



New Patients: Patient Rights and Responsibilities

Dear Patient:

As a patient, you have certain rights:

- A written copy of your rights
- Confidentiality of all your records
- A copy of your medical record
- A timely response to requests, concerns, or complaints
- To know the name of the faculty member, resident, or student in charge of your care
- Access to care without regard to race, color, national origin, age, disability, and sex
- Access to aids and free services to help you communicate effectively, including qualified sign language interpreters and written information in other formats (large print, accessible electronic formats)
- Access to free language services if your primary language is not English, including qualified interpreters and information written in other languages

If you need language services, contact Dr. MaryJane Hanlon, Chief Clinical Officer, Open Door Dental, at mj@opendoor.dental.

If you believe that Open Door Dental has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with Open Door Dental by contacting us at compliance@opendoor.dental.

As a patient, you have certain responsibilities:

- Provide your complete and accurate health history
- Ask questions and understand your treatment plan
- Keep your appointments and be on time
- Pay for your treatment at the time of service
- Respect the rights, property, and privacy of others

We reserve the right to decline you as a patient when:

- You do not keep scheduled appointments or cancel appointments with less than 24 hours notice
- You (or the responsible third party) are unable to finance a reasonable plan for oral health care
- Your behavior is disruptive to the clinic environment

Signature *

Date *

03/29/2023