STANDARD 5—PATIENT CARE SERVICES

5-1 The dental school must have a published policy addressing the meaning of and commitment to patient-centered care and distribute the written policy to each student, faculty, staff, and patient.

Intent:
A written statement of patient rights should include:
- considerate, respectful and confidential treatment;
- continuity and completion of treatment;
- access to complete and current information about his/her condition;
- advance knowledge of the cost of treatment;
- informed consent;
- explanation of recommended treatment, treatment alternatives, the option to refuse treatment, the risk of no treatment, and expected outcomes of various treatments;
- treatment that meets the standard of care in the profession.

A. Description:

1. Describe how the statement of patients' rights is distributed to students, faculty, staff and to each patient.

B. Supportive Documentation:

1. Patients' Rights Document

5-2 Patient care must be evidenced-based, integrating the best research evidence and patient values.

Intent:
The dental school should use evidence to evaluate new technology and products and to guide diagnosis and treatment decisions.

A. Description:

1. Describe the process and procedures for integrating evidence-based dentistry with the provision of patient care, including diagnosis, treatment planning, caries control; treatment of periodontal conditions; restorative material and dental product selection; and treatment outcomes.
B. Supportive Documentation:

1. Minutes of appropriate school-wide committee that is charged with evaluating patient care

2. Minutes of faculty and/or department meetings where evidence-based dental treatment is discussed and implemented

3. Clinic policies and procedures

4. Provide the school’s identified treatment/care philosophies

5-3 The dental school **must** conduct a formal system of continuous quality improvement for the patient care program that demonstrates evidence of:
   a. standards of care that are patient-centered, focused on comprehensive care and written in a format that facilitates assessment with measurable criteria;
   b. an ongoing review and analysis of compliance with the defined standards of care;
   c. an ongoing review of a representative sample of patients and patient records to assess the appropriateness, necessity and quality of the care provided;
   d. mechanisms to determine the cause(s) of treatment deficiencies; and
   e. implementation of corrective measures as appropriate.

**Intent:**
*Dental education programs should create and maintain databases for monitoring and improving patient care and serving as a resource for research and evidence-based practice.*

A. Description:

1. Describe the school's quality assurance plan.

2. Describe the development and implementation of the school's standards of care. Describe how these standards of care are used to review the quality of patient care.

3. Describe the school's patient records review process. How often are records audited? Who performs the audits? Provide examples of deficiencies the school has found during these audits. What corrective actions has the school taken?

4. Describe how the school determines patient treatment deficiencies. What are the outcomes of the school's reviews? How are these deficiencies corrected?
B. Supportive Documentation:

1. Standards of Care document

2. Clinic Manual

3. Sample patient satisfaction survey with results for the past three years

4. Patient records audit protocol, form and results for the past three years

5. Patient case completion review protocol, form and results for the past three years

6. Additional outcomes assessment information including corrective actions taken by the program for past three years

5-4 The use of quantitative criteria for student advancement and graduation must not compromise the delivery of comprehensive patient care.

A. Description:

1. Describe the school's philosophy on comprehensive patient care. How are patients assured of receiving comprehensive care?

2. Describe how patients are assured of best practices care and not care related to quantitative requirements.

3. Comment on the effectiveness of the system in place to ensure that all students encounter the specified types of patient/clinical conditions needed for the clinical objectives to be met.

B. Supportive Documentation:

1. List of clinical requirements and clinical competency exams required for graduation
5-5 The dental school must ensure that active patients have access to professional services at all times for the management of dental emergencies.

A. Description:

1. Describe the school's policy for providing emergency services, including after-hours care for patients.

B. Supportive Documentation:

1. Information provided to patients regarding emergency services and after-hours care
2. Schedule of after-hours emergency care coverage

5-6 All students, faculty and support staff involved in the direct provision of patient care must be continuously recognized in basic life support (B.L.S.), including cardiopulmonary resuscitation, and must be able to manage common medical emergencies.

A. Description:

1. Identify and describe the location of the emergency materials and equipment that are available for use in the dental clinic and for instruction in the management of dental office emergencies. Describe additional emergency equipment and supplies that may be accessible to the clinic and their location.
2. Describe how the emergency equipment is monitored to assure it is functional.
3. Describe the dental school’s policy regarding basic life support recognition (certification) for students, faculty and support staff who are involved in the direct provision of patient care. Describe how the dental school ensures that recognition of these individuals is obtained and does not lapse.
4. Are exceptions to this policy made for persons who are medically or physically unable to perform such services? If so, how are these records maintained by the program?

B. Supportive Documentation:

1. Copy of Policy on Managing Emergency Situations in the Treatment Area(s)
2. Copy of Policy on Basic Life Support Recognition (Certification)
3. Summary Log of Recognition (Certification) Records maintained by the program
Written policies and procedures must be in place for the safe use of ionizing radiation which includes criteria for patient selection, frequency of exposing radiographs on patients, and retaking radiographs consistent with current, accepted dental practice.

A. Description:

1. Describe the school's policy on the use of ionizing radiation. Describe the procedures used when working with ionizing radiation.

2. Describe how the school ensures safe use, application, and exposure of ionizing radiation for patients.

B. Supportive Documentation:

1. Log of x-ray unit inspections (May be provided on-site)

The dental school must establish and enforces a mechanism to ensure adequate preclinical/clinical/laboratory asepsis, infection and biohazard control and disposal of hazardous waste, consistent with accepted dental practice.

A. Description:

1. Describe the policy for handling and disposing of hazardous waste. Explain how the school enforces this policy.

2. Describe the school's policy for preclinical/clinical/laboratory asepsis and infection and biohazard control. Explain how the school enforces this policy.

B. Supporting Documentation:

1. Infection and Biohazard Control Policy

2. Hazardous Waste Control Policy

3. Autoclave testing results (may be provided on-site)

4. Results of infection control monitoring program

5. Post-exposure control plan

6. Sample monitoring report

7. Additional outcomes assessment information including corrective actions taken by the school

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The school’s policies **must** ensure that the confidentiality of information pertaining to the health status of each patient is strictly maintained.

**A. Description:**

1. Describe how confidentiality is maintained regarding each patient.

**B. Supporting Documentation:**

1. Dental school's policy on patient confidentiality

2. The school’s monitoring program for compliance