

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

Nondiscrimination 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 people with disabilities to communicate effectively with us, such as:
 - Certified sign language interpreters
 - Information in other formats upon request
2. Provides complimentary language assistance services to people whose primary language is not English, such as:
 - Certified interpreters
 - Information written in and/or translated to other languages

If you need these services, please notify 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: The Office of Patient Care, 7500 Cambridge Street, Suite 3510, Houston, TX, 77054, 713-486-4111. You can file a grievance in person or by mail. If you need help filing a grievance, Dr. Kimberly Ruona, Associate Dean of Patient Care, is available to help you.

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/smartscreen/main.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 <http://www.hhs.gov/ocr/office/file/index.html>.