

**School of Dental Medicine**

**PATIENT  
INFORMATION**



**University at Buffalo**

*The State University of New York*

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## UB SCHOOL OF DENTAL MEDICINE PHONE NUMBERS

### **General Dentistry Clinics**

General Information	829-2821
Patient Admissions	829-2732

### **Emergency Appointments** \*refer to pages 7-8

During Clinic Hours	829-2821
After Clinic hours:	
Adults: Erie County Medical Center	898-3000
Children: Women & Children's Hospital	878-7000

### **Clinical Departments and Special Services**

Endodontics	829-3847
Oral and Maxillofacial Surgery	829-2722
Oral Facial Pain, TMD and Oral Medicine	829-6261
Orthodontics	829-2845
Pediatric (Children's) Dentistry	829-2723
Periodontal Disease Research Clinic	829-2853
Post Graduate Clinics	
(AEGD, Periodontics, Prosthodontics)	829-2755
Radiology	829-3930
3 <sup>rd</sup> Floor Hygiene Clinic (Oral Health Recall)	829-3846

**Business Office** 829-3226

**C.A.R.E.S. Office** 829-2698

**Patient Advocate** 829-2390

**Patient Records** 829-2526

### **Patient Information Website**

<http://www.sdm.buffalo.edu/patient/>

The UB School of Dental Medicine is committed to providing you with the best quality comprehensive dental care available. This booklet contains important treatment, payment, and privacy policies for registered 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.

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

UB School of Dental Medicine  
Privacy Officer  
325 Squire Hall  
Buffalo, NY 14214-8006  
(716) 829-2836  
[SDM-Privacy@buffalo.edu](mailto:SDM-Privacy@buffalo.edu)

### **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). Please bring necessary documentation with you to each patient visit.

## **TREATMENT POLICIES**

In as much as the UB School of Dental Medicine (SDM) 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 or refuses to accept and follow the treatment proposed to you.

### **Frequently asked questions:**

#### **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. The student dentist assigned to you should 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 dental 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.

#### **How long are appointments?**

Since the SDM is a teaching facility, the length of your appointments and overall treatment will likely take longer than it would from a private dentist. High standards are required of our student dentists, and our clinical faculty continually evaluate their abilities and skills. Treatment at the SDM typically progresses more slowly and requires more frequent visits. 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 supervising instructor. They will advise you of any options, which might be available, and of what to expect if treatment is discontinued. 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 and 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 of limited treatment, however, in no way guarantees or obligates the UB School of Dental Medicine to provide additional treatment. Some instances where care can be offered on a limited basis are as follows:

- 1) Oral Surgery Only-- Extraction of one or more non-restorable teeth in order to alleviate or prevent pain or infection, 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.

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?**

If you need to cancel an appointment, you must call your student dentist at least 24 hours prior to an appointment. If you cannot reach your student dentist, call the UB School of Dental Medicine at (716) 829-2821 (M-F 8:15-4:45) to page the student or leave a message. Your time is valuable and so is that of your student dentist. You can help your student dentist make your treatment go more smoothly by being available and on time for your appointments. Repeated cancellations (calling to reschedule an appointment) and disappointments (a cancellation with less than 24 hours notice or not showing up for a scheduled appointment) may result in discharging you from our services. 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?

### **All Patients with Dental Emergencies \* Regular Clinic Hours**

The UB School of Dental Medicine offers emergency care during regular clinic hours Monday to Friday from 9:00 AM to 4:00 PM. Please follow the suggested action:

- (1) Call the School switchboard at 829-2821 and 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 829-2732 and make an emergency appointment.
- (3) Please note that emergency care will be limited to relief of pain.

### **Adult Patients with Dental Emergencies \* After Hours & Weekends \*\***

Adult patients with a dental emergency after regular clinic hours and on weekends should first attempt to contact your assigned student dentist. If you cannot contact your assigned student dentist you can phone the Erie County Medical Center (ECMC) directly as follows:

- (1) Call ECMC at 898-3000.
- (2) Ask the operator to page the on-call dental resident.
- (3) The on-call dental resident will call you back and determine what emergency treatment procedure is appropriate.
- (4) Follow the dental resident's recommendations.

### **Children with Dental Emergencies \* After Hours & Weekends\*\***

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

- (1) Call the WCHOB operator at 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.

