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.