

# *Your* Patient Rights

*Every patient has the right to expect:*

## *Respect & Courtesy*

in a safe environment

## *Privacy & Confidentiality*

regarding health conditions & treatment

## *Care*

that is continuous, complete & high-quality

## *Information*

that is complete & easy to understand

## *Prompt Response*

to needs, questions & concerns

## *Participation*

in decision-making about treatment benefits, risks & alternatives

# **Non-Discrimination Notice**

## **DISCRIMINATION IS AGAINST THE LAW.**

UTHealth School of Dentistry complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex, including pregnancy, gender identity, and sex stereotyping. UTHealth School of Dentistry does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex, including pregnancy, gender identity, and sex stereotyping.

### **UTHealth School of Dentistry:**

- 1. Provides complimentary aids and services to individuals with disabilities to be able to communicate effectively with us, such as:**
  - a) Certified sign language interpreters
  - b) Information in other formats upon request
  
- 2. Provides complimentary language assistance services to individuals whose primary language is not English, such as:**
  - a) Certified interpreters
  - b) Information written and/or translated to other languages

**If you need these services, please notify our clinic staff prior to your appointment.**

If you believe that UTHealth School of Dentistry has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, including pregnancy, gender identity, and sex stereotyping, you can file a grievance with:

UTHealth School of Dentistry, Office of Patient Care  
7500 Cambridge Street, Suite 3510  
Houston, TX 77054

You can file a grievance in person or by mail. If you need help filing a grievance, the Associate Dean for Patient Care is available to help you at 713-486-4111.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue SW  
Room 509F, HHH Building  
Washington, DC 20201  
1-800-868-1019, 800-537-7697 (TDD)  
Complaint forms are available at [www.hhs.gov/ocr/office/file/index.html](http://www.hhs.gov/ocr/office/file/index.html).