Patients’ Bill of Rights and Responsibilities

**Patient Rights**

*The patient has the right to:*

- Considerate and respectful treatment, without discrimination, in a safe dental environment.
- Receive a complete explanation concerning the patient’s diagnosis, treatment and prognosis in terms he/she can be reasonably expected to understand.
- A treatment plan that includes any reasonable service that will meet the patient’s needs, whether or not that service is covered by his/her dental plan.
- Know the names and functions of any dental staff whom the patient contacts during care.
- Receive an itemized copy of all proposed charges for recommended treatment and a clear explanation of those charges for both covered and non-covered services, if applicable.
- Refuse treatment and to be informed of the medical or dental consequences of this action.
- Request dental records, copies of records or record summaries.
- Privacy and confidential communications and maintenance of records pertaining to his/her care and personal information.
- File a grievance with United Concordia if they are dissatisfied with the quality of care or service received.

**Patient Responsibilities**

*The patient is responsible to:*

- Provide the dentist, to the best of the patient’s knowledge, with accurate and complete information about present conditions, symptoms, past illnesses, hospitalizations, medications and other matters relating to his/her dental and medical health.
- Report to the dentist any changes in the patient’s physical condition.
- Make informed decisions in concert with the dentist regarding the proposed dental care, including communicating that he/she understands the course of treatment.
- Follow the treatment plan recommended by the dentist and agreed to by the patient.
- Maintain his/her own oral health with proper dental hygiene and regular dental visits.
- Fulfill follow-up appointments and, when unable to do so for any reason, notify the dental office as soon as possible.
- Ensure that the financial obligations of his/her dental care are fulfilled promptly.
- Report any changes in his/her insurance and financial condition.
- Understand his/her dental plan’s coverage and ask questions of the benefit administrator or United Concordia to gain this knowledge.