

Patients at UDHS have the RIGHT to:

1. Be adequately informed about their oral health status and oral treatment options suitable for them.
2. Participate in making treatment decisions with their oral healthcare provider (a clinician or a student) concerning their treatment options.
3. Accept all or part of their treatment plan following discussion with their 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 their health care provider explain the consequences of this decision.
5. Have another person present during their dental treatment sessions, such as friends or family members, as long as their presence does not affect the treatment procedures.
6. Be asked for their 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 gender, race or religion.
8. Receive complete dental treatment, despite having infectious diseases. Ask questions and request more information about their oral health and treatment options.
9. Receive an adequate estimate of the current waiting times when they are on the waiting list
10. Request a second professional opinion from a dental professional outside UDHS if they are unsure about their treatment.
11. Request language assistance if communication with their healthcare provider was not satisfactory.
12. Keep all of their personal, medical and dental information completely confidential.

Patients at UDHS have the RESPONSIBILITY to:

1. Inform their healthcare provider of their medical and dental history as accurately as possible. This should include infectious diseases such as hepatitis, tuberculosis, and HIV.
2. Show respect to all staff of UDHS, and be considerate of the Hospital's policies and challenges when their request cannot be met.
3. Be punctual at all times for their appointments. If they are unable to attend, they must inform the receptionist (or student) in order for another patient to use your appointment.
4. Pay AED 50.00 at their first visit as a registration fee. The remaining dental treatments are free of charge if performed by a student, or chargeable if performed by a clinician or specialist.
5. Follow the oral health advice that is given by their healthcare providers, and ask them for more details if they do not completely understand that advice.
6. Inform the Hospital's receptionist of any changes in their circumstances, such as a change in address, phone numbers...etc.
7. Inform their healthcare provider of any changes in their medical history, such as new conditions diagnosed, or new medicines used.
8. Inform the Hospital administration of any faults in the healthcare system, or any incidents which they feel were inappropriate to them.