

## UMSOD Student Responsibility Statement (Updated 10/09/2020)

### OVERALL GUIDELINES

- **The primary goal of all UMSOD clinics is to ensure that patient-centered care is the priority.**
  - Patients should expect to be treated with high ethical standards, and students should exhibit qualities such as honesty, compassion, kindness, courtesy, integrity, fairness, and charity.
  - Students must always strive to do what is right and in the best interests of the patient.
- **Students must provide patient-centered treatment at ALL times.**
  - Students will provide timely and high-quality dental treatment to ALL assigned patients.
    - This includes dental care provided to same day “emergency” patients.
  - Students must attend ALL block assignments, clinical rotations, and assigned externships.
  - Students must arrive *on time* to their designated clinic sessions or block assignments and must *be dismissed* by faculty before leaving.
  - If students are not treating patients for a session, they must be reachable via cell phone or email and be able to return to the clinic floor ASAP.
    - The PCC for each GP will maintain a current list of phone number/emails.
  - **Students MUST ask faculty to intervene** if they are unable to complete a treatment in a reasonable amount of time.

### GENERAL RULES

- **Clinic Policies and Procedures**
  - Students must follow all UMSOD policies and procedures contained in the clinic manual.
  - All dental treatment must be performed in designated clinical spaces under the direct supervision of a licensed faculty member.
  - No patient dental care may be performed in Dental laboratory and/or Simulation spaces.
  - Patients/visitors may not enter non-clinical spaces unless they are approved by Clinical Affairs.
- **Health Insurance Portability and Accountability Act (HIPAA)**
  - Students must understand and follow all rules related to HIPAA.
  - Students must remember that all patient information is the explicit property of the patient and the SOD.
  - Patient images may NOT be published on social media without direct patient consent using the social media consent form.
  - All mobile devices must be registered with the UMSOD Office of Information Technology
  - All laptops and mobile devices must be encrypted and password-protected
  - All patient images must be uploaded into the patient management system.
  - No patient information is publicly accessible.
  - Any HIPAA infraction is considered very serious and may result in a loss of clinical privileges.
- **CPR status**
  - Students must maintain a current CPR status (required recertification every 2 years) in order to work in clinic.

- Note: this CPR certification will be maintained on file with the UMSOD Director of Credentialing and Quality Assurance.

#### •Swipe cards

- Students CANNOT use faculty swipe cards, and faculty should NOT give their swipe cards to students to be used.
  - This is considered fraud and is a legal matter of “impersonation.”

#### •Clinic missteps

- Students must be familiar with the Clinic Missteps document and fully understand the consequences for the various missteps.

#### •Chart documentation

- ALL clinical documentation must be maintained in the patient’s Electronic Health Record (EHR), which includes:
  - All treatment notes,
  - Any relevant patient conversations/comments related to treatment, including, but not limited to:
    - Restoration shade approvals,
    - Verbal consents,
    - Specific questions.
  - The patient’s medical history/medications must be updated and approved at each visit (including BP).

#### •Adverse incidents

- Students must immediately report any adverse incidents to the covering faculty.
- Students must complete all documentation and report any adverse incidence to the Emergency Response Team, which includes:
  - Incident Report Form,
  - A relevant note in the patient’s EHR

#### •Infection Control

- Students must wear appropriate Personal Protective Equipment (PPE) that is compliant with Occupational Safety and Health Administration (OSHA), Centers for Disease Control and Prevention (CDC), and UMSOD Policies and Procedures:
  - Appropriate school-issued scrubs and closed-toed footwear,
  - Disposable blue jacket/coat,
  - Eye protection with side shields,
  - Properly fitting gloves
  - A mask that covers the nose.
- Scrubs approved by the UMSOD must be worn for all clinical, preclinical and lecture activity.
  - The proper color for each class should be worn.
- In addition, all hair should be *properly contained* (hair should be pulled back and off the face), and men should be neatly groomed.
- Students must properly disinfect the patient’s chair and all necessary equipment and apply all required barriers *prior* to seating the patient.
  - Students must properly remove all barriers and then properly disinfect the patient’s chair and all equipment after dismissing the patient.
- Disposable blue gowns/coats
  - UMSOD provided disposable blue gowns/coats must be worn during all patient contact/treatment.
  - Gowns must be worn ONLY in the clinical areas!
  - Gowns must NOT be worn in restrooms, in eating areas, or outside of clinic.
  - Gowns must be disposed of in the white cloth bins.
    - DO NOT place them in the trash OR in the red biohazard waste bags.
- Biohazard waste (RED bags)

- Biohazard bags must be used for disposal of single-use items having come into contact with a patient.
  - Ex: GLOVES, gauze, cotton rolls, suction tips
- **Note:** anesthetic carpules and syringe needles, scalpels, scalpel blades and other recognizable sharps should be placed in the RED SHARPS container.

### BEFORE SEATING THE PATIENT

- Students must ensure that their patient has been “checked in” at the front desk.
- Patients are responsible for paying any past-due balance prior to being seated.
  - If an outstanding balance cannot be paid, the patient should be escorted to the business manager to make financial arrangements.
- If there is a problem with payment and/or collection of an outstanding balance, students must discuss this with their GP director/assistant director *before* providing any additional treatment, unless the treatment is of an emergency/urgent nature.
- Ideally, all financial transactions will have been satisfied by the front desk staff prior to the patient being seated for treatment, however, *it is ultimately the student’s responsibility to verify* that the patient’s account balance is current.

### GETTING A “START”

- Students must review the chief complaint, current radiographs, medical history, and take a current BP *before* requesting a “start” from faculty.
  - Once the “start” has been granted, the student may begin clinical examination and/or treatment of the patient.
- All dental treatment planned for the day must be reviewed and approved by the covering faculty *before* treatment is started.

### PATIENT CONSENT AND COMMUNICATION

- Students must obtain all appropriate patient AND faculty consents *before* rendering treatment.
- Students should constantly be working to improve their patient communication skills, including:
  - Active listening skills,
  - Explaining procedures appropriately to ensure that patient comprehension,
  - Giving patients the opportunity to ask questions.

### BEFORE DISMISSING THE PATIENT

- Students must ensure that all treatment is entered/swiped in Axiom and approved/completed by faculty *prior* to the patient being dismissed.
- Students must walk their patient to the front desk to check out.

*I have reviewed and understand the above clinic **Student Responsibility Statement** and agree to accept the above referenced responsibilities while working under the supervision of faculty in clinic.*

Print name: \_\_\_\_\_ GP: \_\_\_\_\_

Student signature: \_\_\_\_\_ Date: \_\_\_\_\_