

Patient and Family Rights and Responsibilities

As a patient at UDHS, you have the RIGHT to:

1. Be adequately informed about your oral health status and treatment options that are suitable for you.
2. Participate in making treatment decisions with your oral healthcare provider, whether the provider is a clinician or a student.
3. Accept all or part of your treatment plan following discussion with your oral healthcare provider (a clinician or a student).
4. Refuse diagnostic tests or dental treatments at any time during the course of treatment and have your healthcare provider explain the consequences of this decision.
5. Have another person present during your dental treatment sessions, such as friends or family members, as long as their presence does not affect the treatment procedures.
6. Be asked for your permission to have intra-oral photographs, which will be taken for teaching and follow up purposes.
7. Be greeted and treated with full respect and not be discriminated against based on sex, race or religion.
8. Receive complete dental treatment, despite having infectious diseases, unless those infectious diseases mandate quarantine by local and national laws and regulations.
9. Ask questions and request more information about your oral health and treatment options.
10. Request a second professional opinion from a dental professional outside UDHS if you are unsure about the treatment options being offered to you in UDHS.
11. Obtain a copy of your dental/medical record and radiographs in case you need them for the continuation of treatment by a provider from outside UDHS. The fee for the x-rays must be paid if the treatment is received in the teaching clinics.
12. Request language assistance if communication with your healthcare provider was not satisfactory. However, please note that although we recognize this as your right, a person offering language assistance might not always be available.
13. Keep all your personal, medical, and dental information completely confidential.

As a patient at UDHS, you have the RESPONSIBILITY to:

1. Inform your healthcare provider of your medical and dental history as accurately as possible. This should include infectious diseases such as hepatitis, tuberculosis, or any other microbial infection.
2. Show respect to all the staff of UDHS and be considerate of the Hospital policies and challenges when your request can not be met.
3. Be punctual at all times for your appointments. If you are unable to attend, you must inform the receptionist (or student) in order for another patient to make use of your appointment.
4. Pay AED 50.00 on your first visit as a registration fee valid for 1 year from the date of payment in the teaching clinics. The treatment performed by the students will be free of charge. However, in the Center of Excellence, payment for the treatment should be cleared by the patient or by the insurance company as applicable.
5. Follow the oral health advice that are given by your healthcare providers and ask them for more details if you do not completely understand that advice.
6. Inform the Hospital's receptionist of any changes in your circumstances, such as a change in address, phone numbers, etc...
7. Inform your healthcare provider of any changes in your medical history, such as new conditions diagnosed, or new medications used.
8. Inform the Hospital administration of any faults in the healthcare system, or any incidents which you feel were inappropriate to you.