

Patient Bill of Rights

1. Patients will be treated with respect and consideration for medical, dental and oral healthcare.
2. Patients will be examined and treated by a dental hygiene student, under the direct supervision of a registered dental hygienist and licensed dentist.
3. Patients will be provided with a thorough assessment of their needs and will be informed of all aspects of their care.
4. Patients will be provided with an explanation of treatment and treatment alternatives. In addition, patients have the option to refuse and/or discontinue treatment, the risk of no treatment and the expected outcomes will be explained to the patient.
5. Patients will be able to ask questions and receive clarification of treatment.
6. Refusal of treatment that prevents the dental hygiene student, program and/or its staff from providing appropriate care according to ethical and professional standards may result in termination.
7. Patients will be provided oral hygiene instruction to assist them in maintaining their oral health.
8. Patients will be advised of appointment schedules and the cost of treatment. Payment is due before treatment begins.
9. Patients can expect to be treated in a professional manner. Treatment rendered in the Wayne County Community College District Dental Hygiene Clinic meets the Standards of Care set forth by the rules and regulations of the State of Michigan.
10. Patients will receive appropriate and timely referrals for other needed services.
11. Patients will be treated by dental hygiene personnel who model personal health and hygiene.
12. Patients have the right to privacy and confidentiality of personal health information, medical and dental records. Prior to transfer of medical records to patient or third party a consent for Release of Records must be obtained. Health Insurance Portability and Accountability Act (HIPAA) policies will be followed.
13. Patients can participate in the evaluation of the Dental Hygiene Clinic by completing the Patient Survey at the completion of treatment.
14. Treatment will begin after the patient has been informed of his/her rights and has signed the "Statement of Patient Bill of Rights" and a "Consent for Treatment" form.

Statement of Patient's Responsibilities

1. When requesting treatment from the Dental Hygiene Clinic, you must complete a Health Questionnaire. Providing the dental hygiene clinic with accurate dental and health information will better allow the clinician to prepare a treatment plan to suit your needs.
2. To be respectful of all personnel, policies, and equipment of the Dental Hygiene Clinic.
3. To be considerate of the rights and property of other patients, clinical faculty and staff.
4. To be prepared to pay for the dental hygiene services provided prior to treatment.
5. To keep scheduled appointments and appear promptly for all scheduled appointments.
6. To give at least 24 hours advance notice for an appointment cancellation by calling 313-943 4009. This allows us to schedule another patient in your place.
7. Two no shows or broken appointments (less than 24 hours notice) will result in termination of services.
8. To report any address or telephone number changes to the student dental hygienist.
9. To be available for 4 hour treatment appointments every one to two weeks. To notify the student immediately if treatment needs to be suspended for a period of time.
10. To be cooperative with those providing you with care. The Dental Hygiene Clinic is not obligated to provide care to individuals who are disruptive and/or uncooperative. Treatment will be terminated and the patient will be dismissed from the clinic.
11. Do not leave small children unsupervised at any time in the clinic or waiting room.
12. Refrain from using personal devices (cell phones, iPhones, iPads, Tablets, etc.) while receiving treatment.
13. All recommended diagnoses made by the Dental Hygiene Clinic Supervising Dentist must be restored and/or evaluated by an institution and/or private practice dentist prior to your next recall appointment.
14. To ask questions so that you can better understand the nature of your dental condition and the treatment provided.
15. To let us know when there are changes in your general health and when you experience unusual discomfort or complications following a treatment procedure.

FEES: Adults and Children \$10.00 • Teeth Whitening \$70.00

Northwest Campus • Health Science Center
8200 W. Outer Drive, Detroit, MI 48219
313-943-4009 • www.wccd.edu



Wayne
County
Community
College
District

DENTAL HYGIENE CLINIC



PATIENT INFORMATION

Dear Patient,

Welcome to our clinic. We hope you will take a few minutes to read this information pamphlet. This information should answer many of the questions you have about our Dental Hygiene Clinic.

Please remember, this is a teaching institution. Our major goal is to offer the best education to our students while providing the highest quality care for patients. Due to added paperwork and the process of checking our student's performance, your appointment will take longer than in a private dental office. It may also be necessary for you to return for additional appointments in order to complete your treatment. Also, there may be time during the school year that you do not meet the requirements of the students and you cannot be scheduled for care in a timely manner.

We appreciate your patience and cooperation. Our students and faculty are here to provide dental hygiene care only. We do not diagnose or treat dental disease. Any additional care you may require should be secured through a private practice office or dental school. We strongly urge you to maintain a regular schedule for check-ups with your dentist.

We sincerely hope that your experience in our clinic will be beneficial. If we can assist you in any way, please let us know.

Sincerely,

**WCCCD Dental Hygiene
Faculty and Students**

Screening Appointment

Your first visit to our clinic will be for a screening appointment. During this appointment a student will review your medical and dental history, monitor and record your pulse and blood pressure and determine the complexity of your dental hygiene needs. Your teeth will NOT be cleaned at this appointment.

Making Appointments

Dental Hygiene Clinic appointments are available by appointment only. It will take from one to five appointments, depending upon your classification. If a student contacts you to make an appointment, be sure to write down the appointment date, time, student's name and dental clinic number in case you need to contact the student concerning your appointment.

Cleaning Appointments

Your cleaning appointment may take 3 to 4 hours. Usually, more than one appointment is required to complete treatment. If you do not have time to allow the student to complete your cleaning, please do not begin treatment. Students only receive credit for those patients whose treatment they complete. If time is a problem, we suggest that you seek treatment in a private dental office or dental school. The fee for treatment at Wayne County Community College District's Dental Hygiene Clinic remains the same, regardless of the number of appointments required to complete a phase of treatment.

X-Rays

There is no additional charge for x-rays. If it is determined that you need a full mouth series the student will ask for your permission. All x-rays that are diagnostically acceptable will be sent to the dentist of your choice within 2-3 weeks of the appointment. Please provide the student with the name and address of your dentist.

Cancellations

It is very important that you arrive promptly for each appointment. Our students must complete a certain number of patients each semester. Your failure to keep an appointment could result in a student not graduating. All cancellations and no-show appointments will be recorded in your chart. Any patient who fails to keep two appointments, without adequate notice, will not be scheduled for further care in our clinic. You are expected to give a minimum of 24 hours notice if you must reschedule an appointment.

**For an appointment, call the
Dental Hygiene Clinic**

**Monday through Saturday
9:00 a.m. - 5:00 p.m.
(313) 943-4009**

*The clinic is open various mornings, afternoons
and evenings each week for appointments.*

**The Dental Hygiene Clinic is conveniently
located in the Health Science Center at
Wayne County Community College District's
Northwest Campus.**

8200 W. Outer Drive, Detroit, MI 48219