



## NOTICE OF PATIENTS' RIGHTS

### PATIENT RIGHTS AND RESPONSIBILITIES

As part of our strong commitment to quality care and customer service, the Mobile Dental Clinic wants to keep you informed about your rights and responsibilities:

- You have the right to be provided with appropriate information about providers, policies, and procedures.
- You have the right to be informed by the dental providers regarding your diagnosis, treatment, and prognosis in terms you can understand.
- You have the right to receive sufficient information from your dental providers to enable you to give informed consent before beginning any dental procedure or treatment for your child.
- You have the right to be treated with respect, dignity and with recognition of your privacy.
- You have the right to refuse treatment, drugs or other procedures recommended by the Mobile Dental Clinic providers and to the extent permitted by law and to be made aware of the potential consequences/neglect of refusing recommended treatment.
- You have the right to reasonable access to dental services.
- You have the right to expect that all communications and records pertaining to your health will be handled in the most confidential manner.
- You have a right to obtain a copy of your dental record from the Mobile Dental Clinic, in accordance with the law.
- You have the right to express any concern with the staff of the Mobile Dental Clinic.
- You have the responsibility to treat others with the same respect and courtesy that you expect for yourself.
- You have the responsibility to ask questions and to seek clarification in order to understand your dental condition and/or treatment.
- You have the responsibility to weigh the potential consequences of not following the advice of your dental provider.
- You have the responsibility to express concerns to Children's Volunteer Health Network.
- You have the responsibility to provide information needed by your dentist to enable him/her to provide the most appropriate and effective care.
- You have the responsibility to meet your financial obligations in a timely fashion.
- You have the responsibility to perform visual in mouth examinations on yourself and the responsibility to follow the provider's instructions regarding home care treatment.

### OUR COMMITMENT TO PATIENTS

- We provide quality dental care.
- We value each patient as an individual. We take responsibility and initiative to address concerns, issues, and feedback to ensure patient satisfaction.
- Our patients' dental and personal information is treated with respect and the utmost confidentiality.
- We facilitate all aspects of our patients' dental care by informing and educating them about internal resources and guiding them through our processes.
- We always conduct ourselves in a professional manner and contribute to the maintenance of a professional environment.

## Civil Rights

- Patients have the right to be treated with respect and dignity in a safe and private setting.
- Patients seeking services shall not be denied, suspended, or terminated from
- services or have services reduced for exercising any of their rights.

## Discrimination

- Patients have the right to receive services regardless of age, race, color, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, gender identity or expression, veteran status, criminal record, citizenship, personal values.
- Patients may receive services without regard to one's ability to pay; if a patient is unable to pay the full fee for services, a sliding fee scale is available. The patient may examine and receive an explanation of his/her bill of services.
- No recipient of services is presumed legally incompetent except as determined by a court or state law.
- Patients have the right to present any complaint or grievance on matters pertaining to services received, or any perceived or actual violation of rights.

You can also find this information on our website <https://www.cvhnkids.org/patient-information>.

If you have any questions or concerns, please contact our corporate office at 850-622-3200.