, as the patient, 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.
- You have the right to emergency care as needed. Whenever possible, your student will take care of your emergency needs.
- You have the right to prompt treatment and continuing care.
- You have the right to request and examine any financial statement regarding your treatment.
- You have the right to decide to participate or not participate as a subject of a research effort. Your status as a patient will not be affected by your decision.
- You have a right to access a patient liaison.

Along with your rights, you also have responsibilities which are listed below:

## **Your Responsibilities:**

- You have the responsibility to provide to the best of your knowledge, accurate and complete information about your present health, dental complaints, past illnesses, hospitalizations, medications and other matters pertaining to your health.
- You have the responsibility to report any changes in your health since your last appointment to your treating dental student.
- You have the responsibility to tell your dental student if you do not understand the treatment plans developed for you or if you do not understand the course of your treatment or what is expected of you.
- You have the responsibility to follow the recommended instructions including home care preventive techniques and follow-up treatment given to you by your dental student or faculty member.
- You have the responsibility to come to your appointments on time and to be available for treatment at least once every two weeks until your treatment is complete. If you are unable to make a scheduled appointment, please call at least 24 hours in advance.
- You have the right to refuse our suggested treatment plan(s), and the Dental School has the right not to accept you as a patient. You are then responsible for any damage to your teeth or other circumstances that result. The dental student will only provide those services that the attending faculty recommend and approve.
- You are responsible for asking questions when you do not understand the information or instructions.
- You have the responsibility to be respectful of clinic personnel and other patients as well as clinic property.
- You have the responsibility to promptly pay all charges for treatment received.

**THANK YOU FOR CONSIDERING THE  
UNIVERSITY OF MINNESOTA DENTAL SCHOOL**

**University of Minnesota  
Dental Clinics  
515 Delaware Street S.E.  
Minneapolis, MN 55455  
Phone: (612) 625-2495**



### **Parking:**

University of Minnesota Dental Clinic patient parking is available in the Washington Avenue Parking Ramp at 501 Washington Avenue SE, Minneapolis, MN 55455. Parking is available for all dentistry patients. Even if the parking ramp sign indicates “Full”, enter the ramp, inform the parking attendant of your dental appointment, pull a ticket and proceed forward to locate a parking space. Bring the parking ticket to the clinic’s reception desk for validation to obtain a reduced parking rate. Disability parking spaces are available.

### **Directions to the University of Minnesota Dental Clinics:**

**From the east or west:** Follow interstate 94 to exit 235B, Huron Street and continue to S.E. Washington Avenue. Turn left onto Washington Avenue. At Harvard Street turn right and continue to Union Street. Turn left onto Union Street and turn left to enter the parking ramp.

**From the south:** Follow interstate 35W and take exit 17C to the University of Minnesota East Bank. Proceed across the Mississippi River. At the 3<sup>rd</sup> signal turn left onto Harvard Street. The parking ramp will be on your left. Turn left on Union Street and turn left to enter the parking ramp.

**From the north:** Follow interstate 35W and take exit 17C at Washington Avenue. Turn left at the signal and proceed to the 4<sup>th</sup> stoplight. Turn left to proceed across the Mississippi River. After crossing the river continue to the 3<sup>rd</sup> stoplight which will be Harvard Street. Turn left. Turn left again on Union street and turn left to enter the parking ramp.

### **Bus Routes:**

Metro Transit buses serve the U of M Campus. Call 612-341-4287 for more information or access the website at [www.metrotransit.org](http://www.metrotransit.org)

Direction information is also available at 612-626-5000.

