

Patient Charter

You have the right to:

- Know the name of the clinician, nurse and other staff members responsible for your care.
- Talk openly with your dentist about your diagnosis, the treatment prescribed for you, the prognosis of your teeth and gums and any instruction required for follow up care.
- Request that your dentist communicates using language you may reasonably expect to understand.
- Have your request courteously received and properly considered as quickly as circumstances permit.
- Be informed of the reason you are given various tests and treatments and who the persons are who will perform them.
- Be informed of the general nature and inherent risk of any procedure for which you have given your consent.
- Change your mind about any procedure for which you have given consent, to refuse treatment and to be informed of medical consequences of this action.
- Expect all communications and other information related to your dental care to be kept confidential and your personal privacy to be respected
- Have your complaints or concerns listened to and managed in an efficient and effective manner.
- Request through your attending dentist a second opinion by another dentist, to change dentist or to transfer care to another clinic
- Care and treatment delivered in a safe environment
- Have pain management in a compassionate manner
- Be informed about the outcomes of care, including any unanticipated outcomes

You in turn have the responsibility to:

- Give cooperation and to follow the care prescribed or recommended for you by your dentist, dental student, nurse or staff members responsible of your care
- Notify your dentist, dental student or nurse if you do not understand your diagnosis, treatment or prognosis.
- Provide to the healthcare provider, to the best of your knowledge, accurate and complete information about present complaints, past illness, hospitalisations, medications and any other matters relating to your health.
- Respect the rights and privacy of other patients.
- To keep appointments, and if you are unable to attend for any reason, to notify the student or supervising dentist at least 24 hours in advance.
- Accept the consequences if you refuse treatment or do not follow treatment and maintenance instructions.
- Be polite and courteous to the clinic staff who are there to help you.
- Accept financial obligations associated with your dental care.
- If you fail to keep your appointments regularly we may not be able to continue to provide care.