

DENTAL CARE CENTER
Guide to Patient Services

DENTAL CARE CENTER
Stony Brook University School of Dental Medicine
Stony Brook, NY 11794-8700
(631) 632-8989

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WELCOME

Dear Prospective Patient,

On behalf of the faculty, staff, students and residents of Stony Brook University School of Dental Medicine, we welcome you to our clinical facility, the Dental Care Center (DCC). The School of Dental Medicine is fully accredited by the Commission on Dental Accreditation and offers the latest technology available in treatment with all dental specialties in one location. Care is provided under the guidance of expert, licensed faculty members by students and residents selected through a rigorous admissions process.

The Dental Care Center is committed to providing outstanding, state-of-the-art oral healthcare services in a comfortable, friendly and professional environment. Comprehensive, patient-centered care is provided at reasonable fees and within the scope of our programs. We ensure that our patients are fully informed of the results of their examinations and alternative treatments available for their conditions. Additionally, patients are included in the development of a treatment plan that suits their oral health needs and financial needs.

The Dental Care Center firmly believes that patients must partner with us in maintaining their oral health. Our faculty, staff, students and residents educate patients on proper oral hygiene techniques and preventive measures, which are essential in maintaining oral health. Adherence to these techniques can help prevent or control diseases that may affect the entire body.

We trust that you will find the Dental Care Center at Stony Brook School of Dental Medicine provides its patients with high-quality, compassionate dental and oral care. To provide feedback regarding your visit to our facility, please contact our Patient Advocate. Your experience as a patient of the Dental Care Center is important to our team.

Sincerely,

The Dental Care Center Team

MISSION

The mission of Stony Brook School of Dental Medicine is to deliver innovative, world-class oral health education, patient care, research and service to our community and beyond.

VISION

The vision of Stony Brook School of Dental Medicine is to define and shape the future of dentistry by preparing tomorrow's healthcare professionals, innovators, researchers and educators to lead change in a diverse and inclusive society.

CORE VALUES

Welcoming: We foster a humanistic environment of mutual respect and trust with our teaching, learning and delivery of patient care.

Exceptional Care: We provide the most current evidence-based care to our patients with attentive listening and affirmation.

Leaders of Innovation: We promote discovery to inform and advance the dental profession.

Ethics and Accountability: We abide by the highest standards in education, research, patient care and service.

Advocacy: We connect and serve the local Long Island community, New York State, the nation and the world.

Diversity: We embrace diversity in people and thinking.

I. BECOMING A PATIENT OF THE DENTAL CARE CENTER

As a result of a patient's first appointment, a patient may be provisionally eligible for treatment at the Dental Care Center. Final acceptance for treatment will be determined at the conclusion of a patient's first appointment following an initial screening examination.

As per Stony Brook School of Dental Medicine's Standards of Care, patients accepted for care in the Dental Care Center will receive a comprehensive examination within 90 days. If the patient's needs are complex or their availability is limited, the patient will be notified that an assignment may be further delayed.

When a patient is assigned to a student or resident provider, they will be notified by phone. The patient is advised to make a note of their treating student or resident provider's name and their program phone number within the Dental Care Center. Patients should not communicate with their assigned student or resident provider via text or email.

If a patient's treatment needs are determined to be incompatible with the teaching program, the patient will be referred for treatment to an appropriate outside provider.

Information for the Patient's First Appointment

- The purpose of the first appointment will be to evaluate specific dental needs and determine program eligibility for the patient.
- The first appointment will include diagnostic services, a head and neck examination, an oral cancer screening test and an assessment for program eligibility. If necessary, radiographs (x-rays) will be taken.
- There is no additional treatment performed during the first appointment.
- There is a nominal fee for this appointment unless eligible for coverage under insurance plans or other benefits.
- Photographic images are required for all patients, including children, according to the Fair and Accurate Credit Transaction Act 2003 §114, 315, and the Federal Trade Commission's Identity Theft Prevention Red Flags Rule 16 CFR § 681.2. All non-religious headwear must be removed.
- Patients are encouraged to obtain previous dental radiographs from other dental care providers ahead of their first appointment. These radiographs may be used in treatment and may reduce the number of radiographs required to be taken at the Dental Care Center.
- In order to ensure continuity of care, it is recommended that the patient maintains the Dental Care Center as their sole provider of comprehensive oral healthcare services once formally accepted for treatment. The exceptions to this are referrals for specialty services and the need for emergency dental care.

