The Indiana University School of Dentistry is committed to patient centered care. IUSD defines Patient Centered Care as dental care that establishes a partnership among practitioners, patients and their families (when appropriate) to ensure that decisions respect patients’ wants, needs, and preferences and that patients have the education and support they need to make decisions and participate in their own care.

EACH PATIENT HAS THE RIGHT

1. To be treated respectfully and courteously by students, faculty and staff.

2. To obtain, from members of the dental care team, complete current information concerning your diagnosis, treatment, and prognosis in terms that you can understand.

3. To receive the information necessary to give informed consent prior to the start of any procedure and/or treatment so that you will understand the purpose, probable results, alternatives, and risks involved, and to participate actively (with family members when appropriate) in decisions regarding your dental care.

4. To be able to discontinue treatment at any time and be informed of the medical and dental consequences of your actions.

5. To expect that all communications and records pertaining to your care will be treated as confidential within the dental care team.

6. To expect that all appropriate infection control (including universal precautions) and hazardous chemical protection standards will be followed at all times during the provision of care.

7. To receive reasonable continuity of care (keeping in mind the constraints of the academic schedule) and that care will follow a comprehensive and properly sequenced treatment plan.

8. To expect that emergency treatment be available at all times. Treatment on an emergency basis will usually consist of providing relief of pain or swelling only.

9. To be able to discuss any questions with your assigned student, a patient service representative, or a member of the faculty or staff.

10. To receive an advance estimate of the cost of your dental treatment as well as continuing explanations of your bill, as requested.

11. To receive dental treatment that meets the standards of care in the profession.

12. To expect that your privacy rights under HIPAA law shall be recognized and honored.

EACH PATIENT HAS THE RESPONSIBILITY

1. To report changes in health status and to give accurate and complete dental and medical information.

2. To be respectful of clinic personnel and other patients as well as clinic property.

3. To attend scheduled appointments promptly, or call to make necessary changes in appointments as early as possible (at least 24 hours ahead).

4. To follow post-operative instructions, take medications as prescribed and assist with the care being provided during appointments.

5. To abide by university rules and regulations, as informed by university personnel.

6. To pay promptly all charges for treatment you have received.

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