



## **PATIENT INFORMATION BROCHURE**



**UT Health Science Center  
College of Dentistry  
875 Union Avenue  
Memphis, Tennessee 38103**

## Welcome to UT Health Science Center College of Dentistry!

We are delighted that you chose the College of Dentistry as your oral health care provider. We are dedicated to providing state of the art, comprehensive, and **patient-centered care** in a friendly and professional environment.

Our patient-centered care approach means that you, the patient, are a key member of the oral health care team and you are personally involved in planning your care. After receiving a thorough exam, you will be presented with detailed information regarding your dental problems and treatment options, risks, benefits, and estimated costs. A treatment plan agreed upon by you and your providers will be discussed with you. Throughout treatment, you, the patient, will be given the information necessary to make informed decisions about your care.

Our goal at College of Dentistry is to provide you with the best experience in oral health care. We urge you to take time to read through it carefully and direct any questions you may have to your dental care provider or our Office of Clinical Affairs at (901)-448-6468.

### COLLEGE OF DENTISTRY LOCATIONS & PHONE NUMBERS

| Office or Department                           | Location | Phone                                                     |
|------------------------------------------------|----------|-----------------------------------------------------------|
| Office of Clinical Affairs                     | C209     | 901-448-6468                                              |
| Business Office                                | C209     | 901-448-1415 or 901-448-4944                              |
| Insurance                                      | C209     | 901-448-2353 or 901-448-6224                              |
| Emergency                                      |          | Adults: 901-448-6468<br>Children (under 13): 901-448-6240 |
| Advanced Education in General Dentistry (AEGD) | N251     | 901-448-2343                                              |
| Advanced and Prosthodontics and Implant (APIC) | N510     | 901-448-6930                                              |
| Endodontics                                    | N509     | Office: 901-448-1731<br>Clinic: 901-448-1546              |
| Oral Surgery                                   | C301     | 901-448-6233                                              |
| Orthodontics                                   | S301     | 901-448-6213                                              |
| Pediatrics                                     | S209     | Office/Clinic: 901-448-6240                               |
| Periodontics                                   | S507     | Office: 901-448-6242<br>Clinic: 901-448-6542              |
| Prosthodontics                                 |          | Office: 901-448-6930<br>Clinic: 901-448-7180              |
| Special Needs                                  | W217     | 901-448-6468                                              |
| Faculty Dental Practice                        | N251     | 901-448-6476                                              |

## **HOURS OF OPERATION**

8:00 am to 5:00 pm Monday through Friday

(Closed on weekends, University holidays, and special school events. For information on closures, visit our website at <https://uthsc.edu/holidays>)

## **TYPES OF SERVICES OFFERED**

The College of Dentistry offers the full range of dental procedures including:

- Endodontics (root canal treatments)
- Oral surgery
- Orthodontics
- Pediatric dentistry
- Periodontics (gum disease treatments)
- Preventive care (cleanings, exams, fluoride treatments)
- Prosthodontics (dentures, implants)
- Restorative procedures (fillings, crowns, bridges)

## **BECOMING A PATIENT**

Dental care at the UT Health Science Center College of Dentistry is provided by students and residents under the supervision of experienced faculty members. We accept patients whose dental needs align with our clinical teaching programs and who can commit the necessary time for treatment. To determine if our programs can address your dental care needs, a treatment-planning visit is required. Please contact us at 901-448-6468 to schedule your appointment.

## **WHAT TO EXPECT DURING YOUR FIRST VISIT**

To register as a new patient, please bring a valid photo ID, dental insurance information (if applicable), and a list of your current medications and dosages. A summary of medications from your pharmacy is an excellent source for this information.

The college offers emergency care for a specific dental problem (see section for “Emergency Care”) or comprehensive care to address all your dental needs. If you are seeking comprehensive care, you will be screened by a student to determine your eligibility. Under the supervision of experienced faculty, the student will perform a thorough evaluation that will include:

- Comprehensive dental examination
- X-rays (if necessary)
- Discussion and review of your medical, dental, and social history

If you are accepted into our predoctoral dental program, your student will schedule an appointment with you in their group practice. Together, under the guidance of a group leader and consulting specialists if needed, they will create a phased treatment plan just for you.

