

CLINIC POLICIES AND PROCEDURES FOR ALL PATIENTS OF THE DENTAL HYGIENE DEPARTMENT

Thank you for being a patient in the GHC dental hygiene clinic. To serve you and our students better, please read the following policies of the department and let us know if you have any questions.

CLINICAL SERVICES

The dental hygiene students under the supervision of the licensed faculty deliver all services. While a high caliber service can be expected, students require more time to complete a case than the experienced dental hygienist does. Therefore, you can expect treatment to take several appointments depending on your oral condition and the students' training level. Upon completion of this treatment, we strongly recommend you seek a dental examination and completion of necessary dental work from your family dentist. Since students must complete a certain number of procedures to pass their courses perform the work, we need the cooperation of all our patients. Therefore, we have adopted several policies.

UNSUPERVISED CHILDREN

All children under the age of 12 must be accompanied by an adult while in the waiting area. While adults are being treated, children cannot sit in the clinic area with them.

BROKEN AND CANCELLED APPOINTMENTS

If a patient cancels two (2) appointments with less than 24-hour notice or breaks 2 appointments, that patient will lose the privilege of being treated in this clinic. A cancellation with less than 24-hour notice will be treated as a broken appointment. If a group that has been scheduled all at the same time for their convenience cancels or breaks appointments with less than 24-hour notice this can result in whole group not being seen in our clinic again.

TREATMENT

If a patient has a medical condition that warrants further consultation with their physician, treatment will be delayed until, the clinic receives approval for treatment from the patient's physician.

PAYMENT FOR SERVICES

Payment must be cash or check on the day that treatment is started. (post-dated checks are not acceptable)

We do not accept dental insurance, nor do we file any insurance forms. We do not accept Medicare or Medicaid as payment.

A treatment plan must be completed within a six-month period to be covered under the initial payment.

If patient refuses to complete treatment, no refund of payment will be given.

INFECTION CONTROL

We utilize universal precautions when treating patients to prevent cross contamination and protect you (patient), others and ourselves.

All patients are treated according to the guidelines for infection control in the dental health setting, issued by the Center for Disease Control.

PATIENT RESPONSIBILITIES

At the dental hygiene clinic, as a patient, you have the responsibility to:

- Provide an accurate and complete medical and dental history.
- Follow the recommendations and advice in an agreed upon, prescribed course of treatment.
- Make it known whether you clearly understand the planned course of treatment and what is expected of you.
- Accept the consequences for your actions and any negative outcomes if treatment is refused or instructions and/or advice are not followed.
- Provide detailed and timely information regarding changes in your health condition.
- To meet the financial obligations of the dental hygiene treatment.
- Maintain appointments in a regular and timely manner.
- Exhibit behavior that allows the delivery of quality care and uphold the rules regarding patient care.
- Plan to seek a dental examination from your dental provider or specialist.

BLOODBORNE INFECTIOUS DISEASE POLICY

The Dental Hygiene Program is obligated to maintain standards of health care ethics and professionalism that are consistent with the public's expectations of the health profession.

The following guidelines are established and implemented by all dental health personnel (faculty, staff, and students) associated with the Dental Hygiene Program:

- All dental personnel are obligated to respect the rights and confidentiality of patients with infectious diseases.
- Dental personnel will not refuse treatment or discriminate in any way against a patient who has an infectious disease (e.g. Hepatitis B, HIV, AIDS) or is a risk of contracting an infectious disease. The only exception is a patient with active tuberculosis. Patients with tuberculosis will not be appointed until the physician responsible for the TB management has given a clearance letter.
- GHC is obligated to protect the privacy and confidentiality of any dental personnel who has tested positive for an infectious disease. The dental personnel will not engage in any professional activity that would create a risk of transmission of the infection to others.
- Dental personnel will adhere to the established protocol for infection control and bloodborne pathogen training that is provided at initial employment/admission and through periodic updates. These protocols comply with current OSHA and CDC guidelines and meet current federal, state, and local guidelines.

PATIENT BILL OF RIGHTS

At the dental hygiene clinic, as a patient, you have the right to:

- Have your dental hygiene treatment needs fully explained including the estimated cost, length of time to complete treatment, the expected results, and a plan for treatment.
- Inspect your own dental records. Your dental records are confidential and may not be shared or transferred without your consent unless specified by a court.
- Discuss any concerns with your student, a faculty member, or the program director. If you decide not to seek treatment, the consequences of non-treatment will be discussed with you.
- Expect dental hygiene treatment that meets or exceeds the current standards of care for the dental hygiene profession.
- Receive treatment in an environment that utilizes appropriate infection control procedures known as universal precautions for the protection of patients and personnel.

