

COASTAL BEND COLLEGE DENTAL HYGIENE DEPARTMENT

PATIENT QUALITY ASSURANCE POLICY

The Coastal Bend College Dental Hygiene Department strives to provide comprehensive dental hygiene care that meets a professional standard of care. Our patient care program is patient-centered to ensure quality and individualized care. Departmental procedures are established to facilitate learning while ensuring quality patient care; therefore, all patient treatment is monitored and evaluated by faculty to ensure each procedure meets the standard of care in the profession.

As a quality assurance measure, ongoing chart audits are completed maintaining strict confidentiality. Patient surveys are provided to all adult patients. Utilizing survey feedback, results are analyzed and procedures are revised as appropriate.

For concerns about patient treatment or clinic procedures, please contact:

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PATIENT RIGHTS

As a patient at the Coastal Bend College Dental Hygiene Clinic, you have the right to:

1. Have all health considerations addressed prior to treatment
2. Be presented with a comprehensive dental hygiene treatment plan with a clear and understandable explanation of recommended treatment, an alternative to that treatment, the benefits and risks of recommended and alternative treatment and the potential consequences of no treatment
3. Give informed consent to receive quality and individualized dental hygiene treatment that meets professional standards and guidelines
4. Refuse any recommended treatment
5. Receive considerate, respectful and confidential treatment
6. Have treatment completed within a timely manner
7. Have access to complete information about your oral health status and procedures being performed
8. Advance knowledge of services and fees

Date

Patient's Signature

Patient's Printed Name

The Commission on Dental Accreditation (CODA) will review complaints that relate to a programs compliance with the accreditation standards. CODA is interested in the sustained quality and continued improvement of dental and dental-related education programs but does not intervene on behalf of individuals or act as a court of appeal for individuals in matters of admission, appointment, promotion or dismissal of faculty, staff or students.

A copy of the appropriate accreditation standards and/or CODA's policy and procedure for submission of complaints may be obtained by contacting The Commission on Dental Accreditation at 211 East Chicago Avenue, Chicago, IL 60611 or by calling 1-800-621-8099, extension 4653.