

**The University of Tennessee
Health Science Center**



Patient Information

College of Dentistry

**875 Union Avenue
Memphis, Tennessee**

CONTENTS

Welcome.....	Page 2
Patient Acceptance.....	Page 3
Clinic Fees.....	Page 3
Insurance.....	Page 4
Medicaid/TennCare.....	Page 4
Appointments.....	Page 4
Missed Appointments.....	Page 5
Patient Rights.....	Page 5
College Rights.....	Page 6
Emergency Care.....	Page 6
Baby-Sitting.....	Page 7
Parking.....	Page 7
Problems.....	Page 7
Alternate Treatment Opportunities.....	Page 8

WELCOME

Thank you for coming to the Dental College. This booklet will help you understand how we work.

Dental work is performed by student doctors and examined by a licensed dentist. Because we are teaching students, you will find our clinic is different from a private dental office.

The University of Tennessee does not discriminate on the basis of race, sex, color, religion, national origin, age, disability or veteran status in provision of education or employment opportunities. This policy extends to patient acceptance and patient assignment to student doctors.

A request for a student based upon race, color, national origin, sex, religion, age, or handicap will not be honored and such a request indicates you may be better served by a private dentist.

One of our goals is to provide quality dental care. We hope you will be satisfied with your care and feel comfortable referring others to us.

PATIENT ACCEPTANCE

We are able to accept many people as patients. However, if we have a lot of people needing dental care the same as you or if the care you need is too difficult for a student, we will suggest you see a private dentist.

We provide dental care in two steps. The first step is to treat any disease in your mouth. We may clean your teeth, treat your gums, fill cavities, or take out teeth that cannot be saved. After we complete step 1, we will consider replacing any missing teeth you might have. If we can do the work and you want your missing teeth replaced, we will continue your treatment.

We cannot guarantee assignment to a student. If we are not able to assign you after 3 months, we will notify you by mail that we cannot do your work.

CLINIC FEES

Our fees are about 1/2 of what you would pay at a private dental office. You do **not** pay for all the treatment you need at one time. You pay for the work when it is started.

We accept cash or personal checks. The total amount of a personal check must be applied toward payment of clinic fees. Post-dated, payroll, or two party checks cannot be accepted as payment.

We also take VISA, MasterCard, and Discover.

The College of Dentistry attempts to keep fees as low as possible. However, rising costs of providing care may require fee increases. Fees may increase without notification.

Your student doctor should always advise you of the fee for a procedure before it is started.

It is against college policy for students to pay for any patient treatment; therefore, please do not ask your student doctor to pay for any treatment you receive. Any violation of this policy may lead to the patient being dismissed from the college treatment program.

INSURANCE

INSURANCE: If you have dental insurance, you will pay us as mentioned under Clinic Fees. We will complete your insurance form and the insurance company will pay you when a procedure is completed, if it is a covered benefit.

You must see the Insurance Clerk in Clinical Affairs to give her a copy of your insurance card and complete a claim form.

TENNCARE: Please ask about covered services.

APPOINTMENTS

Because our students are learning to provide good care and our staff doctors must look at each step, your appointments will be longer and it will take more appointments than at a private dentist. For your extra time, we provide your care at a lower cost.

Our morning hours are 8:00 till noon and the afternoon from 1:00 till 5:00. We are open Monday through Friday.

Our students have classes they must go to along with taking care of patients. Their time is limited and it is important that patients work with their student and meet their appointments. Patients are expected to make an appointment with their student doctor, when the student's schedule permits, once every two weeks.

Children **MUST** have their parent or legal guardian with them on the screening appointment and the first appointment after screening. They must have a responsible adult with them for each visit after the first. It will be necessary for children to miss some school time if they are treated at the College of Dentistry.

MISSED APPOINTMENTS

If you miss an appointment, your student cannot make up that time. Loss of clinic time can keep a student from graduating. Missed appointments may cause us to stop your treatment.

If it is absolutely necessary to cancel your appointment, you should do so at least 24 hours before the time of the appointment. Your student will give you a home telephone number. You can also leave a message at 448-6468 for your student to call you. Please call 448-1957 to notify us of your cancellation.

PATIENT RIGHTS

If accepted as a patient, the College of Dentistry extends to you the right to:

1. Considerate, respectful, confidential treatment.
2. Continuity and completion of treatment.
3. Access to complete and current information about your condition.
4. Knowledge of each treatment procedure and the cost of that procedure before it is begun.
5. Information about the type of treatment recommended, the benefits of that treatment, and the risks involved with the treatment. If alternate methods of treatment are available, information of those alternative treatment methods and their associated benefits and risks.
6. Refuse treatment and an explanation of the risk involved if the treatment is not done.
7. Access to care for emergency situations.
8. Treatment that meets the standard of care in the profession.
9. Access to a patient representative.

PATIENT RESPONSIBILITIES

In order to extend to you the above rights, the College asks the following of you:

1. Make and meet appointments as outlined.
2. Remain for the complete appointment period.
3. Take only prescribed medications.
4. Follow physician's consultation orders (if necessary).
5. Follow the agreed upon treatment plan.
6. Furnish complete and truthful information.
7. Be considerate and respectful of others.

EMERGENCY CARE

We do have an emergency clinic for people who have not been assigned a student doctor. This clinic is to relieve pain. It operates Monday through Friday most of the time. You should call 448-6211 for the hours of operation. For children up to 13, call 448-6206.

If we do care for you in the emergency clinic, it does not mean you are an accepted patient at the dental college. If you want more dental care, it will be necessary that you go through the patient screening and acceptance program. Call 448-6220 for new patient information.

Patients with a student assigned for their care will work with their student if they have an emergency.

BABY-SITTING

The college of Dentistry does **not** provide baby-sitting services. Do not plan to leave your child (children) unattended in the waiting room. Children may **not** go with their parent (guardian) into the treatment clinics.

PARKING

Parking is available south of the building. The lot is supervised by an attendant and the fees are reasonable.

If this parking lot is full, there is an All Right parking lot and metered parking on the street behind McDonalds.

CONCERNS OR PRAISES

The College of Dentistry does have a patient representative. If you have problems, concerns about your dental treatment, or your student doctor is not responding to your phone calls, please contact:

Ms. Beckey Hawes
Office of Clinical Affairs, C-209
875 Union Avenue
Memphis, TN 38163
Phone (901) 448-6507

If you have compliments or suggestions, we would appreciate your contacting Ms. Hawes.

ALTERNATIVE TREATMENT OPPORTUNITIES

Occasionally, patient treatment needs are determined to be too difficult for the undergraduate dental student. In these cases, the College of Dentistry offers other programs that may serve as a suitable alternative to care.

GRADUATE PROGRAMS: Graduate students have already received their dental degree and are now in a formal residency program of intensive training in the specialty of their choice. Patients with certain types of difficult problems are selected for treatment in these programs. The College of Dentistry offers graduate programs in periodontology, oral surgery, pediatric dentistry, orthodontics, and general dentistry. Fees for these programs are higher than the undergraduate program, but less than those charged in private practice. Patient contact with these programs can be coordinated through the Office of Clinical Affairs.

UNIVERSITY DENTAL PRACTICE: Selected full-time faculty members conduct a private practice at The University of Tennessee Health Science Center and offer comprehensive dental treatment. Treatment fees charged at this facility are at the level of fees charged in the community. Patients interested in being treated by a faculty member should request an appointment at the University Dental Practice, 910 Madison Avenue, Room 608, Memphis, TN 38163.

REFERRAL TO PRIVATE PRACTICE: The University will answer questions patients might have.