We provide
the very best
in oral health care services

PATIENT INFORMATION BROCHURE
SERVICES WE OFFER

Pre-Doctoral DDS Student Clinics
Preventive care (cleanings) (919) 537-3928
Comprehensive general care (919) 537-3737
Urgent care (919) 537-3855
Geriatrics/Special Care Clinic (919) 537-3866
Endodontics (root canal) (919) 537-3993

General Dentistry
Advanced Education in General Dentistry Clinic
(919) 537-3832
(919) 537-3950
Operative Dentistry (fillings and crowns)
(919) 537-3832
(919) 537-3950
Oral surgery radiology (x-rays) (919) 537-3561
Oral surgery (extractions, wisdom teeth) (919) 537-3565
Orthodontics (braces) (919) 537-3942
Pediatric dentistry (infant to 12 years of age) (919) 537-3956
Periodontics (gum disease, implants) (919) 537-3936
Prosthodontics (crown and bridge work) (919) 537-3947

Dental Faculty Practice (DFP)
All dentistry services (919) 537-3939
Orofacial pain (pain in mouth, jaws and face) (919) 537-3939

HOURS OF OPERATION

School of Dentistry:
8 a.m. to 5 p.m. Monday through Friday
Closed on weekends, state holidays and University closures.

Post-graduate DDS, faculty and other clinics:
Varies by department.

Pre-doctoral DDS student clinics:
10 a.m. to 1 p.m. AND 2 p.m. to 5 p.m. Monday through Friday.
For after-hours urgent treatment needs, call (919) 537-3364.

Welcome!
Thank you for choosing UNC School of Dentistry. Our students, faculty and staff are dedicated to providing high quality, patient-centered care in an educational environment. We look forward to providing you the very best in oral health care services.
Becoming a Patient in the Student Clinics at UNC School of Dentistry

Persons seeking dental care in any of the UNC School of Dentistry student clinics must apply to become a patient. Applicants are admitted based on several factors, including whether the treatment needs of the patient are within the scope of a dental student. Those who are selected will be matched with a student who will become the patient’s primary dental health provider. Each clinic has an independent admissions process. Please contact the individual clinic for details on becoming a patient (phone numbers listed under “Services We Offer” in this brochure), or see our webpage at www.dentistry.unc.edu/patients.

Who Provides Services?

Pre-Doctoral DDS Student: Doctor of Dental Surgery (DDS) students attend a four-year accredited dental school program of study (usually following college education) ending with graduation as a dentist. During their four years here at UNC, dental students are considered to be pre-doctoral DDS students. Other schools might say Doctor of Medicine in Dentistry or Doctor of Dental Medicine (DMD)—both mean the same thing as DDS.

Post-Graduate DDS student: Post-graduate DDS students spend from one to four years in specialty education and training after graduation from a DDS program and after getting licensed as a dentist. Post-graduate study at UNC includes advanced dental education, residency (associated with UNC Hospitals), or fellowship. Examples of UNC specialties are general practice residency, pediatric dentistry, oral surgery and orthodontics.

Faculty: School of Dentistry faculty are licensed dental care providers who teach DDS and post-graduate DDS students in the classroom and in clinics, conduct research and report on their discoveries, and care for their own patients in School of Dentistry’s Dental Faculty Practice. In their role teaching in clinics, School of Dentistry faculty are called attending faculty.

Patient-Centered Care: In School of Dentistry’s patient-centered care approach, the patient is a key member of the oral health team and is personally involved in planning his or her care. Patients will have a thorough exam, and all viable options for care will be presented with the risks, benefits, costs, and approximate duration of active treatment. Patients will get the knowledge necessary to make informed decisions, and a treatment plan detailing the work needed will be generated and agreed upon by the patient, student and attending faculty.

Appointment Length

In general, dental care in pre-doctoral student clinics will require longer appointments than in a private dental office. Most appointments in pre-doctoral student clinics take three hours, and are scheduled from 10 a.m. to 1 p.m. and/or from 2 p.m. to 5 p.m. Monday through Friday. Patients should be available at least twice a month for appointments during the active phase of treatment.

