Patient Rights

- Patients have the right to impartial, reasonable access to care and treatment regardless of one’s race, color, creed, religion, sex, sexual orientation national origin, disability, age, or status as a disabled veteran.
- Patients have the right to be free from all forms of abuse or harassment.
- Patients and/or their legally authorized surrogate decision maker(s) have the right, in collaboration with their dentist, to be informed and make decisions involving their dental care, including the right to accept or to refuse dental treatment and to be informed of the consequences of such refusal.
- Patients have the right to be fully informed of their dental needs and the alternatives for care and to be referred elsewhere when the School cannot provide the care they request.
- Patients have the right to effective pain management. Pain will be addressed and managed as deemed appropriate by the care provider.
- Patients have the right to consideration for their personal privacy and confidentiality of information.
- Patients can expect that services rendered in the School meet the standard of care of the dental profession.
- Patients have the right to have access to a written statement that articulates the rights and responsibilities of patients.
- Patients have the right to have access to their dental record during normal business hours and to obtain a copy of the record at reasonable costs of duplication.
- Patients have the right to make complaints regarding their care according to the established policy and guidelines available in all patient care clinics.
- Patients have the right to request and receive an itemized and detailed explanation of their bill for services rendered.
- Patients have the right to expect that appointments will be offered to them on a regular basis until the completion of their care, once they begin the care process.
- Patients of record have the right to access services for urgent care at the School or to obtain a referral if necessary.

Patient Responsibilities

- Patients have the responsibility to provide, to the best of their knowledge, accurate and complete information and to report any changes in their medical status to their care provider.
- Patients have the responsibility to participate in discussions about their plan of care, ask questions, and to inform the care provider if they do not understand proposed treatment.
- Patients have the responsibility for following the treatment plan to which they agreed, including any recommended follow-up instructions. Patients are responsible for the outcomes if they do not follow the care and treatment plan.
- Patients have the responsibility for letting the School know when their treatment is not progressing with their treatment.
- Patients have the responsibility for making necessary arrangements for childcare as the School does not provide childcare. Children are not allowed into the treatment areas except for their own appointments, and may not be left unattended in the waiting areas.
- Patients have the responsibility for providing updated, accurate insurance and billing information (including name, mailing address, phone number, and any other requested information for billing purposes), and for meeting the financial obligation agreed to with the School.
- Patients are responsible for knowing their insurance coverage and benefits.
- Patients are responsible for making necessary arrangements for childcare as the School does not provide childcare. Children are not allowed into the treatment areas except for their own appointments, and may not be left unattended in the waiting areas.
- Patients have the responsibility for following the School of Dentistry policies and guidelines affecting patient care and conduct:

1. Patients may not disrupt or interfere with their care provider, other patients, or the operations of the patient care and office areas.
2. Patients may not conduct any illegal activities on the premises of the School of Dentistry.
3. Patients may not engage in any discriminatory or sexually harassing behavior toward staff, students or faculty per University policy.
4. Patients are responsible for being considerate of the rights of others.
5. Patients are responsible for being respectful of the property of other persons and the School of Dentistry.

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Revised 8-22-13
General Information for Patients

The following information contains facts you should know about your dental care at the University of Washington School of Dentistry. If there is any part of this information that is not clear, please ask questions.

YOUR CARE PROVIDER
When you receive care from pre-doctoral dental students, graduate students or residents in training, all treatment is supervised by licensed dentists or faculty who will work together with the student provider to diagnose and treat you.

PAYMENT FOR SERVICES
Payment is due at the time of service. The School accepts cash, check, Citi Health Card, Visa and MasterCard. Most insurance carriers are accepted. Please provide your dental insurance information upon registering as a new patient. If your insurance is registered with the School it will be billed. However, you are responsible for the co-pay portion on the date of service.

IMAGING (X-RAYS)
Imaging, such as x-rays, photographs, and/or videotapes or other images of you may be used for diagnosis, treatment, and/or educational purposes. These images will become a part of your dental record.

ANIMALS
In accordance with WA state administrative code animal control policy, we enforce a no pet policy. However, service animals will be accommodated.

Main Campus Information

DENTAL APPOINTMENTS
In the pre-doctoral clinics, appointments are scheduled from 9:30 a.m. to 12:00 noon and 1:30 - 4:00 p.m. Appointment availability may be limited when school is not in session. Appointments times in the graduate clinics and UW Dentists Faculty Practice vary. Patients need to be available for the entire appointment.

Cancellations: There is a charge for appointments cancelled with less than 24 hours notice. Cancellation of 3 appointments or failing twice to notify a student you want to cancel an appointment may result in discontinuation of your care.

LIMITED CARE TREATMENT
Limited treatment is available to patients with referrals from private practices and/or minimal needs depending on student availability.

UNATTENDED CHILDREN
Children may not be left unattended in waiting areas and are only allowed in clinics for their own appointments.

URGENT CARE/EMERGENCY CARE
Patients may be seen in the Dental Urgent Care Clinic (pain or discomfort with teeth) from 8am-5pm 206-543-5850. For after hours emergency care call 206-598-4000.

PARKING
Unfortunately, we are not able to validate parking. For information on fees or for maps and directions visit: www.washington.edu/commuterservices/parking

The Center for Pediatric Dentistry

If your child is being seen at the Center for Pediatric Dentistry, please review the information below:

DENTAL APPOINTMENTS
Appointments are scheduled from 9:00 a.m. to 12:00 noon and 1:00 - 4:00 p.m. Patients need to be available for the entire appointment.

Cancellations: Cancellation of 3 appointments may result in discontinuation of your child’s care.

EMERGENCY CARE
For emergencies that take place between 8 am and 5 pm, Monday through Friday, call The Center for Pediatric Dentistry at 206-543-5800. For after business hours emergency care call 206-987-2000 (Seattle Children’s).

PARKING
Free parking is available on-site at the Washington Dental Service Building at Magnuson Park.

University of Washington
School of Dentistry

Patient Rights & Responsibilities

MAIN CAMPUS:
Magnuson Health Sciences Center
1959 NE Pacific Street
Box 357131
Seattle, WA 98195
206-6166996

THE CENTER FOR PEDIATRIC DENTISTRY:
Washington Dental Service Building
at Magnuson Park
6222 NE 74th Street
Seattle, WA 98115
206-543-5800