



PATIENT BILL OF RIGHTS AND CONDUCT POLICY

Your Rights as a Patient:

1. Respectful Treatment: You have the right to be treated with dignity, respect, and kindness by all members of our team, regardless of your background, beliefs, or personal circumstances.
2. Confidentiality: You have the right to the privacy and confidentiality of your personal and health information, as protected by law.
3. Clear Communication: You have the right to receive clear, honest, and understandable communication about your dental condition, treatment options, and associated costs.
4. Informed Consent: You have the right to make informed decisions about your treatment after receiving all necessary information.
5. Access to Care: You have the right to receive care without discrimination and to be seen in a timely manner, based on availability and the urgency of your dental needs.
6. Refusal of Treatment: You have the right to decline treatment and be informed of the potential consequences.
7. Feedback and Complaints: You have the right to provide feedback or file a complaint about your care or experience without fear of retaliation.

Practice Conduct Policy: Mutual Respect is Non-Negotiable

We maintain a Zero Tolerance Policy for verbal abuse, threats, intimidation, or any form of disrespectful behavior toward our staff or doctors. This includes—but is not limited to—rudeness, yelling, name-calling, or demeaning language.

Any patient who is rude, disrespectful, or verbally abusive will be immediately dismissed from the practice and will not be permitted to return.

We believe every person—patient or provider—deserves to be treated with respect and professionalism at all times.

Thank you for helping us maintain a safe and respectful environment for everyone.

Patient Signature: _____ Date: _____