Cancelled/Rescheduled Appointments

Appointments should be cancelled/rescheduled only when absolutely necessary, and at least 48 hours ahead (two business days). To cancel an appointment in a DDS Student Clinic, the patient should contact the student directly. If the student cannot be reached, the patient may call the School of Dentistry main phone line at (919) 537-3737. Calls to cancel a post-graduate DDS or Dental Faculty Practice appointment should be made directly to that clinic.

Patients who cancel or reschedule less than 24 hours in advance, or who do not come to an appointment at all, will be considered a ‘no-show.’ Arriving 30 minutes or more past the scheduled appointment time will be considered a no-show and the patient will not be seen that day. More than two no-shows or more than three cancellations may lead to dismissal of the patient.

Severe Weather

The School of Dentistry sometimes closes clinics due to severe weather (snow/ice, hurricane, etc.). When clinics are closed due to severe weather, all appointments are cancelled and must be rescheduled. No patients can be seen, even if they manage to get to the school. All efforts will be made to reschedule appointments as soon as possible after the clinics re-open. The no-show and cancellation rules will not apply. Patients should check www.dentistry.unc.edu for closure information and updates.

Children as Dental Patients

Student providers treat children from infancy (when the first tooth appears) to adolescence in our Pediatric Dental Clinic under supervision of pediatric dentistry faculty. Children aged 14-17 may be referred to adult clinics for continued care when appropriate. A parent or personal representative (with appropriate documentation) must be present at all appointments for minor patients. The parent might need to go with the minor into the clinic, even though in most clinics only the patient is allowed in treatment areas. Parents may also be asked to stay in the waiting room while the minor patient is being treated.

Children Accompanying Patients

Both patients and their providers must focus solely on the services being provided in order to assure the best quality of care. Therefore, when not the patient, children are not permitted to come into the clinic. Adult patients must have someone else with their children in the waiting area. If children are left unattended, the adult’s dental appointment will be cancelled and rescheduled.
Medical Histories and Medications
To provide our patients the safest dental care possible, it is essential that the dental provider know the patient's detailed medical history. All patients should be able to provide current medical information, as well as current medications with dosages. If the situation calls for it (for example, if a patient's blood pressure is deemed too high for safe care), the patient's appointment will be cancelled with instructions to notify their medical doctor immediately. In such cases, the patient will not get a new appointment without a written and signed letter from the medical doctor clearing the patient for continued care.

Emergency/Urgent Dental Issues
Urgent dental care issues can arise unexpectedly and at any time of day or night. Existing patients have the following options for urgent care, depending on provider type and time/day:

Pre-doctoral DDS student provider
- **During business hours:** the patient should contact the assigned student directly, and the student will make arrangements for care. If the student is unavailable, the patient should call the Urgent Care Clinic at (919) 537-3855. If appropriate, an appointment will be made for within one business day of the call (but not more than two days ahead).
- **After hours:** the patient should call the after-hours urgent care/emergency phone number provided by the pre-doctoral DDS student.

Post-graduate DDS student or faculty provider
- **During business hours:** the patient should call the main desk for that clinic to report the urgent need.
- **After hours:** the patient should call the after-hours urgent care/emergency phone number provided by that clinic.

Student Provider School Breaks
Pre-doctoral student providers have school breaks and, during these times, patient clinics are not open for routine dental care. No patients are scheduled for routine care appointments during student breaks.

Non-English-Speaking Patients
Patients who do not speak English are asked to let the student or clinic staff know, to allow the School of Dentistry to make interpreter services available. Where possible, non-English-speaking patients will be paired with providers who speak the same language.

Payment Policies
- **Payment at time of service:** Payment is expected at time of service. Although Student Dental Clinics offer patient care at reduced fees, often 40-60 percent less than area private dentists, the services are not free. Graduate Clinic fees also are offered at a reduced rate, often 20-40 percent less than area private dentists.
- **Payment Methods:** cash, check and credit card (Mastercard and Visa).
- **Payment Plans:** There are no payment plans at this time in the pre-doctoral student clinics and most post-graduate clinics. The Pre-doctoral and Graduate Orthodontics Clinics are the exceptions and do offer payment plans, with an initial down payment required at the start of treatment.
- **Pre-payment:** Most multiple appointment procedures must be pre-paid.