General Consent for Treatment

Patients of the Dental Care Center provide consent or agreement that they:

1. Authorize the performance of a dental examination and evaluation which may include radiographs (x-rays) if approved by the faculty members of the Dental Care Center.
2. Understand that services will be provided by the students or residents of the Stony Brook School of Dental Medicine as a part of their educational program
3. Understand that video and photographs may be taken for educational purposes.
4. Understand that because treatment is being carried out as a part of the educational program of Stony Brook School of Dental Medicine, information about the care will be shared by faculty, students, residents, clinical staff and administration.
5. Understand that students, residents, faculty and other employees may also provide services consistent with the treatment plan. When, in the opinion of the faculty, a change of provider is deemed appropriate, the change is made at the discretion of Stony Brook School of Dental Medicine.
6. Received a copy of their treatment plan.
7. Received a copy of the Stony Brook Organized Health Care Arrangement, Joint Notice of Privacy Practices.

8. Authorize the use and disclosure of relative health information to treat the patient, arrange for the patient's care, and seek and receive payments for services rendered.
9. Will receive appointment reminders via mail, phone, text, email or voicemail unless they opt-out of communications. Patients may opt-out of receiving appointment reminders by completing a "Patient Phone, Text Message, and Email" form.
10. Received a copy of the Patients' Bill of Rights.
11. Received answers to any questions pertaining to the points of General Consent for Treatment outlined above.
12. Received the Stony Brook School of Dental Medicine's Dental Care Center Guide to Patient Services.
13. Understand that fees in the Dental Care Center may differ from one program to another based on the level of expertise and patient need.

Emergency Care

As a service to our current patients, 24-hour emergency dental care is available. During the hours of operation of the Dental Care Center, patients must seek emergency dental care from their student or resident provider. To receive information on the current availability of emergency care within the Dental Care Center, call (631) 632-3791.

Outside of Dental Care Center hours, emergency dental care is available through Stony Brook University Hospital. Patients seeking these services within Stony Brook University Hospital are advised to inform the Hospital that they are a patient of the Dental Care Center. To contact Stony Brook University Hospital's emergency room, call (631) 632-8989 and follow the prompts.

II. PATIENT RESOURCES

Patients' Bill of Rights

The faculty, residents, students, and staff of the Dental Care Center recognize that while you are a patient here you have a right, consistent with the law to:

1. Understand and use these rights. If for any reason you do not understand, or need help, the Dental Care Center will provide assistance, including an interpreter.
2. Receive treatment without discrimination as to race, sex, sexual orientation, gender identity or expression, religion, age, color, creed, national or ethnic origin or sponsor, disability, marital status, familial status, pregnancy, genetic predisposition, criminal convictions, domestic violence victim status, and veterans or military status and all other protected classes under federal or state laws.

