



City Tech Dental Hygiene Clinic Patients' Bill of Rights and Responsibilities

Each patient has the right to:

- Receive considerate, respectful and confidential treatment in a clean, safe environment.
- Have a scheduled appointment time honored by the dental hygiene student.
- Be informed, in advance, of the nominal treatment costs towards the clinical supplies and any possible additional nominal costs.
- Receive dental hygiene services without discrimination, regardless of race/ethnicity, national origin, religion, gender/gender identity or sexual orientation.
- Have access to complete and current information about their condition.
- Receive the information necessary to give informed consent for any proposed procedure or treatment. This information shall include, but is not limited to: an explanation of recommended treatment, the benefits and possible risks of that treatment, treatment alternatives, the option to refuse treatment, the risks of no treatment, and the expected outcomes.
- Have their personal health information (PHI) treated confidentially and be provided with a DH Notice of Privacy Practices.
- Receive continuous and complete dental hygiene services that meet the standard of care of the profession to the level that this educational facility is able to offer.
- Receive referral information about obtaining services that are not available at this dental hygiene educational facility.

Each patient has the responsibility to:

- Arrive on time for the scheduled appointment and remain as a patient for a minimum of three hours or until daily treatment is completed.
- Provide, to the best of their knowledge, accurate and complete information about present or past illnesses, medications, hospitalizations and any other matters which are related to their health.
- Bring the appropriate written, medical clearances from their physician, if requested.
- Cooperate during performance of all planned procedures.
- Treat all providers and staff in the clinic with respect, and refrain from rude, disrespectful or threatening conduct.
- Cover, as necessary, the nominal costs of clinical supplies and diagnostic procedures (radiology supplies) set by the department.
- Comply, to the best of their ability, with the recommended treatment plan to enhance optimum outcome.