Your comprehensive treatment plan will address your main concerns, restore

function and esthetics, and consider your financial and time constraints. We will discuss the plan with you, including the expected outcomes, time required, and costs involved. If you agree to the plan, you will sign it to give your consent.

### **SUPERVISION & FACULTY OVERSIGHT**

- **Student Providers:** A third- or fourth-year dental student will perform procedures under faculty supervision.
- **Faculty Supervision:** An experienced faculty member will supervise or assist the student during each procedure to ensure your safety and comfort.
- **Post-Treatment Care:** After your treatment, you will receive detailed instructions on how to care for your oral health and make any necessary follow-up appointments.

### **SAFETY & INFECTION CONTROL – Safety Is Our Top Priority**

At the College of Dentistry, we follow the highest standards of patient care and infection control, guided by the **Commission on Dental Accreditation (CODA)** and industry-leading guidelines. Your safety is our priority, and we take every precaution to prevent infection and ensure a safe, sterile environment for all treatments.

#### **How We Protect You**

We adhere to strict infection control protocols, including:

- **Sterilization:** All instruments are thoroughly sterilized after each use in accordance with federal, state, and CODA guidelines.
- **Personal Protective Equipment (PPE):** Our dental students, faculty, and staff wear the required PPE, such as gloves, masks, face shields, and gowns, to protect both patients and healthcare providers.
- **Environmental Cleaning:** The treatment rooms and all surfaces are regularly cleaned and disinfected to ensure a clean and safe environment.
- **Patient-Specific Safety:** We ensure that all equipment is properly disinfected, and single-use items are used when applicable to reduce any risk of cross-contamination

### **THE BENEFITS OF RECEIVING CARE AT A DENTAL COLLEGE**

- **Affordable Care:** Because we are a dental school, treatment is offered at a reduced cost compared to private practices. This makes dental care more affordable for you while providing educational opportunities to our future dentists.
- **A Learning Environment:** By choosing the UT Health Science Center College of Dentistry, you are helping to educate the next generation of dental professionals. Established in 1878, our College is the third oldest public college of dentistry in the United States. Our long-standing reputation for excellence in dental education and patient care ensures that you receive top-notch treatment.

### **APPOINTMENTS**

In general, dental care in the student clinics will require longer appointments than in a

private dental office. This extra time allows faculty to guide and train each student during a morning or afternoon session. Most appointments take three hours and are scheduled from 9:00 am or 1:00 pm, Monday through Friday.

In addition to patient treatment responsibilities, our students attend classes and seminars. Each student manages approximately 20 patients and must coordinate patient care with their class schedule. While students are expected to schedule regular appointments for each patient, it is equally important for patients to commit to attending these appointments.

Pediatric patients must have a parent or legal guardian present for their screening appointment and the first appointment after screening. For subsequent appointments, they may be accompanied by a responsible adult, provided the treatment has been pre-approved by the legal guardian. Due to limited appointment availability after 3:00 PM, pediatric patients may need to miss school. A note will be provided upon request.

If you miss an appointment, your student dentist cannot make up that time, which may impact their ability to graduate. Missed appointments may result in the discontinuation of your treatment. If you need to cancel or reschedule your appointment, please contact your assigned provider with at least 24 hours' notice. Alternatively, you can leave a message at 448-6468 for your student to call you.

## **CLINIC FEES**

Our dental fees are typically about half of what you would pay at a private dental office. You only pay for the treatment provided on the day of your appointment, with fees collected in full prior to services.

We accept cash, credit/debit cards (VISA, MasterCard, Discover, and American Express), and personal checks. Please note that the total amount of a personal check must be applied toward payment of clinic fees. We cannot accept post-dated, payroll, or two-party checks. We also accept two patient financing programs: Enhance Patient Finance and Care-Credit.

Dental fees are periodically reviewed and may increase at any time. Planned treatment fees will be honored until the end of the academic year on June 30th. Any fee increases for planned services not completed by the end of the academic year will take effect on July 1st, at the start of the new academic year.

It is against college policy for students to pay for any patient treatment. Please do not ask your student doctor to cover any costs associated with your dental care, as this could result in patient dismissal.

