



## **Patient Information Handbook**

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## **WELCOME**

**Thank you for coming to the LSU School of Dentistry. This booklet will help you understand how our school works.**

**Dental treatment is performed by dental students and examined by a licensed dentist. Because we are teaching students, you will find our clinic is different from a private practice.**

**The LSU School of Dentistry does not discriminate on the basis of race, color, religion, age, sex, national origin, physical or mental disability, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws in provision of education or employment opportunities. This policy extends to patient acceptance and patient assignment to student doctors.**

**A request for a student based upon race, color, national origin, sex, religion, age, or handicap will NOT be honored and such a request indicates you may be better served by a private dentist.**

**Our goal is to provide the highest oral health care in a friendly educational setting. We hope you will be satisfied with your care and feel comfortable referring others to us.**

**Please keep in mind, this is not a FREE clinic.**

**It is the policy of the School to provide care in a patient-centered manner. Patient-centered care is defined as ensuring the patient is a key member of the care delivery process. The School will take into account the individual patient's needs, preferences, values and goals, and this will guide the treatment planning process. This commitment to patient-centered care ensures that at no time will the best interest of the patient be compromised in order to provide a necessary experience for a student. The supervising faculty is responsible to ensure that the patient has had their options explained to them. The School will not perform any service requested by a patient which would not meet the profession's standard of care.**

## **SCREENING**

The screening appointment will outline the rules and regulations for our new patients. A screening does not guarantee your acceptance as a patient.

A fee of \$140.00 will be collected if you are accepted for our program. This fee will cover your next appointment that includes a comprehensive exam, x-rays and a treatment plan. This plan can change over the course of your treatment and is only an estimate. NO dental care will be rendered during screening exams.

As a teaching institution, we assign a limited number of patients to a dental student based on his/her educational needs. It may take several months before your first appointment. Patients are only accepted for the completion of ALL dental care needed. We cannot take care of only one toothache, a filling, extraction, or teeth cleaning. If you are looking for emergency care ONLY, the dental school is not the appropriate place, and you will have to go elsewhere.

## **PATIENT ACCEPTANCE**

Patients are accepted for completion of all dental care. We cannot only treat your chief complaint or emergency. LSUSD student clinic provides comprehensive dental care. \*

We are able to accept many people as patients. However, if the care you need is too difficult for a student you will not be accepted for our program. Please see Alternative Treatment Options on Page 8.

We provide care in 2 phases:

**PHASE 1** Treat any disease in your mouth: We may clean your teeth, treat your gums, fill cavities, or take out teeth that cannot be saved.

**PHASE 2** Replace any missing teeth: If we can do the work and you want your missing teeth replaced, we will continue your treatment. Some cases involving tooth replacement are too complicated for our teaching clinic; these cases will be referred to private practice or possibly our graduate prosthodontic program (note: the fees are higher than in the dental clinic).

\*Comprehensive care shall be defined as providing the patient with all services necessary to restore the patient to a state of optimum oral health. This shall be done in a patient centered manner; at no time will the best interest of the patient be compromised in order to provide a

necessary experience for a student. The supervising faculty is responsible to ensure that the patient has had their options explained to them. The LSUSD will not perform any service requested by a patient which would not meet the profession's standard of care.

## **CLINIC FEES**

Our fees are about 1/3 of what you would pay at a private dental office.

We accept cash, personal checks, money orders, VISA, MasterCard, Discover, Apple Pay and Samsung Pay.

Fees for service are not based on income. Patients are required to pay at each appointment. Failure to do so will stop treatment and your balance will be turned over to Office of the Attorney General of the State of Louisiana for collection.

Smart Care Financing Option is available to those who qualify.

## **INSURANCE**

If you have dental insurance, you will pay us as mentioned under Clinic Fees. We will print out an insurance form for you to mail to your insurance company.

## **APPOINTMENTS**

LSU School of Dentistry's primary mission is EDUCATION. Because our students are learning to provide good care and our faculty doctors must look at each step, your appointments will be longer, and it will take more appointments than at a private dentist.

For your extra time, we provide your care at a lower cost.

Our morning hours are 8:30-11:30 and the afternoon from 1:00 till 4:30. We are open Monday through Friday.

Our students have classes they must go to along with taking care of patients. Their time is limited and it is important that patients work with their student and attend all appointments.

Patients are expected to make an appointment twice a month with their student doctor when the student's schedule permits. If this schedule is too difficult, then you should seek care in a private practice.