3. Be treated with consideration, respect and dignity including privacy in treatment. Receive considerate, respectful, and confidential care in a clean and safe environment free of unnecessary restraints.
4. Be informed of the services available at the center.
5. Be informed of the provisions for off-hour emergency coverage. Receive emergency care if you need it, provided that the care which is required can be delivered consistent with the educational program of the school and the personnel and facilities of the clinic.
6. Be informed of and receive an estimate of the charges for services, view a list of the health plans and the hospitals that the center participates with; eligibility for third-party reimbursements and, when applicable, the availability of free or reduced cost care.
7. Receive an itemized copy of his/her account statement, upon request.
8. Obtain from his/her health care practitioner, or the health care practitioner's delegate, complete and current information concerning his/her diagnosis, treatment and prognosis in terms the patient can be reasonably expected to understand.
9. Receive from his/her physician/dentist information necessary to give informed consent prior to the start of any nonemergency procedure or treatment or both. An informed consent shall include, as a minimum, the provision of information concerning the specific procedure or treatment or both, the reasonably foreseeable risks involved, and alternatives for care or treatment, if any, as a reasonable medical practitioner under similar circumstances would disclose in a manner permitting the patient to make a knowledgeable decision.
10. Refuse treatment to the extent permitted by law and to be fully informed of the medical consequences of his/her action.
11. Refuse to participate in experimental research.
12. Voice grievances and recommend changes in policies and services to the center's staff, the operator and the New York State Department of Health without fear of reprisal.
13. Express complaints about the care and services provided and to have the center investigate such complaints. The center is responsible for providing the patient or his/her designee with a written response within 30 days if requested by the patient indicating the findings of the investigation. The center is also responsible for notifying the patient or his/her designee that if the patient is not satisfied by the center response, the patient may complain to the New York State Department of Health; 518-474-3817
14. Privacy and confidentiality of all information and records pertaining to the patient's treatment.
15. Approve or refuse the release or disclosure of the contents of his/her medical record to any health-care practitioner and/or health-care facility except as required by law or third-party payment contract;
16. Access to his/her medical record per Section 18 of the Public Health Law, and Subpart 50-3. For additional information link to: http://www.health.ny.gov/publications/1449/section_1.htm#access;. Review your dental record without charge, and/or obtain a copy of your dental

- records and/or obtain a copy of your x-rays, for which the Dental Care Center can charge a reasonable fee. You cannot be denied a copy solely because you cannot afford to pay.
17. Authorize those family members and other adults who will be given priority to visit consistent with your ability to receive visitors.
 18. When applicable, make known your wishes in regard to anatomical gifts. Persons sixteen years of age or older may document their consent to donate their organs, eyes and/or tissues, upon their death, by enrolling in the NYS Donate Life Registry or by documenting their authorization for organ and/or tissue donation in writing in a number of ways (such as health care proxy, will, donor card, or other signed paper). The health care proxy is available from the center.
 19. View a list of the health plans and the hospitals that the center participates with.
 20. Receive an estimate of the amount that you will be billed after services are rendered.
 21. Know the names, positions, and functions of any member of the faculty, student body, and staff of the Dental Care Center, involved in your care and to refuse their treatment, examination or observation.
 22. Continuity and completion of treatment.
 23. Treatment that meets the standard of care in the dental profession.

Patient Concerns and Grievances

Patients have the right to express concerns or complaints without fear of reprisal and with the assurance that the presentation of a complaint will not compromise the quality of their care or future access to care.

Patients who have a concern about any aspect of the dental care or treatment they received at the Dental Care Center may register their concern either in person, by telephone or in writing to the Patient Advocate.

Dental Care Center's Patient Advocate: (631) 632-3719

Stony Brook University Hospital Patient Relations: (631) 444-2880

You may also contact:

Commission on Dental Accreditation

American Dental Association

211 East Chicago Avenue

Chicago, IL 60611-2678

Phone: (800) 621-8099 x4653 • Website: ada.org

New York State Department of Health

New York State Office of the Professions

State Education Department

Phone: (518) 474-3817 • Website: www.op.nysed.gov

III. PAYMENT AND FINANCIAL INFORMATION

Patients are expected to pay in full for treatment rendered at the time of service. Pre-payment is required for all oral surgery, periodontal, implant, sedation, same-day digital dentistry and emergency services, unless eligible for coverage under insurance plans or other benefits.

The Dental Care Center offers a fee reduction for some treatment services to qualified veterans and Gold Star Parents. Inquire with the front desk for eligibility and offerings.

For additional financial information and payment inquiries, call (631) 632-3026.

Accepted Payment Methods

The Dental Care Center accepts the following payment methods: cash, checks (with proper identification), money orders and all major credit cards.

