

PATIENT INFORMATION



**PATIENT
INFORMATION
BOOKLET**

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

Welcome Center (716) 829-2732
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. (716) 829-6439
After Clinic Hours: (866) 244-9387

**UB School of Dental Medicine Clinical Departments and
Special Services:**

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
Recall and Hygiene Clinic (716) 829-3846

Billing Office (716) 829-3226

C.A.R.E.S. Office (716) 829-6239

Reinstatements (716) 829-3508

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 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.

You will also be asked to have your picture taken to complete your electronic record.

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, resides outside of New York, such as Florida, for part of the academic year, lives beyond a one hour drive from UB, 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?

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. A Welcome Center Staff member will contact you directly to schedule an appointment. This may be with a junior or senior student dentist, or a post-graduate resident depending on the complexity of your treatment needs. Your initial appointment with your student dentist or resident 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. This might take multiple visits.

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) MD 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?

Should you need to cancel your appointment, you **MUST** call your Welcome Center staff member at 716-829-5993 at least 24 hours prior to an appointment. If you cannot reach your Welcome Center staff member, call the UB School of Dental Medicine at (716) 829-2824 (M-F 8:15 a.m.-4:45 p.m.) to page your 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:

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 whether your emergency is general dentistry or orthodontic related, you will also be asked 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 or orthodontist.

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 John R. Oishei Children's Hospital as follows:

- (1) Call (716) 323-2000 and ask the operator to page the on-call dental resident if there is an after-hours concern.
- (2) A second option is to take the child directly to the emergency room at Oishei, where there is a dental resident on call 24/7 and they will be called in to see the 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. As a teaching facility, our payment policies may be different than those you are accustomed to. 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 average 1/3 of fees charged in private practice. Fees for dental care provided in the post-graduate programs average 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. Patients that do not follow UB School of Dental Medicine payment policies are subject to placement with a collection agency and discharge.

How do I pay for my dental care?

You will be required to speak with a staff member in the Welcome Center and pay for any previously completed treatment in full before you are checked-in at each appointment. Failure to do so may result in your current appointment 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, check, money order, Visa, Mastercard, American Express and Discover. You will be charged an additional fee for any returned check.

- **IMPLANTS** – all implants and related implant treatment must be paid in full before the implant surgery can be scheduled. Any discounts offered will not be applied to your account until the time your abutment or crown is 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 any work being started.
- **CROWNS/BRIDGES IN POST-GRADUATE CLINIC** – prior to any work being started, 2/3 of the total fee must be paid. The final 1/3 is due on or before the day the procedure will be completed.
- **PARTIAL AND COMPLETE DENTURES IN ALL CLINICS** – at the time of impression, 2/3 of the total fee for any partial or complete denture must be paid. The final 1/3 is due the day the partial or denture will be delivered.
- **INTERIM DENTURES** – are not covered by insurance and must be paid in full at the time of impression.
- In addition to these requirements, all previously completed treatment must be paid in full prior to starting any of the above procedures.

In very limited circumstances, SDM patients needing dentures with extensive extractions or receiving multiple implants may qualify for no-interest payment plans. All arrangements must initially be made through

your student. When your student has met with the Billing Department and your payment plan has been approved, you will be contacted with an appointment to sign your paperwork and receive your payment coupons. All payments must be postmarked by the 15th of each month in order to remain in good standing and to prevent cancellation of the payment plan.

Occasionally procedures require out-of-school laboratory involvement. Therefore, prompt payment of these fees will help ensure timely delivery of your dental treatment. Your student dentist should inform you well in advance when payment is 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.

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. If your original payment was made by credit card, you will be contacted for the card number to issue your refund. If payment was made with cash or check, you will receive your refund in the form of a check issued from State University of New York at Buffalo. Please allow up to 3 weeks for processing. The check will be mailed to the most recent address on file.

MEDICAID INSURANCE COVERAGE

Patients eligible for coverage under the Medicaid and Medicaid Managed Care Programs should inform the UB School of Dental Medicine of their status at the time of their application to the school. Patients obtaining coverage after acceptance as a patient are expected to notify the Billing Department immediately. The SDM may charge a patient for non-covered services when a private-pay agreement (mutual and voluntary signed treatment plan) is in place. If you have questions regarding your coverage, you must consult your caseworker or local Social Services Benefits office. We cannot contact them on your behalf.

