

Health Advice

Patients Rights and Responsibilities

Oral healthcare is a two way process between you, the patient, and the staff who care for you. You have the right to expect high quality care, but there are things you can do to help ensure you get this.

As a patient, you can expect...

- Dental professionals to put your interests first and to act to protect you
- To receive treatment on the basis of your clinical need
- To take part in all decisions about your treatment and to have the pros and cons of treatment, including any risks, side effects and alternative methods of treatment, fully explained
- To be encouraged to ask questions about your diagnosis and treatment and to receive clear information in writing
- To be told what aftercare you will need and how long this should last and the anticipated outcome
- To be given a telephone number and the name of someone you can ring with any further queries
- To be informed about all costs, if any, involved in advance of your treatment
- To be able to request a second opinion
- To be treated by an appropriately trained and experienced member of the dental team or one under the close supervision of a suitably experienced member of staff
- To know the names and professional status of all the staff involved in your care
- To choose whether you see dental and other healthcare students or not, or take part in any trials, surveys etc.
- To be treated in an environment that is safe and clean
- To be treated with courtesy and with respect for your privacy and dignity
- To have details about you, including your medical records and anything you say, treated in confidence and, expect where required by law, to be given an opportunity to decide whether your details can be passed to anyone else
- To be given access to information kept about you
- To be able to choose to have a relative or friend with you during consultations, examinations and, where possible, treatment
- Staff to understand that you might be feeling anxious and vulnerable and that this may affect the way you behave
- To be informed on arrival at an appointment if delays are occurring and to receive an explanation why;
- To receive an explanation and, where appropriate, an apology if things go wrong
- To be able to complain if you are unhappy with the treatment you receive and to be given the name of someone who can help you with this if you wish

As a patient, you have responsibility...

- To treat the staff who care for you with courtesy and respect at all times
- To inform the dental practice at once of any change in contact address or telephone number
- To attend appointments given on time, or give reasonable notice inability to attend

- To attend follow up appointments as requested
- To understand that there are pressures and limitations of resources on the health service and those working within it
- To give staff full information about any medical conditions including permanent disabilities, along with details of any medicines you are taking
- To let staff know if you have any allergies or sensitivities to medications
- To tell staff about any change in your health that could affect the treatment you are having

To take any medicines as instructed