Laboratory Fees

For treatment that requires the fabrication of dental prosthesis (dentures, crowns and fixed bridges) through a dental laboratory, payment must be made as follows, unless eligible for coverage under insurance plans or other benefits:

- Before the patient's dental prosthesis can be submitted to the dental laboratory, two-thirds (2/3) of the fee must be paid.
- The final payment must be made before a completed dental prosthesis can be delivered to the patient.

Extended Payment Plans

A payment plan can be structured for certain procedures after a comprehensive treatment plan is signed and agreed upon. Prior to the initiation of treatment, a payment plan must be arranged, and a payment of 25 percent of the estimated cost must be made. All treatment must be paid in full upon completion of care. Please note that certain procedures are excluded from payment plans.

Financial assistance may be available from the New York State Department of Social Services, Medicaid, Child Health Plus or Family Health Plus.

Orthodontic Program Terms of Payment

Patients who are receiving orthodontic treatment and are on a payment plan must pay monthly even if they do not have a scheduled appointment that month.

Refunds

If a patient is eligible for a refund, please allow approximately six to eight weeks from the time of the request. No refunds will be issued for amounts under \$5.

Delinquent Accounts

Patients with an outstanding balance or with an account in arrears will receive monthly statements with a request for immediate payment. If an account has been in arrears for four months, the patient will be informed that they may be dismissed as a patient of the Dental Care Center and their account will be forwarded to a collection agency.

Patient accounts that are in collection will only be seen for emergency services.

IV. INSURANCE INFORMATION

The Dental Care Center participates in several insurance plans. Patients are responsible for all deductibles and copayments associated with their insurance and are expected to pay in full for treatment rendered at the time of service.

Please refer to the Dental Care Center website for a list of participating insurance plans: dentistry.stonybrookmedicine.edu/dentalcarecenter.

Private Insurance

Patients covered by a private or employer-sponsored insurance plan are responsible for understanding their plan limitations and benefit levels. Patients must present all insurance cards at every visit. The Dental Care Center will manage all predetermination and claim filings and verify the patient's coverage at each appointment. The patient is responsible for the cost of all services excluded by their plan, deductible, coinsurance and copayment. The patient is responsible for the cost of services that are not reimbursed due to a plan frequency limitation and for all charges that exceed the plan maximums.

The Dental Care Center submits insurance claims on the date of the completion of service. In order to receive reimbursement, the patient must be eligible for their benefits on the date of completion of service. If the patient experiences a lapse in coverage, their insurance plan may not reimburse them for the cost of services. If this occurs, the patient would then be responsible for this cost.

Out-Of-Network Insurance

If the patient has out-of-network insurance, the Dental Care Center will provide the patient with the necessary forms to request reimbursement from their insurance provider. The Dental Care Center will not provide forms for reimbursement if the patient has an outstanding balance.

Federal or State Healthcare Programs (Funded by Medicaid or Medicare, Including Medicaid Managed Care Organizations or Medicare Advantage Plans)

For patients covered by federal or state healthcare programs, continued eligibility is necessary for continued treatment. In the event that the patient becomes ineligible, the patient can continue to be treated if they agree to pay and/or provide evidence of other insurance.

- Federal or state healthcare program reimbursement is based upon a valid government benefit or insurance card. This card must be presented at every appointment.
- Patients are responsible for all co-payments.
- Patients may elect to have dental services that are not covered by their federal or state healthcare program or plan. They are required to sign a member financial disclosure form and are responsible for payment.
- Medicaid Managed Care Organizations generally follow Medicaid guidelines. Participation within these managed care programs is subject to change and verification of participation can be obtained through the billing administrative office.

Treatment Not Covered by Insurance

Patients will be thoroughly informed of recommended dental treatment that is not covered by their insurance program. If patients agree to such treatment, they will be responsible for all charges not covered by their insurance program. Insurance programs may require the patient to sign a financial disclosure form, which includes all agreed treatment not covered or treatment subject to a frequency limitation.

