

PATIENT'S RIGHTS

I POLICY

It is the intention of Winston-Salem Dental Care, to ensure that its employees recognize the patient's rights and the need to provide professional services with an overriding concern for the patient with the recognition of the patient's dignity as a human being. No patient shall be denied access to treatment or accommodations that are available to members of the Practice on the basis of such considerations as race, color, creed, sexual orientation, national origin, religion, or political affiliation.

II PRACTICE

- A. **Patient Consideration**
Patients have the right to be treated with respect, consideration, and dignity.
- B. **Privacy**
Patients have the right to have appropriate privacy
- C. **Patient Information**
Patients have the right to have disclosures and records treated confidentially and, except when required by law, patients have the right to have the opportunity to approve and refuse the release of information.
- D. **Treatment, Diagnosis, Prognosis**
Patients have the right to be provided, to the degree known, complete information concerning their diagnosis, treatment, and prognosis. When inadvisable to give this information to the patient, the information will be made available to an individual designated by the patient or to a legally authorized person.
- E. **Decision-Making Process**
Patients have the right to participate in decisions involving their dental health to include refusal of treatment, unless such participation is contraindicated due to patient decision-making capacity factors, benefit or clinical limitations, and assessment of need.
- F. **Fees and Services**
Patients have the right to know what services are available and when and what the fees and payment policy are associated with those services.
- G. **Grievances/Suggestions**
Patients have the right to express grievances and to make suggestions.
- H. **Right to Know**
Patients have the right to know their rights as members and patients, and to know Winston-Salem Dental Care staff also is knowledgeable of the rights of patients.

PATIENT RESPONSIBILITIES

We at Kenneth M. Sadler, DDS and Associates, P.A. (WSDC) “The Practice” are committed to serving our patients and families with the highest standards of care. To help us serve you, we expect that you will:

- 1. Provide accurate/complete information about your health; disclose any drugs and/or substances that you may take that could affect the current course of treatment contemplated by your Dentist. You should report not only prescription medications but also dietary supplements and over the counter medications.**
- 2. Tell us if you do not understand the treatment and what is expected of you.**
- 3. Be respectful of other persons and the property of the Practice.**
- 4. Act as a co-therapist with the dentist, hygienist, and other Dental Care personnel in their efforts to care for you by following their instructions and dental directions both at the Practice and, if necessary outside the Practice (i.e. at home)**
- 5. Pay for services received whether through third party payors (your insurance company) or being personally responsible for payment for services that are not covered by your insurance.**
- 6. Keep appointments, arrive on time, and notify us two (2) days, (48 hours), in advance if you cannot keep a planned appointment.**