Welcome to Penn Dental Medicine. We are pleased that you have selected us for your dental care. Our School is committed to providing comprehensive, patient-centered oral health care, within the scope of our educational programs, since 1878. Our coordinated health care team, faculty, students, and staff, will inform you of your findings of our examination and available treatment options. We will partner with you to provide appropriate treatment that is also responsive to your preferences, needs and values. This booklet contains important treatment and payment policy information for registered patients of Penn Dental Medicine. Please read through it carefully, and to direct any questions you may have to your dental care provider.

Our Mission
Educate pre-doctoral and graduate dental students in the highest quality clinical and research environment.

How to Become a Patient
The first step in making an application to our program is to schedule an initial examination. Appointments may be made by phone at 215-898-8965 8:00 a.m. – 5:00 p.m. Monday through Friday. During your initial examination, your medical history will be reviewed to determine if you are eligible to participate in our program. Appointments may be made by phone at 215-898-8965; a written referral from your dentist is required.

Appointment Cancellation
Appointments may be cancelled only if absolutely necessary and at least 24 hours in advance. All cancellations must be communicated with your Patient Care Unit Coordinator. Compliance with this policy will allow you to receive your treatment in a timely and efficient manner.

If you fail to keep your appointment without notice, cancel with less than 24-hour notice, or are more than 20 minutes late without notice, you may be assessed fees for the canceled appointment(s) during one (1) calendar year, you will be dismissed as a patient.

Please remember that your student doctor depends on you to make your appointments.

Comprehensive Care
If you are accepted to participate in our program, a personalized comprehensive treatment plan will be recommended; you will be advised of the treatment and the prognosis or outcome. An alternative treatment plan may be presented with its benefits, risks and prognosis.

Patients will not have the option to select only some portions of the recommended treatment plan or to split services between Penn Dental Medicine and another provider, except in the following instances:
1) Emergency treatment only: Care would be limited to the relief of pain and suffering and necessary steps to assure that the situation would not recur; 2) Direct referral by an outside dentist for specialty care.

Dental Emergency Service
Penn Dental Medicine is open for routine dental appointments 8:00 a.m. – 5:00 p.m. Monday through Friday, excluding school holidays. As a service to our patients of record and the local community, Penn Dental Medicine maintains an emergency dental care service.

• Monday – Friday, 8:00 a.m. – 4:30 p.m. Please call 215-898-8965. Emergency treatment appointments are available throughout the day. The fee for emergency exams is $45, and for x-rays may range from $20 – $100. Additional fees apply for other treatment.
• After hours, weekends and school holidays: In case of dental emergencies involving severe pain, swelling, and/or bleeding, please call 215-898-8965; directions are given to HUP or your nearest hospital. Please be advised that the hospital emergency room will not receive the patient without a referral. A hospital fee for emergency visits will be applied and is the patient’s responsibility. Patients of record may qualify for reimbursement of this fee.

Fee Estimates
Patients will be advised on their recommended treatment and estimated costs, as well as alternative treatments. Both patient and attending faculty must sign the Treatment Plan once the plan is understood and accepted.

Fee estimates are based upon current fees at the time the treatment plan was signed. Please note that fee schedule is reviewed annually.

The fee charged at the time any service or procedure is started will be the fee that is currently in effect unless reduced fees are honored for two (2) years unless: 1) the treatment plan requires change due to changes in the patient’s oral condition or patient neglect; 2) the patient does not follow the treatment schedule as directed by his/her student doctor; 3) treatment is delayed due to patient availability or finances.

At each visit, you should be advised of the costs of each succeeding procedure so that you are prepared for subsequent charges. Please ask your student doctor if this is not clear.

Payment is due in full at the time service is provided. We accept cash, personal checks, money orders, credit/debit cards, or Direct Credit for payment of services. Failure to maintain an up-to-date balance will result in Penn Dental Medicine withholding service until the balance is paid. If, after the third billing, you do not remit payment within ninety (90) days, your account may be sold to collection, your treatment will be suspended and you may be dismissed as a patient.

