

CONTACT US

Call Center/Appointments
215-898-8180

After Hours Dental Emergency Service
215-898-8961

Central Billing Office
215-746-4675

Records Office
215-573-3580

Patient Advocate
215-573-4742

Office of Clinical Affairs
215-898-8975

Patient Financial Services
215-746-4185

DIRECTIONS

The University of Pennsylvania School of Dental Medicine is located at 240 South 40th Street (40th & Spruce streets), Philadelphia, PA, 19104. The entrance is on 40th Street through the School's Robert Schattner Center.

Penn Dental Medicine is close to SEPTA bus, trolley, and subway lines.

Bus Routes: Routes 21, 30, 40, and 42 all have stops within three blocks of Penn Dental Medicine.

Subway: Take the Market-Frankford line to 40th and Market Streets; walk south on 40th Street for four blocks.

Subway Surface (trolley) Lines: Take trolley routes 11, 13, 34, or 36 to 40th Street and Baltimore Avenue; walk north on 40th Street for three blocks.



PERSONALIZED CARE SUITE PATIENT GUIDE

PATIENT BILL OF RIGHTS AND RESPONSIBILITIES

Statement of Patient's Rights

Penn Dental Medicine is committed to providing you, our patient, with quality and comprehensive dental care that meets the standards of care in the profession. When receiving care in any of our clinics, you have the right to:

- Respectful and considerate treatment.
- The continuity, completion of care and emergency treatment without unnecessary delay.
- A timely and reasonable response to your request for care.
- Treatment without discrimination based upon age, sex, race, color, ethnicity, religion, gender, disability, ancestry, national origin, marital status, familial status, genetic information, gender identity or expression, sexual orientation, culture, language, socioeconomic status, domestic or sexual violence victim status, or source of income.
- Know costs in advance, an estimate of your proposed treatment, and to receive a detailed explanation of your bill.
- Access a financial counselor and full information on the availability of known financial resources.
- Informed consent prior to the start of any procedure, treatment or both.
- Have all information, including records, pertaining to your dental care treated as confidential except as otherwise provided by law or third-party contractual arrangements.
- An explanation of recommended treatment, treatment alternatives, the option to refuse treatment, and the risk of no treatment to the extent permitted by Penn Dental Medicine.
- Be communicated with in a manner that is clear, concise and understandable. If you do not speak English, you should have access, where possible, to an interpreter.
- Choose whether to participate in clinical research.
- Instructions for care that is required following a procedure.

- Treatment that meets the standard of care in the profession.
- Voice without recrimination, complaints regarding your care, to have those complaints reviewed, and when possible, resolved by the patient advocate.
- Access and obtain copies of your dental records upon request, your dental record read only by individuals directly involved in your care, by individuals monitoring the quality of your care, or by individuals authorized by law or regulation.
- Review and obtain our Notice of Privacy Practices.

Statement of Patient's Responsibilities

As a patient of Penn Dental Medicine, you are expected to work with your dental care team to facilitate your treatment. We expect you to:

- Observe federal, state, local, and university rules and regulations.
- Provide accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to your health history or care for you to receive effective dental treatment
- Cooperate with your dental care team.
- Ask questions if you do not clearly understand your dental care.
- Be considerate and respectful of other patients, dental care providers, and staff members.
- Be prompt and considerate of your dental student's time; if you need to cancel an appointment, please cancel at least 24 hours in advance or it will be considered a broken appointment.
- Observe the School's no smoking policy.
- Accept financial responsibility for all services you receive.

WELCOME to Penn Dental Medicine's Personalize Care Suite and the Care Center for Persons with Disabilities. We are pleased that you have selected us for your/your family member's dental care needs. We are committed to providing comprehensive, compassionate, patient-centered oral health care to all of our patients, and our Center is specially designed and staffed to ensure individuals with wide ranging disabilities comfortably receive high-quality care.

Dental care is provided by predoctoral and postdoctoral dental students under the close supervision of licensed, faculty dentists with extensive experience in assessing and providing treatment to patients with special health care needs.

