

## Our Mission Statement is

*“Advancing oral health through excellence and innovation in education, patient care and research”*

Cork University

Dental School and Hospital



UCC

Coláiste na hOllscoile Corcaigh, Éire  
University College Cork, Ireland



CORK UNIVERSITY  
**DENTAL**  
SCHOOL AND HOSPITAL



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<http://www.ucc.ie/en/dentalschool/>

# PATIENT CHARTER

### **About our Charter:**

This charter demonstrates the partnership that we in Cork University Dental School and Hospital wish to develop with you, the patient.

### **Our aim is to:**

Provide the highest quality dental/oral health care to our patients.

### **Courtesy and respect:**

You have a right to be treated in a courteous manner and with respect for diversity at all times by every member of staff and students.

### **Information concerning treatment:**

You will have your treatment discussed with you in a language which you can fully understand enabling you to have a clear understanding of what it will entail.

### **Consent to treatment:**

Generally, treatment is provided to a patient with his/her informed consent or, in the case of a child, the consent of a parent or guardian.

### **Privacy and Confidentiality:**

You have the right to have your privacy respected. You have the right to confidentiality of your dental records. You have the right to request the hospital to make details of your relevant records available to you.

### **Complaints / Feedback:**

You have the right to complain about any aspect of our service, to have the complaint investigated, and to be informed of the outcome. You may comment on any aspect of our services through a member of the dental team or by completing a Patient Feedback form which is available at all reception desks.

### **Teaching and Research:**

Cork University Dental School and Hospital is a teaching hospital and, as such, part or all of your treatment may be administered by student practitioners under supervision.

A decision on your suitability for treatment will only be made after initial assessment by an appropriate staff member.

Research activities are conducted at Cork University Dental School and Hospital and should your treatment involve research based projects, you will be advised of this in advance and your consent obtained. Your co-operation is important in view of the need to ensure that current/future dentists obtain the best possible training.

### **Patients' responsibilities:**

- Keep all appointments and inform the relevant clinic if you cannot attend
- Provide accurate and complete information about your present condition, medications and other relevant information
- Participate in treatment decisions and follow treatment recommendations and instructions
- Ask questions when you do not understand information or instructions.
- Follow hospital rules and regulations affecting your care
- Comply with the Hospital's hygiene and Smoke-free policies
- Treat members of staff and students with appropriate courtesy and respect the diversity of staff and students
- Be considerate of the rights and property of others, including other patients, staff, students and of hospital property and equipment.
- Take responsibility for all personal property brought into the hospital.

### **Important contact details:**

Main Hospital telephone number: (021) 490 1100

Email - for general inquiries: [dental@ucc.ie](mailto:dental@ucc.ie)

Our website address is: <http://www.ucc.ie/en/dentalschool//>