



Dental Hygiene Clinic
Patient's Bill of Rights and Responsibilities

Date:

Patient Name:

DOB:

Welcome to the Normandale Community College Dental Hygiene Clinic. We are pleased that you are interested in improving your oral health and we wish to provide you with excellent treatment. The clinic policies are outlined below for your review. Please let us know if you need additional information regarding our policies and procedures.

Patient's Bill of Rights: The students, faculty, and staff are expected to consider my rights as a patient. These rights include:

- **Considerate, respectful treatment** that meets the standard of care in the dental hygiene profession. Nondiscriminatory treatment regardless of race, color, religion, gender, sexual orientation, national or ethnic origin, age, military status or disability.
- **Confidentiality** of my treatment, records, and health status.
- **Informed Consent**, which includes: Complete and current information about my condition, explanation of recommended treatment, treatment alternatives, the option to refuse treatment, the risk of no treatment and expected outcomes of treatment. Advanced knowledge of the cost of treatment in the clinic and continuity and completion of treatment.
- **Protection through current infection control policies** in all aspects of patient care.
- **Referral for treatment** which is beyond the scope of care provided by the NCC Dental Hygiene Clinic or does not meet the educational goals of the Dental Hygiene Program. If a patient does not have a dentist, the patient will be referred to a listing of community clinics.

Patient Responsibilities: My responsibilities as a patient are outlined below:

- **Keep all scheduled appointments.** If I fail to appear for appointments, I will not be eligible to receive further treatment in the future, unless it is an isolated incidence and I have called to cancel my appointment at least 24 hours in advance.
- **The program advocates regular examinations and other services by your home dentist.** The procedures performed at the NCC Dental Hygiene Clinic do not replace dental examinations by your home dentist.
- **Appointments are 3 to 4 hours in length and depending on the student level, patients should expect to have multiple appointments to complete treatment.** Treatment is provided by dental hygiene students and supervised by faculty. We are pleased that we can offer outstanding care to community patients, but please note that we are not a private practice and our care will take longer. The number of appointments for your care are dependent on several factors, such as your disease status and the level of the student you have been assigned.
 - I understand that I must return for as many appointments as are needed to complete treatment. I will not be given an initial appointment unless I agree to return to the clinic for further appointments if necessary. _____ **(initial)**

- **You have the responsibility to provide the NCC dental hygiene clinic with accurate information concerning your personal, medical and dental history.** Patients with a medical or dental condition that precludes proper treatment may not be appropriate for dental hygiene care. We may need further information from your medical provider or may refer you to a private office for appropriate care.
- **Dental x-rays** will be taken as necessary to adequately determine your dental hygiene treatment. We follow the ADA/FDA Recommendations for Dental Radiographic Examinations and base radiographic exposure on the individualized diagnostic needs of the patient. Standard of care requires that we decline to treat a patient who refuses necessary x-ray images. Treatment without necessary images is considered negligence. Patients cannot consent to negligent care. **If it has been determined that your care cannot proceed without appropriate x-rays and the patient refuses, we will need to discontinue your treatment in our clinic.**
- **All services are to be paid on the day of service.** We accept cash, checks, Visa/MasterCard, Discover Card.
- **We expect that you will treat our students and faculty with courtesy and respect** and not discriminate against anyone based on race, gender or ethnicity. Patient's will abide by the following NCC Patient Code of Conduct and refrain from disruptive behavior.
 - The term disruptive implies behaviors that interfere with the caregivers' ability to provide safe and effective care. Behaviors are also deemed disruptive if they interfere with effective communication. A few examples of disruptive behavior are abusive or uncooperative behavior, providing false or incorrect information, and/or acting in a disrespectful or intimidating manner.

Consent of Acknowledgement: I hereby give consent to the Normandale Community College dental hygiene student working under the supervision of faculty and dentists, to perform dental hygiene services, examination, treatment and other care services deemed necessary. The recommended services have been thoroughly explained to me. No guarantees have been made to me about the outcome of treatment or services. I understand that the visits to the NCC dental hygiene clinic do not take the place of regular examinations by a dentist. I have advised you of the name of my dentist and understand that any x-rays taken at this clinic will be forwarded to that dental office for use in further evaluation and treatment.

Patient signature:

(Parent or guardian if patient is under 18 years)