

PATIENT INFORMATION



**PATIENT
INFORMATION
BOOKLET**

UNIVERSITY AT BUFFALO (UB) SCHOOL OF DENTAL MEDICINE PHONE NUMBERS

PATIENT INFORMATION

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| UB School of Dental Medicine at Squire Hall | (716) 829-2732 |
| UB School of Dental Medicine at 1500 Broadway | (716) 645-8999 |
| UB School of Dental Medicine's Mobile Dental Unit | (716) 560-5127 |

EMERGENCY APPOINTMENTS

During Clinic Hours 8:30 a.m. - 4:00 p.m.

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| UB School of Dental Medicine at Squire Hall | (716) 829-6439 |
| UB School of Dental Medicine at 1500 Broadway | (716) 645-8999 |
| <i>After Clinic Hours:</i> | (866) 244-9387 |

UB SCHOOL OF DENTAL MEDICINE CLINICAL DEPART- MENTS AND SPECIAL SERVICES

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|---|----------------|
| Endodontic | (716) 829-3847 |
| Oral and Maxillofacial Surgery | (716) 829-2722 |
| Oral Facial Pain, TMD and Oral Medicine | (716) 829-6261 |
| Orthodontics | (716) 829-2845 |
| Pediatric (Children's) Dentistry | (716) 829-2723 |
| Periodontal Disease Research Clinic | (716) 829-2853 |
| AEGD, Periodontics, Prosthodontics | (716) 829-2755 |
| Radiology | (716) 829-3930 |
| 3rd Floor Hygiene Clinic (Recall) | (716) 829-3846 |

Business Office (716) 829-3226

C.A.R.E.S. Office (716) 829-2698

Patient Advocate (716) 829-2390

Patient Records (716) 829-2526

Patient Information Website:

<http://dental.buffalo.edu/patients.html>

The UB School of Dental Medicine is committed to providing you with high quality comprehensive oral health care. This booklet contains important treatment, payment, and privacy policies for patients of the UB School of Dental Medicine. We urge you to take time to read it through carefully and direct any questions you may have to your dental care provider.

PRIVACY POLICY

In compliance with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) as well as The Privacy Act of 1974, you should have received a copy of the UB School of Dental Medicine's Notice of Privacy Practices. This notice describes how medical information about you may be issued or disclosed as well as how you can get access to this information. You are responsible for the contents of the notice. You can download a copy of Notice of Privacy Practices at:

<https://dental.buffalo.edu/patients/current-patients/patient-privacyinformation.html>

To request a copy of our Notice of Privacy Practices contact:

UB School of Dental Medicine
Compliance Officer 325 Squire Hall
Buffalo, NY 14214-8006
(716) 829-3332

PHOTO I.D.

To prevent identity theft, we may request a photo I.D. at any time in accordance with the FTC's Red Flag Rules (16 CFR 681.2). Acceptable photo ID includes NYS driver's license, U.S. Passport, valid Medicaid Benefits Card, and federal or state issued identification.

TREATMENT POLICIES

In as much as the University at Buffalo (UB) School of Dental Medicine provides comprehensive care to patients, we will do our best to incorporate your dental treatment desires and wishes into the treatment plan that will be designed for you. The UB School of Dental Medicine reserves the right to terminate, limit, or refuse treatment for any patient who is uncooperative, seeks dental treatment with an outside provider while in active treatment at the UB School of Dental Medicine, or refuses to accept and follow the policies of the UB School of Dental Medicine and/or the treatment proposed to you.

I have been accepted as a patient, what happens next?

At UB School of Dental Medicine's 1500 Broadway location, all patients are seen by dental students in a rotating schedule under the supervision of a licensed faculty dentist at the time of their appointment.