## **MISSED APPOINTMENTS**

If you miss an appointment, your student cannot make up that time. Loss of clinic time can keep a student from graduating. Missed appointments may cause us to stop your treatment and close your file.

If it is absolutely necessary to cancel an appointment, please contact your dental student as soon as possible so they can fill that appointment time. Your student will give you a telephone number where he/she can be reached.

**NOTE:** Repeated cancellations will result in your dismissal from the program.

## **PATIENT RIGHTS**

If accepted as a patient, the LSU School of Dentistry extends to you the right to:

1. Access to complete and current information about your dental treatment.
2. Information about the type of treatment recommended, the benefits of that treatment, and the risks involved with the treatment. If alternate methods of care are available, information of those alternative treatment methods and their associated benefits and risks.
3. Treatment that meets the standard of care in the profession.
4. Knowledge of each treatment procedure and the cost of that procedure before it is begun.
5. Treatment provided with respect, consideration, and confidentiality.
6. Refuse treatment and an explanation of the risk involved if the treatment is not done.
7. Confidentiality about their medical or dental health and information contained in their patient record.
8. Access to care for emergency situations.
9. Continuity and completion of treatment.
10. Access to a patient care coordinator

## **PATIENT RESPONSIBILITIES**

In order to extend to you the above rights, LSUSD expects the following of you:

1. Be prompt for all appointments.
2. Attend at least two half-day appointments per month.
3. Remain for the complete appointment period.
4. Take only prescribed medications.
5. Follow physician's consultation orders (if necessary).
6. Follow the agreed upon treatment plan.
7. Furnish complete and truthful information.
8. Be considerate and respectful of others.
9. All cell phones/electronics turned off during appointments.

\*\*\*\*Failure to follow the above rules can lead to your dismissal.

## **EMERGENCY CARE**

If you are not yet assigned to a dental student and have a dental emergency consisting of pain, swelling and fever, call 504-619-8770. Once you are assigned to a dental student you should contact them for any dental emergencies.

In the event of a dental emergency during non-clinical hours, please contact your dental student first. If you cannot reach them, call 504-456-5322.

## **BABY-SITTING**

The LSU School of Dentistry does NOT provide baby-sitting services. Do not plan to leave your child (children) unattended in the waiting room. Children may NOT go with you into the treatment clinics.

## **IMPORTANT POINTS**

The average time to complete treatment can be 12 months or longer and can cost a minimum of \$1000.00.

Once accepted as a patient and assigned to a student, you **CANNOT** seek treatment outside LSUSD.

Only the person being treated is allowed in the treatment clinic. A translator is the only exception.

The Dental School will provide certified interpreting service free of charge for all patients with Limited English Proficiency. We strongly encourage using this service and not using an adult family member or friend so as to ensure that information is properly communicated. If a patient refuses to use the service that the School provides and chooses to use a family member or friend, and our faculty feel that the person is not capable of properly communicating vital information to the patient that could negatively affect care, the School may delay treatment. Under no circumstances will a minor (under 21) be allowed to interpret for patients.

Once your treatment is completed you will have to seek treatment elsewhere. We cannot continue to do teeth cleanings and exams only.

If you are selected as a patient, it is **NOT** likely we can schedule your future dental appointments at the same time as your friends and family. The screening appointment is the only time you can schedule together.

## **ALTERNATIVE TREATMENT OPTIONS**

Occasionally, patient treatment needs are determined to be too difficult for the undergraduate dental student. In these cases, LSU School of Dentistry may be able to offer other options or recommend they seek treatment in private practice.

**GRADUATE PROGRAMS:** Graduate students have already received their dental degree and are now in a formal residency program of intensive training in the specialty of their choice. Sometimes patients in the student clinic with certain types of difficult problems are selected



for treatment in these programs. LSUSD offers graduate programs in periodontology, oral surgery, orthodontics, endodontics, prosthodontics and general dentistry. Fees for these programs are higher than the undergraduate program, but less than those charged in private practice.

**FACULTY DENTAL PRACTICE:** Some full-time faculty members conduct a private practice at LSUSD and offer comprehensive dental treatment. Fees charged at this facility are similar to the fees charged at any private office.

# **IMPORTANT PHONE NUMBERS**

## **Undergraduate Clinic Appointment Desk**

**504-941-8433**

**504-941-8375**

**504-941-8436**

**504-941-8437**

## **Patient Accounts**

**504-941-8157**

**504-941-8174**

## **Faculty Practice**

**504-619-8721**

## **After Hours Emergency Care**

**504-456-5322**

**09/23**