SERVICES, SPECIAL FEATURES

The Center provides comprehensive dental care for routine oral health care and prevention that focuses on **non-general anesthesia** delivery of dental treatment that includes:

- Individualized risk assessment and minimally invasive treatment plans to prevent tooth decay
- Personalized oral health care and prevention plans, including diet modifications
- Hands-on education for caregivers in the delivery of oral hygiene

The Care Suite is designed and equipped to make the delivery of care comfortable; special features include:

- Treatment and consultation spaces that comfortably accommodate those on a wheelchair as well as caregivers
- A wheelchair lift if needed so patients can comfortably receive care while remaining in their wheelchair
- A low-stimulation room with lower lighting and soundproofing for patients with sensitivities to light and loud noises
- A treatment room able to accommodate patients on a stretcher
- Availability of nitrous oxide as needed during a dental visit (**we do not offer sedation at this time**)



BECOMING A PATIENT

The first step in becoming a patient is to schedule an initial examination by calling 215-898-8180 between 8 a.m. to 5 p.m. Monday through Friday. You will be asked several questions to ensure that an appointment is given in the clinical care area best suited for your needs. Once the appointment is made, you may receive a follow-up call to collect further information and some initial health history and find out about any special accommodations that may be needed during the visit. This is to make sure that the first visit goes as smoothly as possible.

When new patients are accepted, they are assigned to a student doctor. The student doctor, under faculty supervision, will review the medical history, and complete a dental examination with radiographs (x-rays) as needed. The information collected will be used to develop a personalized treatment plan. Once the treatment plan is approved by faculty and signed by the patient/caregiver, an appointment will be scheduled to begin treatment.

APPOINTMENTS

Monday–Friday — 8 a.m. to 5 p.m., 215-898-8180

Please be aware that since you are being treated in an educational setting, your appointments will be longer than if you were treated by a private dentist.



APPOINTMENT CANCELLATION

By scheduling appointments that are uniquely reserved for you, we are able to ensure that our patients receive optimum care. A 24-hour cancellation notice is required by calling 215-898-8180. Compliance with this policy will allow you to receive your treatment in a timely and efficient manner.

Failure to keep your appointments, cancellations with less than 24-hour notice, or arriving more than 20 minutes late without notice for three scheduled appointments during one calendar year, may result in the inactivation of your chart at Penn Dental Medicine.

DENTAL EMERGENCY SERVICE

General Public

Emergency appointments for the general public can be scheduled by calling 215-898-8965.

Patients of Record

As a service to our patients of record, Penn Dental Medicine maintains an emergency dental care service, Monday–Friday, 8 a.m. to 4:30 p.m. Please call 215-898-8965 for emergency care. Emergency appointments are available throughout the day.

Services are provided for dental emergencies occurring after clinic hours, on weekends, and on holidays by calling 215-898-8961.

FEE PAYMENTS

Payment is due in full at the time of service and is accepted in the form of personal checks, money orders, credit/debit cards, or CareCredit. Private insurance and Medicaid are also accepted. Penn Dental Medicine reserves the right to suspend treatment for accounts with past due balances.

CareCredit

Payment financing is available through CareCredit. 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.

Medicaid

Penn Dental Medicine participates in Medicaid. Patients covered by Medicaid should inform Penn Dental Medicine when admitted. Coverage is based upon plan eligibility.

Treatment Services Requiring Pre-payment

For services requiring laboratory work (e.g. crowns, bridges, dentures), two thirds of the fee is due prior to submitting the case to the dental laboratory, and the balance is due at the time of insertion. For implant services and periodontal surgical procedures, pre-payment must be made in full before treatment.

PARKING

There is a patient drop-off area in front of the Robert Schattner Center, the main entrance to Penn Dental Medicine on 40th Street between Locust and Spruce Streets.

There is discounted parking available (\$11 for the first 5 hours and a \$15 daily rate after 5 hours) at the Acme parking garage, located at 40th and Walnut Streets. Patients/caregivers will be asked at check-out if they parked in this lot and will receive a discount voucher.