We participate with NYS Medicaid, Healthplex, DentaQuest and Liberty. Healthplex, DentaQuest and Liberty process claims for multiple Medicaid plans, such as Independent Health, Blue Cross and YourCare. Your benefit card should notify you of your dental carrier. We are trying to contract with United Healthcare but until the process is completed, we cannot accept United Healthcare Medicaid patients. We also do not participate with Fallon Weinberg insurance and cannot accept their patients.

Possession of an insurance card issued by NYS Medicaid or a Medicaid Managed Care company does not guarantee eligibility. Two days prior to your appointment, SDM will verify eligibility of your insurance through your insurance company's website. This sometimes requires use of your Social Security number. If we do not have your Social Security number on file, we will be unable to check your eligibility and you will be treated as a self-pay patient and required to sign an agreement for payment. If your appointment is scheduled within less than 2 days, your eligibility will be verified at check-in. In addition, if your insurance claim is denied for no active coverage, you will be responsible for payment regardless of your implied status on the date of service. By signing your treatment plan, you agree to these terms.

Medicaid insurance programs only cover services they consider essential. They do 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 not covered will be so noted on the treatment plan. If you would like to have non-covered services provided, be advised you will be financially responsible for those services and will be required to sign a private pay agreement. Prepayment will be expected. However, if you do not wish to receive the non-covered procedure, your student dentist will provide possible alternatives to care and inform you of the risks of no treatment so that you are able to make a knowledgeable decision.

MEDICAID SPEND DOWN

If you have a Medicaid spend down plan, you will be sent a letter explaining your responsibilities to ensure coverage. Until such processes have been completed, you will be considered a self-pay patient. It is recommended you make your payment directly to your caseworker so your claims may be submitted without delay.

MEDICARE INSURANCE COVERAGE

Medicare Part B does not cover any routine dental care. Most Medicare Advantage plan offer some coverage. However, we only participate with select Medicare Managed Care plans processed through Healthplex and DentaQuest. If you have any questions regarding your coverage at SDM, contact your insurance directly by telephone or through their website.

How does the UB School of Dental Medicine handle private insurance claims?

Currently, the UB School of Dental Medicine does not participate with any private dental insurances. We are exploring other insurances to participate with and as we contract with new companies we will post notices in the Welcome Center area to inform you of any additions. As a courtesy to our patients, a standard dental insurance claim form will be provided on request for you to submit to your insurance company. 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 private 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 with 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 should seek care with a provider other than the UB School of Dental Medicine.

If you have a Flexible Spending Account, your employer's plan determines what dental expenses are covered. You can request the same claim form as indicated above to submit to your plan for reimbursement based on when a procedure is completed, not started. Please be advised the UB School of Dental Medicine is unable to guarantee that any treatment or procedure will be completed within a certain calendar year.

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 questions regarding your statements, please contact the Billing Department at (716) 829-3226. Office hours are 8:15 am to 4:00 pm, Monday through Friday.

All billing questions must be addressed by telephone.

Please note: we are unable to speak with anyone regarding your bill that is not your designated HIPAA representative as noted in your chart.

Any account that has not been paid 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 when in-process treatment is completed. If your account is sent to a collection agency, you will be responsible for all fees associated with the collection process including, but not limited to, late fees, collection agency fees (currently 33 1/3% in addition to your balance with SDM) 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 compromise your dental health.

As mentioned, we are a teaching facility and treatment takes longer than it might in a private dental practice. Because of that, treatment may not be completed and billed to you for several months. Please keep a copy of all signed treatment plans so you will be aware of the total amount you will owe and will not be surprised by unexpected statements. Also, be sure you are given a receipt for any cash payment and keep all copies until all treatment is completed and marked paid in full. You will be required to supply a receipt if you feel a cash payment has not been properly credited to your account.

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 at the extraction appointment only. Once the teeth are given to the patient, waste management regulations no longer apply.

DENTAL IMPLANT INFORMATION

Frequently asked questions regarding Dental Implants

Am I a good candidate for implants?

Dental Implants are suitable for most adults in good health. The Implant Director or Implant Faculty will assess the feasibility of providing implant treatment. A thorough examination, impressions, and radiographs will be needed to determine the anticipated prognosis, the optimal placement of each implant and the quality of bone that is available. Implant treatment normally involves several stages of treatment.