At UB School of Dental Medicine's Squire Hall location: Once accepted as a patient you will then be assigned to a student dentist to begin dental treatment. Every effort is made to assign you as quickly as possible, however you may have to wait 3 to 6 weeks if your screening appointment occurs shortly before or during a semester break. The Patient Manager of the student dentist assigned to you will contact you directly to schedule an appointment. This may be a junior or senior student dentist, or a post-graduate resident depending on your treatment needs. Your initial appointment with your student dentist will consist of a thorough review of your medical and oral health histories, comprehensive intra and extra-oral examination including head and neck, oral cancer screening, and an in-depth clinical evaluation. There may be the need for additional types of radiographs (x-rays) or impressions for study casts to provide a complete diagnosis of your dental needs. There are fees associated with this visit. Do not expect actual dental treatment on your first visit. The student's educational process requires complete examination and diagnostic treatment planning prior to initiating treatment.

Once accepted at a UB School of Dental Medicine location, patients must seek all continued care at the same location unless otherwise referred.

How long are appointments?

Since the UB School of Dental Medicine is a teaching facility, the length of your appointments and overall treatment will likely take longer than it would from a private practitioner. High standards are required of our student dentists, and our clinical faculty evaluate student's abilities and skills. You should therefore expect to spend between 2 to 3 hours per appointment. This attention to detail requires more of your time but assures you of quality dental care.

If your schedule is such that it is difficult for you to come frequently and stay for the rather lengthy appointments often required, then you should consider seeking care from another dental provider.

What if I change my mind after treatment has already been started?

If for some reason you change your mind about continuing dental treatment at the UB School of Dental Medicine, discuss your decision with your student dentist and the faculty member supervising your care. They will advise you of other options available to you, and of what to expect if treatment is discontinued. If you do not present to an appointment for a time period of one year, your file will be discharged. If you plan to begin or continue treatment at a private provider of your choice, copies of your dental records and radiographs (x-rays) will be provided upon signature request. The request forms may be obtained at Patient Records or phone (716) 829-2526. There are fees associated with duplication of your records. Please allow 5-10 business days for Patient Records to process your request.

Does the UB School of Dental Medicine offer any limited types of treatment?

Although it is our goal as a teaching institution to provide comprehensive care to all patients who are accepted for treatment, we are not always able to provide full dental care to everyone. In some instances, we accept patients for LIMITED TREATMENT. Acceptance for limited treatment, however, does not guarantee or obligate the UB School of Dental Medicine to provide additional treatment.

A **written** referral from a referring provider is required for some types of limited treatment. Some instances where care can be offered on a limited basis are as follows:

- 1) Oral Surgery Only - Extraction of one or more teeth in order to alleviate or prevent pain or infection. This does not obligate the UB School of Dental Medicine to replace such teeth for functional or cosmetic purposes.
- 2) Endodontic Treatment Only - This is a special category of limited treatment that is limited to endodontic (root canal) therapy. This procedure does not include the final restoration of the endodontically treated tooth.
- 3) Orthodontic Treatment Only - To move poorly aligned teeth to a more desirable position.
- 4) TMD Treatment Only - To treat disorders of the joint that connects the jaw to the temporal bones of the skull.
- 5) Implant Treatment Only - Written referral is required.
- 6) Periodontal Treatment Only - Written referral is required.

In some cases, limited treatment for other than the situations listed above may be offered. This treatment will be limited to the procedures discussed and listed in your dental record.

What if I have to cancel my appointment?

For patients of UB School of Dental Medicine at 1500 Broadway, please call 645-8999 as soon as you know that the appointment needs to be cancelled.

For patients of UB School of Dental Medicine at Squire Hall, you **MUST** call your Patient Manager 716-829-5993 at least 24 hours prior to an appointment. If you cannot reach your Patient Manager, call the UB School of Dental Medicine at (716) 829-2824 (M-F 8:15 a.m.- 4:45 p.m.) to page the student or leave a message. For all patients: Your time is valuable and so is that of your student dentist. You can help your student dentist provide your care more efficiently by being available and on time for your appointments. Repeated cancellations (calling to reschedule an appointment), arriving late, and disappointments (a cancellation with less than 24-hours notice or not showing up for a scheduled appointment) may result in your discharge from the UB School of Dental Medicine. Our current policy states that if you cancel an appointment twice with less than 24 hours notice the School has the option to discharge you. We understand that at times emergencies arise. However, loss of clinic time can delay a student's graduation, inhibit the educational process, and may compromise your dental health.

What if I need emergency dental care?

