

Statement of Patient's Rights

As a patient in the Coastal Carolina Community College Dental Clinic, you have the right, consistent with law, to

1. Be treated with adequate, appropriate, compassionate care at all times and under all circumstances.
2. Receive treatment without discrimination as to race, color, religion, sex, national origin, disability or sexual orientation.
3. Request accommodation for a disability by completing the "Request for Accommodation" form in advance, so as to provide the college sufficient and adequate time to meet your needs. You may obtain this form from the Admissions Office. **We cannot guarantee the availability of a reasonable accommodation unless advance notice is given.**
4. Be informed of all aspects of treatment, including cost.
5. Know the names, positions, and functions of any dental instructors, staff, and students in the Dental Clinic who are involved in your care.
6. Receive considerate and respectful care in a clean and safe environment free of unnecessary restraints.
7. Obtain a thorough evaluation of your needs.
8. Be treated as a partner in decision making related to your treatment planning.
9. Receive current information and be assured of quality treatment.
10. Be taught how to maintain good oral health for a lifetime.
11. Be able to refuse treatment to the extent provided by law and be informed of the medical/dental consequences of that refusal.
12. Receive complete information about your further treatment needs and any referral that is advised.
13. Have confidentiality of all information and records regarding your care.
14. Review your record and obtain a copy of your record if you request it.
15. Receive dental treatment that meets the standard of care in the profession.
16. Complain without fear of reprisals about the care and service you are receiving and have the clinic supervisor respond to you, and if you request it, in writing. Your complaint should be directed to the Dental Hygiene Department Head.
17. Receive assurance of continuity and completion of treatment within the scope of comprehensive dental hygiene care.

Statement of Patient's Responsibilities

As a patient in the Coastal Carolina Dental Clinic, you have responsibilities as well as rights. You have the responsibility to

1. Share honestly and completely your medical and dental history, previous illnesses, hospitalizations, exposure to communicable diseases, information about medications you are taking, allergies, and your current medical care.
2. Follow your treatment plan and ask questions about anything you do not understand.
3. Keep scheduled appointments and, if unable to do so, give at least 24 hours advance notice.
4. Be prompt for your appointments. It is important that you receive complete care and that students have adequate time to provide the services.
5. Be an active participant in your dental care. Ask questions so that you can better understand the nature of your dental condition and the treatment provided.
6. Contact your personal dentist for regular dental care and for dental hygiene care if you are not selected as a patient or have not been contacted by the time your regular check up is due. **The Dental Clinic cannot guarantee regular, periodic cleaning appointments for patients.**
7. If you have children, make sure you have appropriate childcare on the day(s) of your appointment. College policy prohibits children from being in the clinic or in the reception area unattended.



Patient
Information

To set up a
screening appointment,
Call the Dental Department
910.938.6270

Coastal Carolina Community College
Dental Department
444 Western Boulevard
Jacksonville, North Carolina 28546-6816
www.coastalcarolina.edu



DENTAL DEPARTMENT

Dear Patient,

Welcome to our clinic. We hope you will take a few minutes to read this information to answer your questions about our clinic and procedures.

Please remember, this is a teaching institution. Our major goal is to offer the best possible education to our students while providing the highest quality care for patients. Due to educational requirements and the process of checking students' progress, your appointment will be longer than a private dental office. It may also be necessary for you to return for additional appointments in order to complete your treatment. If you have children, make sure you can find appropriate childcare on the day(s) of your appointment. College policy prohibits children from being in the clinic or in the reception area unattended. Your patience and cooperation is appreciated.

We sincerely hope that your experience in our clinic will be beneficial.

Thank you,

Dental Hygiene and Dental Assisting Faculty and Students

Scope of Comprehensive Care

You will be screened and classified for treatment in the Dental Clinic by a dental hygiene student and faculty member. During the course of your treatment, you will be advised regarding future dental needs.

Comprehensive dental hygiene treatment will be completed unless otherwise specified during the screening or treatment planning process. However, since we are authorized to provide only dental hygiene services, we are unable to complete all dental treatment in the Dental Clinic. You will be referred to a private practice dentist or a public health clinic for any additional care deemed necessary.

Items included within the scope of comprehensive dental hygiene care that may be provided here in the Dental Clinic include the following.

1. Complete oral prophylaxis including preventative home care instructions
2. Application of preventative agents to oral surfaces
3. Exposure and processing of radiographs
4. Administration of medicaments prescribed by a licensed dentist

5. Written records of oral conditions for interpretation by a dentist
6. Sealant application
7. Application of desensitizing solutions
8. Performance of periodontal screening and probing
9. Subgingival removal of hard and soft deposits
10. Sulcular irrigation
11. Application of resorbable sulcular antimicrobial or antibiotic agents



appointments

Screening Appointments

Your first visit to our clinic will be for a screening appointment. During the half-hour appointment, a student will review your medical and dental history, monitor and record your pulse and blood pressure, and determine the complexity of your dental hygiene needs. Your teeth will not be cleaned at this time, and there is no charge for screening. Screenings must be performed on all adult patients who have not been seen in our clinic within one year.

Making Appointments

After you have been screened, your name will be placed on a patient list. The students rely on this list when choosing patients to meet semester requirements. If you are selected as a patient, it will take from one to five appointments, depending upon your classification. If a student contacts you to make an appointment, be sure to write down the student's name and telephone number in case you need to contact the student concerning your appointment.

Cleaning Appointments

Your cleaning appointment will take a minimum of 2 hours. Usually, more time is required to complete treatment. If you do not have time to allow the student to complete your cleaning, please do not begin treatment. Students receive credit only for those patients whose treatment they complete. If time is a problem, we suggest that you seek treatment at a private dental office. If you have children, make sure you can find appropriate childcare on the day(s) of your appointment. College policy prohibits children from being in the clinic or in the reception area unattended. The fee for treatment at the College remains the same regardless of the number of appointments required to complete treatment.

X-Rays

There is no charge for dental x-rays. All diagnostically acceptable x-rays will be sent to the dentist of your choice. Please give the student the name and address of the dentist to whom you want your x-rays sent. Please allow two weeks for x-rays to be mailed to your dentist.

Sterilization & Infection Control

The Coastal Dental Clinic meets or exceeds all standards of sterilization and infection control. If an incident occurs which exposes a student or faculty member to a patient's blood, that patient will be required to obtain a blood test. Confidentiality will be maintained at all times. Questions concerning this process should be addressed with a full-time dental faculty member.

Cancellations

It is important for you to be present and punctual for each appointment. Our students must complete specific screenings and services for a certain number of patients each semester. Failure to keep an appointment could result in the student not graduating. All cancellations and failures will be noted on patients' charts. Any patient who fails to keep an appointment without giving adequate notice will not be scheduled for further appointments. **24 hours notice is required for cancellations or to reschedule an appointment.**