What will my implants cost?

Since every individual case is unique, costs will vary. You must meet with both your comprehensive provider and implant surgeon to obtain written estimates. Each provider will formulate a separate treatment plan. In addition to your “restorative” treatment plan with your current comprehensive provider, you will also be referred to an implant surgeon who will formulate the “surgical” treatment plan. ADDITIONAL FEES WILL INCUR for the surgical portion of your treatment. You must agree to the procedures listed in ALL treatment plans and you will be required to sign the plans before any treatment is rendered. Procedures will require pre-payment as each stage progresses.

*If you are eligible for the pre-doctoral implant discount, note the discount will NOT be applied until the abutment and crown have been scheduled by your pre-doctoral student. Discounts do not apply to post-graduate treatment.

How long will my implant treatment take?

As this is a school, treatment takes more time than at a private dental office. Patients that require additional surgery such as bone grafting must allow for healing of the graft, generally 3-6 months, depending on the size of the graft needed. After implant placement, the bone must heal and integrate around the implant before the implant can be “loaded” with the restoration. This healing typically takes 3-6 months

and the restorative phase takes an additional 2-3 months. Allowing for breaks in the school calendar, total treatment times at the SDM are typically 1-2 years to completion. However, treatment times will be extended for those patients who have limited availability or those with poorer quality bone.

PLEASE NOTE: There is a low rate of implant failure (<5%). Nevertheless, the success of the implant depends on several factors outside of the provider’s control. Therefore, the success of the implant treatment cannot be guaranteed.

Risks factors for implant failure include, but are not limited to:

- Smoking
- Certain anti-depressants
- A lack of availability for follow-up care
- Poor health
- Certain medications that cause dry mouth or weaken bone
- Poor oral hygiene
- Untreated dental caries
- Untreated gum disease
- Clenching or grinding
- Heavy alcohol use

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

As a patient in a Clinic in New York State, you have the right, consistent with 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 and receive services with dignity and respect, regardless of 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-hours 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. Be informed of and receive an estimate of the charges for planned services, view a list of the health plans and the hospitals that the center participates with; 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 an estimate of the amount that you will be billed after services are rendered;
 10. Obtain from your health care practitioner, or the health care practitioner's delegate, complete and current information about the diagnosis, treatment and prognosis in terms you can reasonably be expected to understand;
 11. Receive education, counseling and explanations to your questions;
 12. Know the names, positions and functions of any personnel involved with your care;
 13. Participate in all decisions about your treatment;
 14. Receive from your physician, the information necessary 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 you to make a knowledgeable decision;

15. Refuse examination or treatment to the extent permitted by law and be fully informed of the medical consequences to your action;
16. Refuse to take part in experimental research. In deciding whether or not to participate, you have the right to a full explanation;
17. Access to a patient advocate;
18. 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;
19. 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 you are not satisfied, you may complain to the New York State Department of Health;
20. Privacy and confidentiality of all information and records pertaining to your treatment;
21. Approve or refuse the release or disclosure of the contents of your medical record to any health-care practitioner and or health care facility except as required by law or third-party payment contract;
22. Access to your medical record per Section 18 of the Public Health Law, and Subpart 50-3. For additional information link to: http://www.health.ny.gov/publications/1449/section_1.htm#access; [Access to Your Medical Records](#) and [Do I Have the Right to See My Medical Records?](#)
23. 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;
24. Designate family members and other adults as authorized representatives to disclose protected health information, upon written authorization. The authorized representative will be given priority to visit consistent with your ability to receive visitors. 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;
25. When applicable, make known your wishes in regard to anatomical

gifts. Persons sixteen years of age or older may document their consent to donate their organs, eyes and/or tissues, upon their death, by enrolling in the NYS Donate Life Registry or by documenting their authorization for organ and/or tissue donation in writing in a number of ways (such as health care proxy, will, donor card, or other signed paper).

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 agree to 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 and may result from dismissal as a patient from the School of Dental Medicine;
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:

Self-Parking: Limited free patient parking is available immediately adjacent to the School of Dental Medicine in the Squire Hall lot and in the Kimball Tower 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. School of Social Work interns are available Monday – Friday, 8 a.m.– 4 p.m. during the academic year 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 call 716-829-6239 or 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.