Between 8:30 a.m. and 4:00 p.m. Monday thru Friday excluding holidays:

UB School of Dental Medicine **Patients at 1500 Broadway**, call 645-8999

UB School of Dental Medicine **Squire Hall Patients**: call 829-2824:

- (1) Have your assigned student dentist paged.
- (2) If you do not have an assigned student dentist or your assigned student dentist is not available, have the dental school switchboard operator transfer your call to our emergency appointment desk or call it directly at 829-6439 and make an emergency appointment.
- (3) Please note that emergency care will be limited to the management of pain, swelling or trauma.

After Hours, Weekends & Holidays

If you are a current patient who needs emergency treatment after hours, on weekends or on holidays, call 866-244-9387 and identify yourself as a current patient. You will be asked by the on-call technician to provide your contact information, and any other information related to your dental emergency. You will then receive a call from the designated on-call dentist.

Please note that care in the emergency room is limited to the management of pain, swelling, or trauma. Specific dental procedures such as fillings or extractions will not be performed.

Other options:**

ADULT PATIENTS with a dental emergency can contact their local hospital emergency room when immediate care is necessary.

CHILDREN: Parents/Guardians with children who have a dental emergency after regular clinic hours and on weekends can contact the Women & Children's Hospital of Buffalo as follows:

- (1) Call 878-7000 and ask the operator to page the on-call dental resident.
- (2) Explain that your child has a dental emergency. The on-call dental resident will talk to you and determine what emergency treatment procedure is appropriate for your child.
- (3) Follow the dental resident's recommendations.

***The School of Dental Medicine is not responsible for reimbursement of any charges you incur while obtaining emergency dental treatment at any facility other than the dental school.*

PAYMENT POLICIES

Dental care is provided as part of the UB School of Dental Medicine's educational program. You have an obligation to your student dentist as well as to the UB School of Dental Medicine to remit payment in full at the time service is rendered. Treatment plans include only **estimated** fees. The fee in effect when a procedure is started is the fee that will be charged. Fees in the student dentist or pre-doctoral program are typically 1/3 of fees charged in private practice. Fees for dental care provided in post-graduate programs are typically 2/3 of the fees charged in private practice. The complexity of your oral health care needs will determine which program is appropriate for you. **As a New York State agency, the UB School of Dental Medicine is not permitted to offer extended payment terms**, with the exception of the orthodontic program. Patients that do not follow UB School of Dental Medicine payment policies are subject to discharge.

How do I pay for my dental care?

At each appointment, you will be required to check-in with a staff member and **pay for any previously completed treatment in full** before you are checked-in for your current appointment. Failure to do so will result in your current appt. being rescheduled. You are encouraged to pay for all treatment in full at the end of each appointment to avoid having future appointments rescheduled. Payment may be made by: cash, money order, personal check, Visa, MasterCard, Discover and American Express. Additional fees are charged for checks returned, due to insufficient funds.

- **IMPLANTS** - all implants and related implant treatment must be paid in full BEFORE THE IMPLANT SURGERY CAN BE SCHEDULED.
- **CROWNS/BRIDGES IN PRE-DOC CLINIC** - any crowns or bridges being done in the pre-doctoral clinic must be paid in full prior to the tooth/teeth being prepped for the crown(s).
- **CROWNS IN POST-GRADUATE CLINIC** - 2/3 of the total fee of any post-graduate crown or bridge must be paid prior to the tooth/teeth being prepped. The final 1/3 is due upon completion of the procedure(s).
- **PARTIAL AND COMPLETE DENTURES IN ALL CLINICS** - 2/3 of the total fee for any partial or complete denture must be made at the time of impression and the final 1/3 at the delivery of your prosthesis.
- **IN ADDITION TO THE ABOVE PAYMENT REQUIREMENTS, ALL**

PREVIOUSLY COMPLETED TREATMENT MUST BE PAID IN FULL PRIOR TO STARTING ANY OF THE ABOVE PROCEDURES.

Occasionally procedures require out-of-school laboratory involvement. Therefore, prompt payment of these fees helps to ensure timely delivery of your dental treatment. If one of the above-mentioned procedures is a part of your treatment plan, your student dentist should inform you well in advance of when payments are expected.

