

PATIENT BILL OF RIGHTS AND RESPONSIBILITIES

PATIENT'S RIGHTS

1. The patient has the right to considerate and respectful care.
2. The patient has the right to obtain current information concerning their diagnosis, treatment, and prognosis.
3. The patient has the right to receive the information necessary to give informed consent prior to the start of any procedure and/or treatment. The information received shall include the benefits and potential risks of the procedure.
4. The patient has the right to refuse treatment to the extent permitted by law and to be informed of the consequences of their action.
5. The patient has the right to their privacy concerning their own Patient Specific Dental Hygiene Care (PSDHC) plan. Examination, consultation and treatment are confidential. All communication and records regarding their dental hygiene care shall be treated as confidential.
6. The patient has the right to complete care and reasonable continuity of such care within the confines of availability of such care within the dental hygiene clinic.
7. The patient has the right to know the dental hygiene clinic rules and regulations as they apply to patients, including cost of services.
8. The patient has the right to know in advance of their scheduled appointment time.
9. The patient has the right to receive referral information about other facilities providing services not available in the dental hygiene clinic.
10. The patient has the right to provide feedback, comments, or complaints about treatment using the confidential Patient Satisfaction Survey.

PATIENT'S RESPONSIBILITIES

1. The patient is responsible for providing complete and accurate information regarding any health problems they have or have had in the past and any medications or treatment they currently receive.
2. The patient is responsible for keeping appointments and meeting financial obligations promptly.
3. The patient is responsible for following directives and cooperating with all persons providing care and for asking questions if directives are not understood. Inappropriate actions and/or conversations with students will be addressed promptly and may result in patient dismissal. *
4. The patient is responsible for being respectful and considerate of other patients and all clinic personnel.
5. The patient is responsible for expressing all complaints or problems to the appropriate supervisor.

6. The patient is responsible for recognizing that the Bergen Community College Dental Hygiene Clinic is an educational institution and that dental hygiene treatment may proceed at a pace slower than the patient had anticipated.
7. The patient is responsible for understanding that the treatment provided in this clinic is the best that can be provided, but there are no guarantees of performance in any treatment provided.

***PATIENT'S INAPPROPRIATE BEHAVIOR POLICY**

It is expected that patients conduct themselves in a professional and respectful manner, and students should not feel threatened by their actions while providing treatment. If, at any point during their interaction with a patient, the patient's words or actions cause them to experience unwarranted discomfort or uneasiness, the student should promptly address this issue with their faculty.