

## Dental Clinic Cancellation and Behavior Policy

Metropolitan State University Dental Clinic is committed to providing quality dental care for patients as well as providing clinic experience for our students. Our appointments are in demand so in order to ensure access for patients seeking care as well as ensuring that our students get the required clinical experiences we have enacted the following cancellation policy and behavior policy:

**We Require you to confirm your appointment.** Our clinic will call you at the number you have provided to us two days before your appointment asking you to confirm. If you do not respond confirming your appointment at least 24 hours prior to the appointment, the appointment **will be Canceled.**

We require you to provide to us at least 24 hours prior notice to cancel or change an appointment.

Failure to give us at least 24-hours' prior notice to change or cancel an appointment, or not showing up to your scheduled appointment will result in a failed appointment note in your chart.

**If you have two failed appointments, you will be dismissed as a patient of our clinic.**

If you need to cancel an appointment please call 651-793-1793 and leave a voicemail.

You understand that in order to provide to you quality care, it is necessary for you to maintain a functional patient-provider relationship with our students and staff. Failure to do so could result in your being dismissed as a patient of our clinic.

Your use of inappropriate language or other disruptive behavior could result in your being dismissed as a patient of our clinic.

If we believe that you may present an immediate danger to our students or staff, other patients and their families or anyone else on the premises, you will be immediately dismissed as a patient from our clinic and asked to leave, and if asked to leave you have agreed to leave peacefully.

Upon receipt of a signed release authorization Dismissed patients may request their dental records be sent to another dental office at no charge.

By signing, you are agreeing to the Metropolitan State University Dental Clinic Appointment Cancellation and Behavior Policy. You also agree that failure to make timely payments for services may also lead to your being dismissed as a patient of our clinic.

## **Important Information about Metropolitan State University Dental Clinic:**

We are NOT a walk-in clinic. We see patients by appointment only.

Patient appointment days vary by semester. **All appointments are three hours length.**

We are part of Metropolitan State University and are staffed with students who work together with licensed faculty to complete your care.

We cannot provide emergency or after-hours care. Patients requiring afterhours or emergency care will be directed to call their primary dental clinic or Community Dental Care at 651-925-8400.

Our clinic is a school and should not be a primary care clinic. Due to our limited scope of practice and limited appointments times we cannot offer comprehensive care. Patients are encouraged to have a primary dental office and will be referred for care that cannot be completed at our clinic.

We do not discriminate against patients on the basis of race, sex, color, age, national origin, sexual orientation or disability.

Although we do our best to accommodate our patients, we are unable to provide interpreters and encourage patients to bring their own.

We will see returning patients once a year for a cleaning and exam. We encourage patients to visit their primary dental clinic (or a hygiene school) for routine dental cleanings.