No new treatment can be initiated if an account is past due. UB School of Dental Medicine will not be held accountable for any additional treatment needs that cannot be provided as a result of a delay because of an overdue balance.

Patients that have a credit balance on their account will not be given a refund as long as they are in active or recall status. Any credit on the account will be applied to future treatment. At the time a patient is discharged from all treatment at UB School of Dental Medicine, a refund will be issued for any unused credit balance. Refunds are issued via credit card if the original payment was made by credit card. If cash or personal check was the original form payment, then the refund will be in the form of a check from Albany and takes approximately 3 weeks to be processed. The check will be mailed to the patient's address on file.

MEDICAID INSURANCE COVERAGE

Patients eligible for coverage under the Medicaid and Medicaid Managed Care Programs (as administered by Healthplex and Dentaquest) should inform the UB School of Dental Medicine of their status at the time of admission. Patients obtaining coverage after admission are expected to notify the Business Office immediately. Claims cannot be processed retroactively; therefore, patients not informing the school of any changes are financially responsible for treatment performed without authorization. If you have questions regarding your eligible coverage, consult your caseworker or local Social Services Benefits office.

Possession of an insurance card issued by the Department of Social Services or a managed care insurance company does not guarantee eligibility. Your card must be presented to the Business Office / Cashier **before each treatment session to verify eligibility**, and when requesting authorization for future treatment.

Eligibility does not guarantee coverage. Patients residing in a county other than Erie County may not be covered for treatment performed at the UB School of Dental Medicine.

Medicaid insurance programs cover only “essential services”. It does **NOT cover all dental procedures**. There are specific dental procedures that are only covered in certain circumstances (conditional procedures) and other dental procedures that are not allowed under any circumstances (non-covered procedures). Your student dentist will prepare a treatment plan for you based on your oral health status and comprehensive care needs.

Treatment that is covered, conditional and/or non-covered will be so noted on the treatment plan. If you would like to have specific conditional and/or non-covered services provided, be advised that you will be financially responsible for those services. If you do not wish to receive the conditional or non-covered procedure, a covered alternative procedure may be offered.

It is your responsibility to inquire whether recommended treatment will be covered by your insurance. Your proposed treatment and your expected financial responsibility should be discussed with your student dentist prior to signing your treatment plan.

How does the UB School of Dental Medicine handle private insurance claims and Flex Spending Accounts (FSA)?

Currently, the UB School of Dental Medicine does not participate with any FSA or third party payers or insurance companies other than the Medicaid, Healthplex, and Fidelis (Medicaid only) program. As a courtesy to our patients, a standard dental insurance claim form will be provided for you to submit to your insurance company or FSA. This form will only be provided when the procedures outlined in your treatment plan have been completed and your account for those services is paid in full. If you have dental insurance, we strongly recommend you contact your carrier for coverage and eligibility information. The UB School of Dental Medicine is unable to guarantee that any procedure will be completed within a certain calendar year.

The UB School of Dental Medicine is unable to manage workers compensation or no-fault insurance claims. If your dental needs are

related to these types of claims, you are urged to seek your care with a provider other than the UB School of Dental Medicine.

NON-PAYMENT

If for some reason you are unable to meet your financial obligations with the UB School of Dental Medicine or if you have a concern that is financially related, contact the Business Office as soon as possible at (716) 829-3226 (M-F 8:30 a.m.-4:30 p.m.).

Any account that has not been resolved after 60 days is subject to referral to a collection agency and the individual will be discharged as a patient of the UB School of Dental Medicine. You will be responsible for all fees associated with the collection process including but not limited to late fees, collection agency fees, and attorney fees.

Failure to keep a current account balance may prevent you from having any new treatment started. This may result in a delay of treatment and may also compromise your dental health.

BIOPSY SPECIMENS, PATIENT RELATED ITEMS, & EXTRACTED TEETH

Biopsy specimens, patient related items (crowns, bridges, dentures, etc. that are no longer useful or cannot be identified) and extracted teeth are potentially infectious because they are contaminated with blood and/or saliva. These items must be disposed of in accordance with accepted regulatory guidelines.

