

## **PATIENT RIGHTS AND RESPONSIBILITIES**

UAB Dentistry is committed to providing patient-centered care. This approach means that we provide appropriate oral health care that is respectful and responsive to individual patient's needs, values and preferences which assists in guiding our clinical decisions for each patient. The school views each patient as a key member of the oral health care team who is personally involved in planning their care.

The School wants to encourage you, as our patient, to communicate openly with your health care team, participate in your treatment choices, and promote your own safety by being well informed and actively involved in your care. Because we want you to think of yourself as a partner in your care, we want you to understand your rights as well as your responsibilities.

### **Patient Rights**

All UAB Dentistry patients have the right:

- To receive considerate, respectful, and compassionate care.
- To receive reasonable continuity and completion of care.
- To receive an explanation of the benefits of recommended treatment versus alternative treatments, the option to refuse treatment, the risks of receiving no treatment and the expected outcomes.
- To advance knowledge of the cost of treatment.
- To receive information necessary to give an informed consent prior to the start of any procedure or treatment.
- To treatment that meets the established standards of care for the dental profession.
- To access complete and current information about your care.
- To privacy and confidentiality of all information and records regarding your care, unless disclosure is allowed by law.
- To voice your concerns about the care you receive. If you have a problem, you may talk with your health care team to resolve the problem. If unresolved, you may contact Patient Relations by calling (334) 305-3290.

### **Patient Responsibilities**

All UAB Dentistry patients are expected to:

- Provide complete and accurate information, including your full name, address, telephone number, date of birth, and insurance carrier.
- Provide accurate information about your dental and medical history.
- Provide detailed and timely information regarding any changes in your health condition.
- Be considerate and respectful of visitors, other patients, faculty, students, residents, and staff members and abide by all UAB rules and safety regulations.
- Ask questions when you do not understand information or instructions about your dental care and cooperate with your health care team.
- Fulfill financial obligations for care and services.
- Keep appointments, be on time for appointments, and to call your health care provider in a timely manner if you cannot keep your appointments.