

## **Frequently Asked Questions**

***The Clark College Dental Hygiene Clinic is a teaching facility, and its main purpose is to prepare dental hygiene students for dental hygiene practice.*** If you are accepted as a patient, you have certain rights and responsibilities regarding your treatment.

### ***What are my patient rights?***

Your patient rights include:

- Confidentiality of your medical and dental records
- Considerate, respectful treatment
- Explanations of treatment and alternatives
- Information about the infection control procedures in the clinic

### ***What are my responsibilities as a patient?***

Your responsibilities as a patient include:

- Provide a full and complete history of dental and medical treatments.
- Exhibit appropriate behaviors during treatment and during any conversations regarding your treatment.
- Be on time for all appointments.
- Do not cancel scheduled appointments.

***If on one occasion, you as a patient are either late or fail to keep an appointment without giving at least 24-hour notice,*** you may no longer be eligible for treatment at the Clark College Dental Hygiene Clinic. Once treatment is initiated, each student depends on your presence at each scheduled appointment so they can complete not only your treatment, but also their required assignments.

***Short Notice Policy*** – Patients who live within a reasonable distance from the college may be considered for “short notice” status. Short notice patients agree to come in immediately if called for an appointment. If a short notice patient receives a call for treatment and is unable to come in, their name may be removed from the short notice list and maintained in the regular patient database.

***Unfortunately, not every patient who is seen for a Screening Appointment can be accommodated in our dental hygiene clinic.*** If your dental needs provide an appropriate learning experience for our students, you may be contacted for an appointment. If your needs do not match the educational requirement of the curriculum, you will not be scheduled.

### ***Regretfully, the Clark College Dental Hygiene Clinic cannot offer on-going dental care.***

After receiving dental hygiene care in our clinic, your needs must be re-evaluated and may or may not qualify for future treatment. You may call the office to request an appointment, however this is not a guarantee that you will be called.

### ***Why can't I see the same student if I return for a future "cleaning or filling" appointment?***

- Only when your needs match a student's requirements will you be assigned to the same student.

### ***How long will my appointment take?***

- Each appointment is three (3) hours, and you can expect a minimum of four (4) appointments. Your timely presence at each scheduled appointment is required and, if you fail to come to an appointment without prior notice or miss multiple appointments, you may be discharged as a patient.

### ***Why can't all of my work be completed in one appointment?***

- One appointment is not an option for students learning dental hygiene skills. Treatment in our clinic will take significantly more time than treatment in a private dental office.
- In order to receive credit, students are required to provide thorough and comprehensive care that is checked at multiple points by clinical instructors.
- Your commitment to completing needed hygiene treatment ensures that your assigned student receives credit for your care to meet their graduation requirements.

## **Frequently Asked Questions**

### ***Can I receive restorative treatment?***

- Students have requirements to place silver and tooth-colored restorations on their patients during winter and spring quarters. The number of appointments available is limited.
- Your restorative treatment plan may be only partially completed.
- Your restorative treatment may, therefore, need to be completed at your primary dental office.
- Referrals are available.

### ***How do I pay for dental hygiene services?***

- We accept cash, check and card payment (We are unable to accept AMEX).
- For your convenience, an ATM machine is located on the campus in Gaiser Hall.
- Payment is due at the first appointment in the cleaning series.

### ***If I have dental insurance, how do I bill my insurance company?***

- Contact your insurance company for instructions and to obtain a dental claim form.
- Ask at the front desk for a printout of your ledger report when your treatment is complete.
- Include the printout of your ledger report (keep a copy) when submitting the dental claim form to your insurance company.