Extracted teeth are considered regulated medical waste and are therefore potentially infectious. Extracted teeth may be returned to a patient upon request, however, once the teeth are given to the patient, waste management regulations no longer apply.

PATIENT RIGHTS AND RESPONSIBILITIES

As a patient of the University at Buffalo School of Dental Medicine Oral Diagnostic and Treatment Center (Clinic) in the State of New York, **you have rights and responsibilities**. Students, faculty and staff are committed to providing the best care available and ask that you participate in your own health care by being an active and informed patient.

PATIENTS' BILL OF RIGHTS

YOU HAVE THE RIGHT, CONSISTENT WITH NEW YORK STATE LAW TO:

1. Understand and use these rights. If for any reason you do not understand or need help, the school will provide assistance;
2. Be treated with dignity and respect, regardless of your race, religion, age, disability, gender, beliefs, marital status, lifestyle, sexual orientation, national origin or sponsor;
3. Be informed of the services available at the clinic;
4. Be informed of the provisions for off-hour emergency coverage;
5. Receive treatment in a clean and safe environment, free of unnecessary restraints;
6. Receive emergency, incremental and total care to completion consistent with the standard of care in the profession;
7. Receive planned treatment with knowledge of anticipated cost, potential eligibility for third-party reimbursements and when applicable, the availability of free or reduced cost care;
8. Receive an itemized bill or statement of account, upon request;
9. Receive complete and current information about your diagnosis, treatment and prognosis in terms you can reasonably be expected to understand;
10. Receive education, counseling and explanations to your questions;
11. Know the names, positions and functions of any personnel involved with your care;
12. Participate in all decisions about your treatment;

13. Receive all the information that you need to give informed consent prior to the start of any non-emergency procedure or treatment or both. An informed consent shall include, as a minimum, the provision of information concerning the specific treatment or procedure, the alternatives to care, the risk of no treatment, the reasonably foreseeable risks and benefits of the treatment and expected outcomes disclosed in manner permitting the patient to make a knowledgeable decision;

14. Refuse examination or treatment to the extent permitted by law and be fully informed of the medical consequences to your action;

15. Refuse to take part in experimental research. In deciding whether or not to participate, you have the right to a full explanation;

16. Access to a patient advocate;

17. Voice grievances and recommend changes in policies and services to University at Buffalo School of Dental Medicine staff, the operator and the New York State Department of Health without fear of reprisal;

18. Express complaints about the care and services provided and have University at Buffalo School of Dental Medicine staff investigate such complaints. The University at Buffalo School of Dental Medicine is responsible for providing a written response within 30 days if requested indicating the findings of the investigation. If the patient is not satisfied, the patient may complain to the New York State Department of Health's Office of Primary Health Systems Management;

19. Privacy and confidentiality of all information and records regarding your treatment;

20. Approve or refuse the release or disclosure of the contents of the medical record to any health-care practitioner and or health care facility except as required by law or third-party payment contract;

21. Access to your medical record per Section 18 of the Public Health Law, and Subpart 50-3;
22. Review your records with a clinician and obtain a copy of your record for which the School of Dental Medicine can charge a reasonable fee;
23. Designate family members and other adults as authorized representatives to disclose protected health information, upon written authorization. You have the right to impose limits on the disclosures and revoke the authorization at any time, as permitted by law according to the Notice of Privacy Practices;
24. Make known your wishes in regard to anatomical gifts. You may document your wishes in your health care proxy.

YOU HAVE A RESPONSIBILITY TO:

1. Provide to the best of your knowledge, accurate and complete information about present medical and dental history, past illnesses, hospitalizations, medications, and other matter relating to your health. You have the responsibility to report changes in your health status;
2. Follow the treatment plan agreed upon by you and your dental care providers. This may include following instructions of allied dental health personnel as they carry out the coordinated plan;
3. Make known to your dental care provider that you understand and accept the treatment plan and that you know what is expected of you;
4. Comply with the rules and regulations of the UB School of Dental Medicine, The State University of New York at Buffalo, and the State of New York;
5. Be on time and available for your appointments (3-4 times per month);
6. Have a working phone number in order for your dental provider to be able to contact you to schedule appointments;