Pre-doctoral student clinics providing implants, dentures, crowns and bridges require full payment before treatment starts.

Graduate Prosthodontic Clinic dental treatment requiring laboratory work including crown and bridge work requires one-third payment of an approved treatment plan before treatment, one-third half-way through treatment and one-third at completion of treatment, prior to the delivery of the prosthesis/lab work.

Graduate Periodontics Clinic requires prepayment seven days in advance for all implant services.

- **Dental/Medical Insurance:** The School of Dentistry does not process dental insurance. At check-out, the patient will receive a statement containing all the information needed to complete an insurance provider’s dental claim reimbursement form. It is the patient’s responsibility to know the requirements of their dental insurance coverage, including such items as how often the patient can get covered dental cleanings and whether a given treatment or procedure requires insurance company pre-approval.

- **Medicaid:** The School of Dentistry (except for Dental Faculty Practice) accepts Medicaid and Health Choice. Patients should bring identification and Medicaid card. Non-covered procedures must be paid out of pocket. Patients or responsible parties should inquire about the details of special cases such as treatment in the UNC Hospitals operating room.

- **Non-Payment:** Non-payment may result in permanent dismissal from the School of Dentistry. As a State organization, the School is required to send past due accounts to a collection agency. Income tax refunds and lottery proceeds may be garnished for seriously past due balances.

- **Gifts to students:** Patients often like to show their appreciation for the high quality care they receive. Although this is extremely generous, providers are not allowed to accept gifts for their services.
Standards for Patient Care

The UNC School of Dentistry has eight standards of care that describe the desired environment and level of care (performance) that all staff, students, and faculty within the School of Dentistry educational clinics strive to achieve.

1. Patient Rights: Patients will be informed of their rights and responsibilities. In addition, patients will be treated in a humane and professional manner.

2. Patient Dental Records: A dental record that documents all diagnostic and therapeutic actions as well as significant communication related to patient care will be established and maintained.

3. Examination and Diagnosis: Patients accepted for care at the School of Dentistry will receive the appropriate examination designed to arrive at a diagnosis.

4. Radiology: The School of Dentistry will use diagnostic radiation in a safe and judicious manner as recommended by the ADA and AAOMR, as applicable, and within the State and Federal Regulations.

5. Treatment Plans: Based upon the results of examination and diagnosis, a treatment plan will be formulated so that patients may receive treatment that is appropriate to meet their needs.

6. Medical and Dental Emergencies: The School of Dentistry will respond to medical and dental emergencies in an appropriate manner.

7. Quality of Care: Based upon the results of the diagnoses, patients will receive quality care to promote comfort, function, health, and esthetics, with such care rendered in a timely manner.

8. Environment: Patient care will be provided in a patient-centered environment. The patient care environment will be maintained in a safe manner.

Patient Rights

- **Treating the Person**: The School of Dentistry recognizes and respects the dignity of each patient. Patients should expect to be treated with consideration and respect regardless of age, color, disability, gender, gender expression, gender identity, genetic information, national origin, race, religion, sex, sexual orientation, veteran status or source of payment.

- **Appropriate Services**: The School of Dentistry will provide services consistent with the patient's needs. Patients will be informed about what can and cannot be provided, and providers will make referrals for treatment elsewhere when necessary. When the patient's relationship with the school ends, no matter the reason, the patient will be made aware of remaining treatment needs.

- **Understanding the Plan of Care**: Patients are entitled to a clear explanation of their dental problems, recommended treatment, treatment alternatives, risks involved, estimated costs, who will provide care and approximately how long it may take. When complications come up during treatment that might change the plan of care or affect treatment results, patients will get a full explanation.

- **Consent and Refusal of Treatment**: Patients have the right to participate in decisions about their dental treatment and have questions answered before making a decision. Patients may refuse treatment and should expect to be informed of the possible consequences of such decisions.

- **Confidentiality**: Patient privacy rights are protected under the Health Insurance Portability and Accountability Act (HIPAA), applicable state laws, and School of Dentistry policies to which all students, faculty and staff are bound. Communications about treatment will be made in strict accordance with these laws and policies. Treatment records (including x-rays) will not be released without written permission, except as required by insurance or by law. Patients have the right to read and be informed about their dental record. Discussion of treatment with friends or family members requires the patient's verbal or written permission, or a legal Power of Attorney document.