## **INSURANCE**

The UT Health Science Center College of Dentistry accepts Tennessee Medicaid in all its clinics except Faculty Practice. Some dental treatments must be pre-approved and be completed within the scope of time dictated by Tennessee Medicaid. If your coverage is terminated during treatment, you must pay out of pocket for subsequent treatment.

If you have dental insurance other than Tennessee Medicaid, you shall pay out-of-pocket for each procedure. When the procedure(s) is/are completed, you may request an insurance reimbursement form from our Insurance and Billing Department. Claim forms and necessary attachments will be mailed to you. Upon receipt, you will input your insurance information and submit the claim to your insurance company for processing. You will be reimbursed by the insurance company directly if the procedure is a covered benefit.

### **DENTAL EMERGENCY CARE**

Dental emergency care is available to new and existing patients of record. The goal of treatment is to ensure timely and effective care while maintaining high standards of patient safety and satisfaction.

A dental emergency is any oral health issue requiring immediate attention to alleviate severe pain, stop ongoing tissue bleeding, or address infection or a trauma injury that could lead to serious complications. Examples include, but are not limited to:

- Severe toothache or pain
- Swelling of the face or gums
- Broken or avulsed teeth
- Uncontrolled bleeding
- Infection or abscess

#### **During Business Hours**

The Emergency Clinic is open for new patient registration on Monday, Tuesday, Thursday, and Friday at 7:30 am. Patients are accepted for evaluation and treatment on a first-come basis until full (typical maximum is 12 patients). The fee for emergency care is \$100.00 which includes necessary x-rays, limited oral exam, diagnosis, and extraction of a single erupted tooth. If other treatment is deemed necessary or appropriate, additional fees may apply.

- **New Patients:** Dental emergency care is available to new patients during normal business hours. Patients are seen on a first-come-first-serve basis. Payment is required at the time of service. If you have questions regarding emergency services, you may call 901-448-6468.
- **Existing Patients** (patients of record): Existing patients who experience a dental emergency during normal business should contact their assigned student or resident.

#### **After-Hours Care**

If you have an after-hours dental emergency, you should reach out to your assigned provider for consultation. If determined that your after-hours dental needs require immediate care, you will be directed to call 901-844-3656. This number connects to a contracted answering service that will contact the appropriate resident on call. The resident will respond within one hour to manage your care, which may include providing prescriptions, referring you to the appropriate emergency facility, or arranging follow-up care during business hours. No after-hours care is provided onsite at the College of Dentistry.

## **PATIENT RIGHTS AND RESPONSIBILITIES**

The College of Dentistry is committed to providing patient-centered care. This approach means that we provide appropriate oral health care that is respectful and responsive to individual patient's needs, values and preferences, which assists in guiding our clinical decisions for each patient. The College wants to encourage you, as our patient, to communicate openly with your health care team, participate in your treatment choices, and promote your own safety by being well informed and actively involved in your care. Because we want you to think of yourself as a partner in your care, we want you to understand your rights as well as your responsibilities.

### **Patient Rights**

All UT Health Science Center College of Dentistry patients have the right to receive:

- Considerate, respectful, and confidential treatment.
- Continuity and completion of treatment.
- Access to complete and current information about their condition.
- Knowledge of each treatment procedure and the cost of that procedure before it is begun.
- Information about the type of treatment recommended, the benefits of that treatment and the risks involved with the treatment. If alternate methods of treatment are available, information of those alternative treatment methods and their associated benefits and risks.
- Refuse treatment and an explanation of the risk involved if the treatment is not done.
- Access to care for emergency situations.
- Treatment that meets the standard of care in the profession.
- Information necessary to give an informed consent prior to the start of any procedure or treatment.
- Access to a patient representative.
- To privacy and confidentiality of all information and records regarding your care, unless disclosure is allowed by law.