7. Be considerate and respectful of the rights of other patients and UB School of Dental Medicine personnel. You are responsible for being respectful of the property of other persons and the University at Buffalo. Patients are expected to treat UB faculty, students and staff with courtesy and respect. Inappropriate behavior or comments of a cultural, ethnic or sexual nature will not be tolerated;
8. Provide proper childcare while you are being treated at the SDM clinics. Children are not to be left unattended and are not permitted to accompany an adult patient who is receiving treatment;
9. Be escorted into patient treatment areas by your student dentist. No other individual should accompany you into the treatment areas unless medically necessary or approved by the student dentist's faculty;
10. Pay for service at the time it is provided.

Public Health Law (PHL) 2803 (1)(g)Patient's Rights, 10NYCRR,405.7,405.7(a)(1),405.7(c)



Student dentists will provide your dental care. These student dentists are in the process of completing necessary academic as well as clinical requirements to obtain a Doctor of Dental Surgery (DDS) degree. If for any reason you have a concern or comment regarding the treatment that is being provided, always consult with your student dentist and supervising instructor first. If satisfaction is not received you have the right to access our Patient Advocate.

Formal complaints involving treatment, student/faculty concerns or other issues involving the delivery of your dental care **MUST BE SUBMITTED IN WRITING** to the Patient Advocate, 325 Squire Hall, Buffalo, NY 14214-8006. Access to the Patient Advocate is by appointment only (716) 829-2390. You may also contact the New York State Department of Health's Office of Health Systems Management.

PATIENT PARKING

UB School of Dental Medicine at 1500 Broadway: Limited patient parking is available directly behind the office. The lot is accessible from both Wick Street and Liddell Street. Designated spaces with official handicapped hangtags are available.

UB School of Dental Medicine at Squire Hall:

Valet Parking: Valet Parking is available at Squire Circle at the front door of UB School of Dental Medicine Squire Hall for a nominal fee.

Self-Parking: Limited free patient parking is available immediately adjacent to the School of Dental Medicine in the Squire Hall Lot with a parking permit. Additional parking is available in the Tower Lot directly across Hayes Road and in the Michael Lot near Bailey Avenue.

Designated spaces for those with official handicapped hangtags are available in all patient parking lots. **Parking in the circle adjacent to the main entrance to the School of Dental Medicine is NOT allowed.** This area needs to remain clear for emergency vehicles to access the building.

You must display an official UB School of Dental Medicine parking permit on the dash of your vehicle to park legally in any of the clinic patient designated lots on campus. **Parking permits** are given in advance by your student dentist to be valid for your next scheduled appointment or may be obtained at the front desk located in the main lobby of the School of Dental Medicine. This permit must be accurately marked for the date and time of your appointment. **A new permit is required for each visit.**

Patients are cautioned to park only in designated “Patient Parking” areas. Parking regulations are strictly enforced; illegally parked cars are ticketed and may be towed and you will be liable for any resulting fees. Check with your assigned student dentist or switchboard operator if you have any doubt that you are legally parked.

For additional clinic parking information or for clarification of designated patient parking areas on campus, please refer to the **UB School of Dental Medicine Patient Parking Brochure** you already received and/or visit our web site and click on Clinic Parking Brochure.

<http://dental.buffalo.edu/patients/directions.htmlx>

Additional **Dental Patient Parking Brochures** are available in our patient waiting areas and at the switchboard in the main lobby.

CARES PROGRAM

The CARES (Counseling, Advocacy, Referral, Education and Support) Program is on site at the UB School of Dental Medicine. Collaboration with the UB School of Social Work has enabled the development of this program to assist patients with social, medical, transportation and other concerns that may be a barrier to accessing dental care. A Social Worker and School of Social Work interns are available Monday – Friday, 8 a.m.– 4 p.m. to assist patients who may need information, resources, and/or assistance with problem solving. If you believe that you may benefit from this program, please ask your student dentist for more information and have him/her complete a referral for assessment.

The students, faculty and staff look forward to meeting your oral health needs and providing you with the highest standard of dental treatment with your best interests in mind. Your understanding and compliance with the information presented in this booklet will help to ensure you receive the best care possible.