

Patient Information Brochure and Patient Bill of Rights

A large, stylized graphic of the Moos Tower building, rendered in a solid orange color. The building is shown from a low angle, emphasizing its height and the geometric patterns of its facade. The graphic is positioned in the lower half of the page, behind the contact information.

Moos Tower | 515 Delaware Street SE | Minneapolis, MN 55455 | umdentcl@umn.edu

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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.

The Mission of the School of Dentistry:

The University of Minnesota School of Dentistry advances health through scientific discovery, innovative education, and the highest-quality care for all communities.

Introduction

The primary role of the School of Dentistry is the training of dental, dental hygiene, and dental therapy health professionals while providing the highest quality of evidence-based care to our patients. Fees are charged for services provided to patients to cover the operating costs and services of the clinic.

The care performed by our student dentists is overseen by our faculty to provide the highest quality care to our patients and provide an ideal learning environment for our students. 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.

School of Dentistry Phone Numbers

General Clinic Information	(612) 625-2495
<u>Cancellation Line (available 24 hours)</u>	<u>(612) 625-4435</u>
<u>Billing Office</u>	<u>(612) 624-6110</u>
<u>Urgent Care Clinic (Emergency)</u>	<u>(612) 625-4908</u>
<u>Dental Hygiene (teeth cleaning)</u>	<u>(612) 625-2495</u>
<u>Pediatric (infant to 16 years old)</u>	<u>(612) 625-7171</u>
<u>Faculty Practice Clinic</u>	<u>(612) 626-3233</u>

Specialty Clinics (graduate)

<u>Cleft Palate/Craniofacial</u>	<u>(612) 625-5945</u>
<u>Dental Implants</u>	<u>(612) 625-3649</u>
<u>Endodontics (root canals)</u>	<u>(612) 624-2661</u>
<u>Oral/Maxillofacial Surgery (extractions)</u>	<u>(612) 624-8600</u>
<u>Orthodontics (braces)</u>	<u>(612) 625-6444</u>
<u>Periodontics (gum disease)</u>	<u>(612) 625-6177</u>
<u>Prosthodontics</u>	<u>(612) 625-5441</u>
<u>TMJ, Orofacial Pain & Dental Sleep Medicine</u>	<u>(612) 626-0140</u>

How to Become a Patient

The first step in making an application to participate in our program is to arrange for an initial examination. Appointments may be made by phone at 612-625-2495.

At your screening appointment, a limited exam and other diagnostic aids such as x-rays may be ordered. **You may bring x-rays from another provider if x-rays have been taken within one year. However, in most cases we need to take additional x-rays in order to provide a proper diagnosis and to develop an appropriate treatment plan. X-rays may also be emailed to the School at dentxray@umn.edu.** We will match your treatment needs with a student dentist, and you can schedule future dental appointments with that student. The School reserves the right to not accept you into the program if faculty determine that your dental needs are not appropriate for a teaching institute.

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 for children 17 and under 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 patients of record, 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 our clinics for an appointment (see page 2 for the listing of numbers). For non patients of record, our Urgent Care Clinic operates during our regular clinic hours and during school breaks. Please call (612) 625-4908 to reach the Urgent Care Clinic.

If you are experiencing a dental emergency on a weekend, you may contact the University of Minnesota Medical Center-Fairview at 612-273-3000. For adult dental emergencies, ask for the General Practice Dental Resident (GPR) on call. For Pediatric Dental Emergencies, ask for the Pediatric Dental Resident on call.

Payments for Services

Payment for dental treatment is expected at each visit. We accept cash, check, and credit cards (VISA, MasterCard, Discover, American Express, Care Credit) for payment of services. Care Credit transactions must take place in person at the clinic. Non payment of services greater than 60 days will result in a hold being placed on your account; no further elective appointments will be allowed until the balance is paid in full. Non-payment of outstanding balances may result in further collection activity.

Free Care and Sliding Fee Schedule

The School of Dentistry does not offer a sliding fee scale or free care.

Dental Insurance

The University of Minnesota Dental Clinics accepts 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 record.

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.

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 Experience Office at 612-301-2856.

Please see sections on Fees (page 5), 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. Prosthodontic treatment (crowns, bridges, partials, and dentures) require a downpayment 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 are able to discuss fees with you prior to beginning any treatment or care.

Clinic Calendar

The dental school is closed in accordance with the [University Holiday Calendar](#).

The dental school is also closed during winter break, spring break, and for summer break. We are also subject to closure for extreme weather conditions. Your provider will help you schedule your treatment around these closures.

Reminder Items for New Patients

Bring to your first appointment:

1. Current Photo ID
2. Insurance Card(s) (if you have insurance)
3. List of prescription medications
4. Health History Form
5. Registration Form

Forms are also accessible on-line at:

<https://www.dentalclinics.umn.edu/patient-information>

Your appointment may need to be rescheduled if this information is not available.