V. PATIENT RESPONSIBILITIES

Patient Code of Conduct

In order to remain a patient of the Dental Care Center, patients must abide by the following points of the Patient Code of Conduct:

- Patients have the responsibility to provide, to the best of their ability, accurate, honest and complete information about their medical history and current health status.
- Patients have the responsibility to report changes in their medical status and provide feedback about their needs and expectations.
- The patient may not engage in the indiscriminate use of obscene language or gestures, engage in inappropriate behavior or make comments of a cultural, ethnic, or sexual nature, or threaten violence while at the Dental Care Center.

- Patients believed to be under the influence of alcohol or any other substance at the time of their appointment will not be treated.
- Patients are not permitted to transfer from one student or resident provider to another based on race, sex, sexual orientation, gender identity or expression, religion, age, color, creed, national or ethnic origin, disability, marital status, familial status, pregnancy, genetic predisposition, criminal convictions, domestic violence victim status, and veterans or military status and all other protected classes under federal or state laws.
- Patients have a responsibility to be considerate and respectful of other patients and Stony Brook School of Dental Medicine faculty, staff, students and residents.
- Patients must refrain from cell phone use, including video, photo or other recording devices while at the Dental Care Center.
- Patients undergoing long term restorative treatment are required to receive oral examinations scheduled periodically based upon their caries (cavity) susceptibility. There is a fee for these oral examinations unless eligible for coverage under insurance plans or other benefits. These appointments are part of our comprehensive care and cannot be waved.
- Parents or legal guardians must remain within the Dental Care Center while their child/dependent is treated.
- Unless requested by the dental provider, the parent or legal guardian will not be permitted in the dental operatory.
- For policies regarding service animals and emotional support animals within the Dental Care Center, please visit dentistry.stonybrookmedicine.edu/dentalcarecenter.

Patients may choose to discontinue their treatment within the Dental Care Center voluntarily for personal reasons, including choosing to seek care elsewhere.

Patient Appointments

Appointment Definitions

- **Broken Appointment:** The patient was not present for a scheduled appointment and gave less than 24 hours of advanced notice
- **Failed Appointment:** The patient was not present for a scheduled appointment and no notification was provided
- **Rescheduled Appointment:** The patient changed the appointment time more than 24 hours in advance and arranged for a newly scheduled appointment
- **Cancellation:** Notification was given by the patient 24 hours or more prior to the scheduled appointment
- **Lateness:** The patient arrived 15 minutes or more after the start of a scheduled appointment

Appointment Policies

- Patients are responsible for keeping their scheduled appointments and arriving to their scheduled appointments on time.
- If the patient is going to be more than 15 minutes late for a scheduled appointment, the patient should call to determine whether their provider will be able to see them that day.
- Patients with three consecutive broken or failed appointments will be dismissed as a patient of the Dental Care Center.
- The Dental Care Center reserves the right to not reschedule patients who have been dismissed for broken or failed appointments.

VI. CONTACT INFORMATION

Dental Care Center Phone Directory

Please refer to dentistry.stonybrookmedicine.edu/dentalcarecenter/directory for the most up-to-date phone directory.

Dental Care Center Hours of Operation

Monday – Friday
8:30 am – 5 pm

Summer hours may vary.

At times of inclement weather, please contact the Dental Care Center for information on closures or delays prior to your scheduled appointment: (631) 632-8989.

About Stony Brook University School of Dental Medicine

The Stony Brook University School of Dental Medicine (SDM) is renowned for implementing cutting-edge technology in its educational programs and in the delivery of oral healthcare services. The SDM offers the Doctor of Dental Surgery degree in addition to advanced education in endodontics, pediatric dentistry, orthodontics, periodontics, general dentistry, dental anesthesiology, prosthodontics, oral and maxillofacial surgery, oral and maxillofacial radiology and dental care for patients with developmental disabilities. Master's and doctoral degrees are offered through the University's Graduate School and the School's Department of Oral Biology. The SDM provides dental care to more than 15,000 community residents each year and is a leader in translational research and technology transfer. SDM students participate in community outreach regionally, nationally and abroad.

To learn more, visit dentistry.stonybrookmedicine.edu.