

Pledge to Our Patients

In our effort to provide you with quality, Dental health care services with care and compassion, we recognize and pledge to uphold your rights as a patient:

- We Pledge to provide a reasonable response to your request and need for treatment within our capacity, mission and applicable laws and regulations;
- We Pledge to provide considerate and respectful care, and to consider your personal values and individual needs in providing this care;
- We Pledge to encourage and include you in decisions that affect your Dental care, and to provide you with information that enables you to make these decisions, including your right to accept or refuse treatment to the extent permitted by law, and to inform you of the medical consequences of refusing treatment;
- We Pledge to honor your wishes as expressed by your designated representative if you are a minor or have been determined to be medically incapable of understanding a proposed treatment or procedure and cannot communicate your wishes regarding treatment as permitted by law.
- We Pledge to provide you with requested information and mechanisms available to you for resolving any problems and questions concerning your care;
- We Pledge to provide appropriate care which optimizes effective pain management.

As a patient you are responsible for providing information about your health, including past illnesses, hospital stays, and use of medicine. You are responsible for asking questions when you do not understand information or instructions.

We consider you a partner in your Dental care. When you are well-informed, participate in treatment decisions, and communicate openly with the Dentist and other Dental health professionals, this makes your care more effective.