Information about the Dental Services at the Portland State University

Welcome to the Portland State University Dental Clinic, part of SHAC (Student Health and Counseling). This document is an introduction to our agency and procedures you may expect to experience. If you have questions regarding this information, please discuss them with a staff member.

What to expect: You will be asked to fill out a medical history form and sign a patients rights and responsibilities form. These forms will assist our providers in your health care. At the end of your visit you will be asked to sign a treatment plan which outlines what we recommend for your next treatment and provides you with a fee estimate. Signing this document does not hold you to getting any treatment done at our office.

Eligibility for services: The Student Health Fee is a mandatory fee assessed to any student taking 5 or more regular (non-self support) classes at PSU for Fall, Winter, Spring and Summer terms. If you drop below 5 credit hours within the first four weeks of the term you will lose your Student Health Fee and will not be eligible for dental services nor have the basic insurance, except in special circumstances.

Fees: The Student Health Fee enables you to be seen at our office for our discounted rates. Please be aware that at each visit we charge a $25 office visit fee which covers exam and x-rays. Any treatment you receive here has an additional fee which you will be alerted to prior to the start of treatment. We highly encourage all patients to review our fee estimates in either our brochure or posted on our website prior to scheduling an initial appointment. If you are uncertain of the fees for your visit please ask a front desk staff member.

Staff: The dental staff is composed of licensed and certified general dentists, hygienists and dental assistants. For staff profiles please visit our website. We do not have specialists on staff. If your treatment needs fall outside the scope of our office we will need to refer you out. Any treatment received outside our office is not subject to our discounted rates. We will do our best to refer you to a clinic with discounted fees.

Availability of Service: Our office is open Monday through Saturday 8am to 5pm. All of our providers operate on an appointment basis. For same day emergency appointments you must call at 8am to schedule our emergency time slot.

Dental Emergencies: If you experience an emergency, we will do our best to fit you in within 24 hours. To be considered a dental emergency you must be experiencing extreme pain, visible facial swelling or profuse bleeding. At an emergency appointment we will address your chief complaint and try to get you out pain. Please be aware that you may need to return to complete all your treatment.

Confidentiality: In accordance with state and federal laws, as well as professional ethical guidelines established for dentists, PSU Dental maintains confidential records of all patient contacts. This means that except for diagnostic or referral purposes no information about contacts with a provider will be disclosed to parties outside PSU Dental without written permission for such disclosure.

There are some exceptions to confidentiality. Our providers may be required to release certain information if the following situations exist (1) If you state intent to harm yourself or others, (2) If you are diagnosed with a reportable disease as required by the State Health Department, (3) If you reveal abuse or neglect of a child or vulnerable adult, (4) At risk of operating a motor vehicle and (5) If you initiate legal proceedings regarding your treatment or when an illness defense is used in a criminal or civil action. Confidentiality in these cases will be limited to the extent the law allows.

A signed Release of Information (ROI) is required for the release of the dental records to any party outside of SHAC including yourself. As a university health service, please be aware that any records taken outside of the clinic become an Educational Record governed under the laws of the Federal Educational Rights and Privacy Act (FERPA).
Portland State University Dental Services
Patient Rights and Responsibilities

Your responsibilities:

- To seek dental attention promptly
- To be honest about your medical history
- To ask questions about anything you do not understand, including confirming the fees for your appointment.
- To follow dental advice and instructions.
- To report any significant changes to symptoms or failure to improve.
- To respect clinic policies.
- To keep appointments. If you are more than 15 minutes late to your appointment or if you fail to show for your appointment it is considered a missed appointment and your student account will be billed a $25 missed appointment fee. Extenuating circumstances will always be considered.
- To cancel appointments in advance. If you fail to give at least 24 hours notice to cancel or reschedule your student account will be charge a $25 fee. For example if your appointment begins at 9am you must call us before 9am the day prior to your appointment to avoid the fee. Extenuating circumstance will always be considered.
- To seek non-emergency care during business hours.
- To provide useful feedback about services and policies.
- To keep us updated with your current phone number, address, and email address.

Your basic rights are:

- To be treated with dignity and respect.
- To know the names and professional status of the people serving you.
- To confidentiality. (Please be aware that our office does share and obtain relevant patient information amongst departments within SHAC if such disclosure is felt to be important to your medical and dental health.)
- To receive accurate information about your health related concerns.
- To know the effectiveness, possible side effects and problems of all forms of treatment.
- To participate in choosing a form of treatment.
- To select and or change your dental provider.
- To review your dental records with a dental provider.
- To know information about services and fees.