Care Credit - Payment financing is available through Care Credit, a well-known provider. Penn Dental Medicine participates with the 24, 36, 48, and 60 month fixed rate installment programs as well as the 6-month no interest if paid in full program.

Dental Insurance - Penn Dental Medicine accepts direct payments from most dental insurance plans. Contact your insurance company or consult your certificate of coverage for details on covered or non-covered services, co-payment requirements, service limitations or restrictions, yearly maximum and the insurance plan participating or non-participating relationship with Penn Dental Medicine.

Medicaid - Patients covered by Medicaid should inform the Central Registration and Scheduling (CRSC) when they are admitted.

Your student doctor must obtain authorization in advance for all treatment covered by Medicaid. However, not all dental procedures are covered by Medicaid. The student dentist cannot provide such treatment unless the patient is willing to pay for the treatment. In such cases, the patient will be required to comply with procedures outlined in the section on fees.

Possession of a Medicaid card issued by the Department of Human Health Care is within the policy of your Medicaid coverage must be valid at the time of treatment.

Patients obtaining coverage after admission are expected to notify their student doctor or CRSC to be noted on their record. Claims cannot be made retroactively; therefore, patients not informing PDM of any changes are liable for treatment performed without authorization.

Treatment Services Requiring Pre-payment - For services requiring laboratory work (e.g. crowns, bridges, dentures), 2/3 of the fee is due at the time of scheduling. For endoral laboratory, and the balance due at the time of insertion.

For implant services and periodontal surgical procedures, pre-payment must be made in full before treatment is provided.

Appointments
All treatment in the Penn Dental Medicine Predoctoral Clinics is provided by students. Your assigned Patient Care Unit Coordinator or student doctor will schedule your appointments.

Clinic starts at 8:00 a.m. and extends to 5:00 p.m., Monday through Friday. You should plan to have at least four (4) hours a week available for your dental treatment. This may be two 2-hour appointments, or one 4-hour appointment, depending on the week available for your dental treatment. This may be two 2-hour appointments, or one 4-hour appointment, depending on the week available for your dental treatment.
The University of Pennsylvania School of Dental Medicine is committed to providing you, our patient, with quality and comprehensive dental care that meets the standards of care in the profession. The following are your rights, when you receive care in any of our clinics:

- Respectful and considerate treatment.
- Continuity and completion of care.
- Access to information on the rules and regulations of the School of Dental Medicine’s Clinics.
- A timely and reasonable response to your request for dental care.
- Treatment without discrimination based upon race, color, religion, gender, sexual orientation, handicap, and national origin.
- Advance cost estimate of proposed treatment.
- Informed consent.
- Access to information about your care.
- Confidentiality.
- An explanation of recommended treatment, treatment alternatives, the option to refuse treatment, and the risk of no treatment.
- An interpreter, whenever possible, if you do not speak English.
- The option to choose whether or not to participate in clinical research.
- Instructions for care that is required following a procedure.
- Access to a patient advocate.
- Access to and copies of your dental records upon request.
- The opportunity to review and obtain our Notice of Privacy Practices.

If you have any questions about your treatment, fees, or rights, you should first contact your student doctor or your Patient Care Unit Coordinator. Resolution of non-financial patient concerns should be attempted to be resolved while the patient is in the Clinic and the attending faculty is present. In the event that this effort is unsuccessful, you should consult the Supervisor of Patient Care for predoctoral clinics or the Clinic Manager for specialty clinics.

Should the nature of a complaint or problem go beyond this level and remain unresolved, you should contact the Patient Advocate.

If you need help with these rights, please contact the Office of Clinical Affairs or the Penn Dental Medicine Patient Advocate.

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Penn Dental Medicine owns all dental records. Copies of your records and radiographs will be provided to you or forwarded to another dental provider upon your signed written request. There is a nominal fee charged for the duplication of records and radiographs, which must be paid prior to the copies being released.