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 as 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 does 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.

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. 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 at least four hours available for each dental appointment (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 at each appointment than if you were treated by a private dentist.

If you have children, we request that you make arrangements for their care since we will be unable to have them present in our teaching operatories. 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. Failed appointments interrupt your dental care plan, inconvenience the scheduling of other patients in our clinics, and interfere with the clinical education of your student dentist.

Patient Bill of Rights

Our Dental School accepts all patients with dental needs that are 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. We are committed to providing high quality, person-centered care. Person-centered care is a way of thinking and doing things that sees the people using our

services as equal partners in planning, developing and monitoring care to make sure it meets their needs. This means putting people and their families at the center of decisions, working alongside professionals to get the best outcome. Person-centered care is not just about giving people whatever they want or providing information. It is about considering people's desires, values, family situations, social circumstances and lifestyles; seeing the person as an individual; and working together to develop appropriate solutions.

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 pathogen 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 612-625-2495.

Your Rights

- You have the right to considerate, respectful and confidential treatment.
- 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 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, or 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 continuity of your care and completion of treatment.
- You have the right to treatment that meets the standard of care in the profession.
- 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, to understand the risks of no treatment, and to be informed of expected outcomes of various treatments suggested to you.
- 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.

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 treatment provider.
- You have the responsibility to tell your provider 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 be respectful of others by practicing good personal hygiene and avoiding the use of strong colognes, perfumes or body sprays.
- 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. Disruptive and disrespectful behavior will not be tolerated in our facilities. This includes, but is not limited to:
 - Inappropriate or abusive language
 - Obstructive behavior that compromises the safety of others
 - Violence or any form of aggression

- o Sexual, racial, or religious harassment
- o Audio or video recording of any doctor, student, staff member, or patient
- You have the responsibility to promptly pay all charges for treatment received.
- You are asked to refrain from using your cell phone in the clinic during your dental appointment.
- The Dental School has the right to dismiss you as a patient if you do not adhere to your responsibilities as a patient.

THANK YOU FOR CONSIDERING THE UNIVERSITY OF MINNESOTA DENTAL SCHOOL

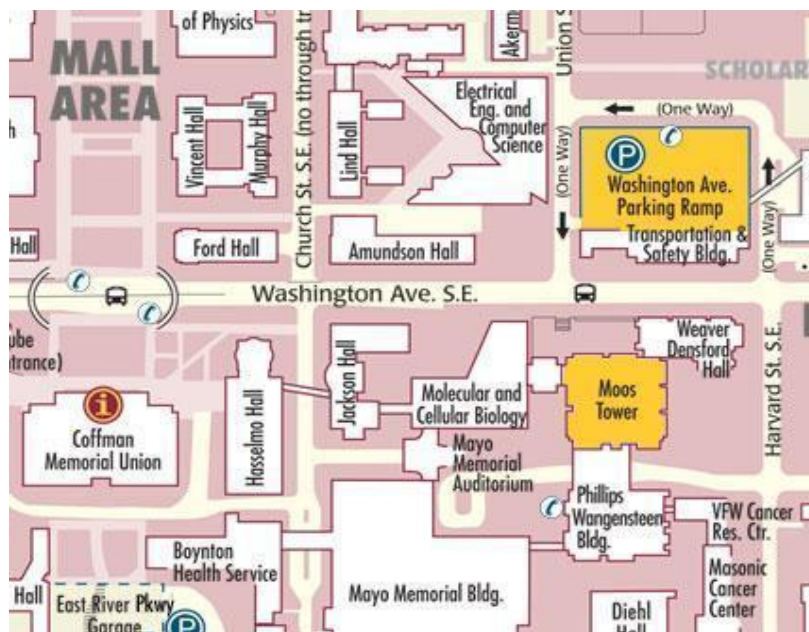
Parking and Facility Access

Parking is provided in the **Washington Avenue Parking Ramp**. This ramp is located directly across Washington Avenue and light rail tracks from Moos Tower. Patients of the School of Dentistry receive a reduced parking rate with a validated parking ticket. Bring your ticket to any of the reception desks on floors 6-9 for validation..

The parking ramp sign may say "Full, reservations only." Your appointment in the School of Dentistry is considered a reservation. If the ramp is full, inform the attendant that you have a dental appointment to obtain entrance.

There is also metered parking on the street.

Security personnel are located at public entrances to Moos Tower. Please bring a copy of the text or email of your appointment confirmation or your appointment card to access our facility.



Bus Routes:

Metro Transit buses serve the UofM Campus. Call 612-341-4287 for more information or access the website at www.metrotransit.org
Direction information is also available at 612-625-5000