\*When immediate care is necessary. 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.

**\*\*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 make timely payments. Our payment policy states that payment is due at the time services are 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.

### **How do I pay for my dental care?**

You are required to pay at each appointment as treatment progresses. Payment may be made by: cash, money order, personal check, Visa, MasterCard, or Discover. Additional fees are charged for checks returned, due to insufficient funds. The UB School of Dental Medicine requires 1/3 of the total fee of any crown, bridge, partial or complete denture to be paid at the impression stage of treatment; a second 1/3 to be paid when your dental models are ready to be sent to the dental laboratory; and the final 1/3 upon completion and delivery of your dental treatment. Certain implant procedures must be pre-paid. 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.

### **MEDICAID INSURANCE COVERAGE**

Patients eligible for coverage under the Medicaid Program 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 a Medicaid card issued by the Department of Social Services does not guarantee eligibility. Your Medicaid card must be presented to the Business Office / Cashier before each

treatment session to verify eligibility, and when requesting authorization for future treatment. Patients with Fidelis, Family Health Plus, and Child Health Plus are not eligible for treatment at the UB School of Dental Medicine. If you have this type of insurance, please contact your caseworker for a list of participating providers.

Eligibility does not always 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.

Although the Medicaid Insurance program covers a wide range of dental procedures (covered procedures), 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 will be offered. Discussion of your proposed treatment and expected financial responsibility with your student dentist prior to signing your treatment plan is strongly suggested.

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

Currently, the UB School of Dental Medicine does not participate with any third party payers or insurance companies other than the Medicaid program. As a courtesy to our patients, a standard dental insurance claim form will be provided 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 dental insurance, we strongly recommend you contact your carrier for coverage and eligibility information.

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 8:30-4:30).

Any account that has not been resolved after three billing periods may be referred to a collections agency. You will be responsible for all fees associated with the collections process including but not limited to late fees and attorney fees.

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

### **PATIENT BILL OF RIGHTS**

As a patient of the UB School of Dental Medicine, you have both rights and responsibilities.

YOU HAVE THE RIGHT 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, sex, beliefs, lifestyle, national origin, disability, or sexual orientation.
3. Receive confidential treatment in a clean and safe environment, free of unnecessary restraints.
4. Receive continuous care to completion of planned treatment with knowledge of anticipated cost.
5. Receive emergency, incremental and total care consistent with the standard of care in the profession.
6. Receive education, counseling and explanations to your questions.
7. Know the names, positions and functions of any personnel involved with your care.
8. Receive complete information about your diagnosis, treatment and prognosis.
9. Receive all the information that you need to give informed consent for any proposed procedure or treatment. This information shall include possible risks and benefits of the procedure or treatment and of not receiving treatment.
10. Refuse or change your mind regarding examination and treatment and be told what effect these actions may have on your health.
11. Refuse to take part in research. In deciding whether or not to participate, you have the right to a full explanation.
12. Privacy and confidentiality of all information and records regarding your treatment.

13. Participate in all decisions about your treatment.
14. 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.
15. Receive an itemized bill and explanation of all charges.
16. Complain without fear of reprisals about the care and services you are receiving.
17. Have access to a patient advocate.

The dental care you will be receiving is being provided primarily by student dentists. 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.

The UB School of Dental Medicine's Patient Advocate can be reached by phone at (716) 829-2390 or by mail --UB School of Dental Medicine; 325 Squire Hall; Buffalo, NY 14214-8006.

You may also contact the New York State Department of Health's Office of Health Systems Management.

**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, your student dentist and supervising faculty. This may include following instructions of other dental health care providers 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.
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 at 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 will result in you being discharged as a patient.
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. Pay for service at the time it is provided.

## PATIENT PARKING / NFTA ACCESS

Limited patient parking is available immediately adjacent to the School of Dental Medicine in the Squire Hall Lot. 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 not to park on campus in any but these designated 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 clinic if you have any doubt that you are legally parked.

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

<http://www.sdm.buffalo.edu/patient/location.html>

Additional **Dental Clinic Patient Parking Brochure's** are available in our patient waiting areas and at the switchboard in the main lobby.

### **C.A.R.E.S. PROGRAM**

The C.A.R.E.S. (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 AM – 5 PM 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.