### **Patient Responsibilities**

As a patient or the parent of a patient, the College of Dentistry asks the following of you:

- To make and keep appointments as scheduled by your student doctors. If you are unable to attend, kindly provide at least 24 hours' notice for any cancellations

- Ensure you are available for the full duration of one clinical appointment, at least one half-day per week. Parents or legal guardians of pediatric patients must remain in the clinical area for the entire duration of the treatment.
- Follow the instructions provided by your student or resident provider, as well as any consultation orders from your physician, if applicable.
- Take only prescribed medications and inform us of all medications you are taking, including over-the-counter medicines. Notify us immediately of any changes in your health that require adjustments to your medications.
- Adhere to the agreed-upon treatment plan and ask questions to better understand your dental needs and the treatments provided.
- Provide complete and truthful information about your medical and dental history, including previous and current illnesses, hospitalizations, exposure to communicable diseases, allergies, medications, and current medical care.
- Furnish complete information about your dental insurance and make prompt payments according to the fee schedule at the time services are rendered (or prior to services for certain procedures).
- Be considerate and respectful of other patients, students, faculty, staff, and clinic property. Disruptive and disrespectful behavior will not be tolerated. This includes inappropriate or abusive language, obstructive behavior that compromises safety, violence or aggression, harassment (sexual, racial, or religious), and unauthorized audio or video recording of any doctor, student, staff member, or patient.

### **CHILDREN ACCOMPANYING PATIENT**

Unaccompanied minors are not allowed on campus. Patients who bring a child (children) under the age of 12 with them for their appointments must have a designated adult (or sitter over the age of 12) supervise the minor in a non-clinical area (i.e. waiting room) while the patient's treatment is rendered. If children are left unattended, the adult's dental appointment will be cancelled and rescheduled. College faculty, staff, students, and residents are not allowed to supervise the child (children) of a patient.

### **ALTERNATIVE TREATMENT OPPORTUNITIES**

Occasionally, patient treatment needs are determined to be too difficult for our teaching programs. In these cases, the College of Dentistry offers other programs that may serve as a suitable alternative to care.

**GRADUATE PROGRAMS:** The College of Dentistry offers specialized dental care through our graduate programs in endodontics, general dentistry, oral surgery, orthodontics, pediatric dentistry, periodontology, and prosthodontics. The resident providers in these programs have obtained a dental degree and are pursuing intensive training in one of the listed dental specialty programs. Patients with advanced dental needs may be referred for limited or comprehensive treatment in these programs. Fees for these programs are higher than the predoctoral program, but less than those charged in private practice. Referrals can be coordinated through the Office of Clinical Affairs, your assigned student provider, or by calling directly.

**FACULTY DENTAL PRACTICE (University Dental Practice):** Some of our full-time faculty, including general practitioners and specialists, provide patient care at the College of Dentistry's University Dental Practice. This setting operates similarly to a private practice, with standard fees and appointment durations. If you are interested in being treated by a faculty member, please request an appointment by calling 901-448-6476.

**OTHER PRIVATE PRACTICE:** If needed, we will answer questions patients might have regarding referral to a dentist outside of the University of Tennessee Health Science Center College of Dentistry programs.

### **FACILITY ACCESS & PARKING**

The College of Dentistry is located at 875 Union Avenue. Patient parking is located by entering the main entrance on Union Avenue, driving 100 yards, then turning left into the designated patient parking lot ("O Lot"). The patient entrance of the College of Dentistry is located beside this parking area on the west side of the Delta Dental of Tennessee Oral Health Complex.

Other parking options for patients include:

- Madison Plaza Garage (H Lot): Located at 940 Madison Ave. and costs \$5 per day.
- Metered parking available on S. Dunlap Street.

All other parking on university property requires a permit that must be visibly displayed in the vehicle from 7:00 am to 3:30 pm. Vehicles parked in the zoned areas must display the appropriate permit for that zone. Parking areas that are reserved for administration, service vehicles, or the physically impaired will be designated with applicable signs within each zone. Street parking is available for patients and may require a parking payment as designated.

### **OUR PLEDGE REGARDING MEDICAL & DENTAL INFORMATION**

We understand that your medical and dental information is personal, and we are committed to protecting it. We create a record of the care and services you receive at the UT Health Science Center College of Dentistry to provide quality care and comply with legal requirements. This notice applies to all records generated by our clinic, your personal doctor, and/or dentist. This notice explains how we may use and disclose your information, your rights, and our legal obligations. We are required by law to:

- Ensure your information is kept private.
- Provide you with this notice of our legal duties and privacy practices.
- Notify you in case of a breach of your identifiable information.
- Follow the terms of the current notice.