

High Point University Workman School of Dental Medicine

Policy for Patient Rights and Responsibilities

Purpose/Aim(s): The High Point University Workman School of Dental Medicine and Oral Health Network (HPU WSDM/OHN) is committed to delivering patient-centered, high-quality oral healthcare in an educational environment. This policy establishes the rights and responsibilities of patients, expectations for conduct, and institutional procedures related to declining, discontinuing, and dismissing care. It also clarifies distinctions between **inactive** and **dismissed** patient statuses to ensure fairness, transparency, and operational consistency.

Scope of Applicability: This policy applies to all patients receiving care within the High Point University Workman School of Dental Medicine and all affiliated clinical sites that are part of the Oral Health Network (OHN), including educational clinics, community-based rotations, and partner care facilities. It also applies to all individuals involved in patient care (i.e. faculty, students, residents, staff, volunteers, and contracted personnel) and governs patient rights, responsibilities, conduct expectations, and procedures for declining, discontinuing, and dismissing care across all clinical settings and service lines.

Issuing Team: CODA 5 Ad Hoc Committee

Approval Required: Executive Leadership Team

Primary Contact: Director of Quality Assessment and Improvement

Effective Date: 10/23/2025

Next Review/Revision: 07/01/2026

Patient Rights

As a patient of the High Point University Workman School of Dental Medicine and Oral Health Network (HPU WSDM/OHN), you have the right to:

- **Dignity & Respect**
Be treated with courtesy and without discrimination based on race, color, national origin, age, disability, sex, gender identity, or socioeconomic status. Receive considerate, respectful, and confidential treatment consistent with patient-centered care.
- **Safe Environment**
Receive care in a safe, clean, and respectful setting that supports patient well-being and educational integrity, and reflects the professional standard of care in dentistry.
- **Privacy**
Have health and dental records kept confidential in accordance with federal and state privacy laws (see Notice of Privacy Practices).
- **Access to Records**
Request and receive a copy of patient's medical and dental records as permitted by law. Have access to complete and current information regarding diagnosis, condition, and treatment.
- **Informed Care**
Receive clear explanations of their diagnosis, recommended treatment, risks, benefits, alternatives, and potential outcomes, and to accept or decline treatment.

- **Identification of Providers**

Know the name and role of the faculty member, resident, or student responsible for their care.

- **Communication Access**

Access free language interpretation, sign language services, or alternate communication formats as needed.

- **Complaint Process**

Voice concerns or complaints and receive a timely response, with clear information on how to file a grievance.

- **Participation**

Participate actively in their care decisions to the extent they choose, with the assurance of continuity and completion of treatment appropriate to their needs and agreed-upon treatment plan, and to receive advance knowledge of the cost of care.

Patient Responsibilities

As a patient of the High Point University Workman School of Dental Medicine and Oral Health Network (HPU WSDM/OHN), and to ensure safe, high-quality, and efficient care, you are expected to:

- Provide accurate and complete health, dental, and personal information and update the clinic of any changes.
- Ask questions and communicate openly to fully understand their treatment plan.
- Arrive on time for scheduled appointments and provide at least 24-hour notice for cancellations or rescheduling.
- Follow post-treatment instructions and engage in their care plan to support oral health outcomes.
- Meet financial obligations as outlined in the clinic's Financial Policy and Cancellation.
- Treat all faculty, students, staff, and fellow patients with courtesy and respect.
- Support a positive, safe learning and care environment.

Patient Code of Conduct

High Point University Workman School of Dental Medicine and Oral Health Network (HPU WSDM/OHN) is committed to maintaining a safe, inclusive, and respectful environment for patients, faculty, students, and staff. All patients are expected to conduct themselves in a manner that supports a professional and safe clinical and educational setting.

Unacceptable behaviors include, but are not limited to:

- Verbal abuse, threats, harassment, intimidation, or discriminatory language or actions.
- Physical aggression, disruptive behavior, or any conduct that interferes with patient care or the learning environment.
- Use of profane, offensive, or derogatory language.
- Refusal to comply with clinic safety protocols, infection control measures, or reasonable instructions from providers or staff.
- Any other behavior that compromises the safety, dignity, or well-being of patients, providers, students, or staff.

Violations of this Code of Conduct may result in verbal or written warnings, review by clinic leadership, or dismissal from the clinic in accordance with institutional policy.

HPU Right to Decline Care

High Point University Workman School of Dental Medicine and Oral Health Network (HPU WSDM/OHN) reserves the right to decline to accept a patient prior to establishing a provider-patient relationship under, but not limited to, the following circumstances:

- The patient (or responsible third party) refuses to agree to financial terms or required consent documents.
- The patient refuses essential diagnostics or foundational procedures necessary for safe care.
- The patient's treatment needs exceed the scope or resources of the academic clinic.
- A mutually agreeable treatment plan cannot be established.

Declining care at this stage ensures patients are directed to a more appropriate care setting without compromising quality of safety.

HPU Right to Discontinue Care

High Point University Workman School of Dental Medicine and Oral Health Network (HPU WSDM/OHN) may end an established provider-patient relationship after appropriate review and documentation when

- There are repeated missed appointments or chronic late arrivals (e.g., two or more within a 12-month period).
- The patient persistently fails to engage in mutually agreed-upon treatment goals despite reasonable efforts by the care team.
- The patient fails to meet financial obligations after reasonable opportunities to resolve the balance.
- The patient exhibits unsafe, abusive, or disruptive behavior toward students, faculty, staff, or other patients.

Discontinuation of care is a formal action made only after careful review by clinic leadership.

HPU Right to Dismiss

High Point University Workman School of Dental Medicine and Oral Health Network (HPU WSDM/OHN) reserves the right to formally dismiss a patient under, but not limited to, the following circumstances:

- Repeated missed appointments or late arrivals after documented warnings.
- Abusive or threatening behavior.
- Refusal to follow agreed-upon treatment protocols necessary for safe care.
- Non-payment after repeated attempts to resolve the balance.
- Harassment or violation of the Code of Conduct.

Dismissed patients are not eligible to receive care at any HPU-affiliated clinical site for future care. Dismissal is not punitive; it is a protective action to ensure a safe, respectful, and educationally sound clinical environment. All dismissals are documented in the patient record and communicated across the Oral Health Network. This process includes:

- Providing written notice at least 10 business days in advance of dismissal to allow time to transition care.
- Instructions for obtaining copies of records and treatment summaries.

- Documentation of the dismissal and its rationale in the patient's chart.
- Providing referral resources, when appropriate, to support continuity of care.

High Point University Workman School of Dental Medicine and Oral Health Network (HPU WSDM/OHN) distinguishes between Inactive and Dismissed patients to ensure clarity and fairness. Patients may be placed on inactive status when they are temporarily not engaged in treatment but have not violated clinic policy. Examples include, but are not limited to:

- Relocation or travel.
- Electing to pause care after completing a phase of treatment.
- Medical or personal circumstances requiring a temporary break.
- Inability to schedule appointments but communicating with the clinic.

Inactive patients may return to the clinic if capacity allows. A re-evaluation and updated treatment plan may be required before resuming care.