Patient Responsibilities:

- To be considerate and respectful of other patients, students, faculty and staff.
- To share honest and complete information about medical and dental history, previous illnesses, hospitalizations, exposure to communicable diseases, allergies, medications, and current medical care.
- To let the provider know when there are changes in the patient's general health condition, and when patients experience unusual discomfort or complications following a treatment.
- To ask questions and understand the nature of dental conditions and treatments.
- To follow the instructions given to follow up on treatment.
- To be available to make appointments during the entire treatment phase, to keep scheduled appointments and to arrive for appointments on time.
- To consider that the School strongly encourages patients to have all dental treatment done in the student clinic to which they are admitted, except in case of emergency or when referred for specific treatments by an authorized School of Dentistry provider.
- To pay for all services when received, unless other arrangements have been approved by the School of Dentistry.
- To update all address and phone number changes directly with the main desk of the appropriate clinic as soon as possible.

Not meeting these responsibilities can lead to the patient being dismissed from the UNC School of Dentistry clinics.

Patients Have a Representative

Once admitted as a patient in the Pre-Doctoral Student Dental Clinics, patients will be assigned to a Patient Care Coordinator (PCC), who is available during regular business hours to assist with any questions, concerns or problems concerning treatment. Patients can reach their PCC at (919) 537-3588. For pediatric dentistry student dentist patients, the call should be made directly to the program at (919) 537-3787. Patients in all other clinics should call the main desk of that clinic with any questions or concerns.
Notice of Nondiscrimination

The University of North Carolina at Chapel Hill School of Dentistry is committed to providing an inclusive and welcoming environment for all patients. Consistent with this mission and in accordance with applicable Federal laws, the UNC School of Dentistry does not discriminate on the basis of race, color, national origin, age, disability, or sex in its health programs and activities. The UNC School of Dentistry does not exclude people or treat them differently on account of race, color, national origin, age, disability, or sex. In order to effectively communicate with all patients, UNC School of Dentistry:

• Provides free aids and services to persons with disabilities, such as:
  – Qualified sign language interpreters
  – Written information in other formats (large print, audio, accessible electronic formats)

• Provides free language services to persons whose primary language is not English, such as:
  – Qualified interpreters
  – Information written in other languages

If you need assistance in obtaining these free services, contact the Clinical Affairs Compliance Specialist (see contact information below).

If you believe that the UNC School of Dentistry has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Compliance Specialist
Office of Clinical Affairs
385 S Columbia St., Suite 452
Chapel Hill, NC 27599
919-537-3588
sod-compliance@unc.edu

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Compliance Specialist is available to you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue, SW, Room 509F; HHH Building, Washington D.C. 21201; 1-800-368-1019; 800-537-7697 (TDD). Complaint forms are available at http://www.hhs.gov/ocr/filing-with-ocr/index.html.

We Promise to:

• Serve all patients
• Provide free aids and services to all persons covered under this Notice
• Not deny health services based on:
  o Race
  o Color
  o Age
  o Disability
  o National origin

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (919) 537-3588.

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 (919) 537-3588。

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. (919) 537-3588 번으로 전화해 주십시오。

ATTENTION: Si vous parlez français, des services d’aide linguistique vous sont proposés gratuitement. Appelez-le (919) 537-3588.

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注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。 (919) 537-3588
Parking

Patients can park in the Dogwood parking deck across the street from the School of Dentistry. The GPS address for this deck is 318 Mason Farm Rd., Chapel Hill, NC 27599. There is an hourly charge for parking. Signage will direct patients across a pedestrian bridge (on level three of Dogwood Deck) to the school (Tarrson Hall). There is a shuttle cart to assist patients from the parking deck to the School of Dentistry.

Arrive early for appointments, since the parking garage can be busy and arriving late could result in a broken appointment fee, as well as be counted as a no-show.

There is a patient drop-off by Koury/Brauer Hall, along Manning Drive. There are several spaces (handicap permit required) at the Tarrson Hall entrance off West Drive.

Valet parking is available at UNC Hospitals via East Drive, with a shuttle to the School of Dentistry.