

The Mission Statement of University Dental School and Hospital is

**Advancing Oral Health through  
excellence and innovation in  
education, patient care and research.**



University Dental School and Hospital , Wilton, Cork  
Tel: (021) 4545100 Fax: (021) 4545539  
Email: [www.ucc.ie/en/dentalschool/patients/](http://www.ucc.ie/en/dentalschool/patients/)

Head of School  
School & Hospital Manager

Dr Christine McCreary  
Ms Siobhan Lynch



**Patient information leaflet**

## The objectives of the Dental School are

- To prepare students to be competent oral health care professionals
- To expand our knowledge and understanding through research programmes
- To serve the community through the provision of excellent oral health care treatments to a diverse population.

## What we will do?

- Provide you with a professional dental opinion and service
- If you do not have an entitlement to a service, we will explain why
- We will provide an accessible service to deal with any changes in your circumstances you tell us about
- We will give you information on any additional service you might be entitled to.

## What our staff and students will do?

- Treat you with respect
- Treat you as an individual
- Listen to what you say
- Be fair, helpful and easy to talk to
- Give clear explanations
- Keep what you say confidential
- Tell you exactly what you need to do and what information we need.

## You can help us by?

- Giving us full and accurate information
- Telling us about changes in your circumstances/entitlements
- Treating our staff and students with respect.

## PRSI/Tax allowances

Treatments that qualify for tax relief include:

- Orthodontics
- Surgical removal of impacted wisdom teeth
- Crowns, veneers, bridgework
- Root canal treatment
- Implants

Med 2 forms are available on request from any reception desk or may be downloaded from the Revenue website: [www.Revenue.ie](http://www.Revenue.ie)

## General Information

The School and Hospital is located in the grounds of Cork University Hospital.

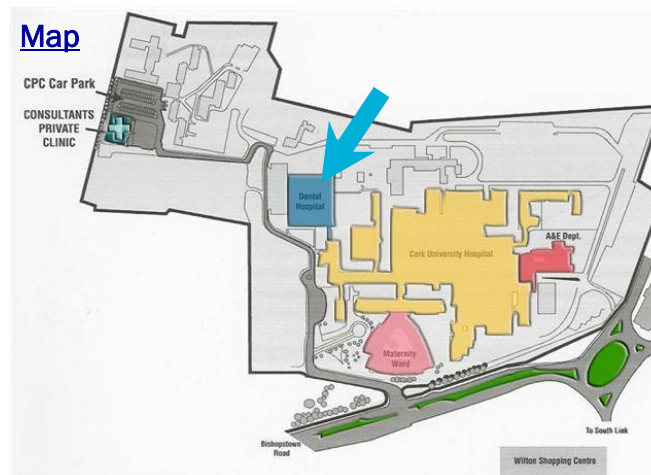
## By Car

Car parking is available in the Hospital grounds. A pay machine is located in the main public car park.

## By Public Transport

The number 1, 5, 8, and 14 buses pass the grounds at different locations.

See [www.buseireann.ie](http://www.buseireann.ie)



## Teaching and Research Hospital

- You are reminded that the Cork 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.
- You are also reminded that research activities are conducted at Cork Dental School and Hospital and should your treatment involve research based projects you will be advised of this in advance and your consent obtained
- Decision on your suitability for treatment will only be made after initial assessment by an appropriate member of staff .

## General Information

The Cork Dental School and Hospital is located on the western suburb of Cork City on the campus of Cork University Hospital the largest hospital in the region. We provide training for undergraduate and postgraduate Dental students, dental nurses, dental hygienists.

## Who is eligible for Treatment

You will be eligible for treatment if you have

- Suffered a dental injury (as a result of trauma) or if you require emergency intervention
- Been assessed by our team of dentists as suitable for treatment by our undergraduate or postgraduate students

## SERVICES AVAILABLE

### Accident and Emergency Services

This service is limited to pain relief for people who have had a dental accident or who require emergency treatment to deal with bleeding, serious infection, visible swelling in or around the mouth or certain types of severe pain.

We may need to refer you to your own dentist to have some aspects of your dental care completed before we start a treatment plan for you. You must be registered with your own dentist or a HSE dentist to whom we will discharge you when your treatment is completed. Your dentist is responsible for the maintenance of the treatment we carry out and any future treatment.

### Special Needs

Our staff and students are conscious of, and highly committed to, addressing the special needs of our patients. If you have a special need please make it know on arrival to a member of staff.

### Courtesy

You have a right to be treated courteously at all times by our staff and students. However, we would also ask that you respect our staff and students at all times.

Please switch off mobile phones whilst receiving treatment or in clinical areas. CCTV is in operation in the school and hospital for the safety of our patients, staff and students.

### Patient Feedback and Complaints

The Cork Dental School and Hospital is committed to providing a high quality service. We would welcome your suggestion as to how our services may be improved. Please make any dissatisfaction known immediately to a member of staff, so they can help you with your problem.

If the matter is not dealt with to your satisfaction or if you wish to make a formal complaint please fill out a **feedback form** (available at all reception desks) and the Hospital manager will be in contact with you regarding your complaint.

However, patients are advised to contact their own Dentist or HSE Clinic in the case of an emergency. A dentist will determine whether the Accident and Emergency team will be able to provide treatment. If you are accepted, the treatment you receive may only be temporary - sufficient to relieve the pain and stabilise your condition until you can attend your own Dentist or HSE Dentist.

This clinic currently operates between **9am and 12 noon** from **Monday to Friday** only. We strongly recommend that you arrive no later than this time. It may be necessary at times to stop accepting patients if demand for services exceeds that which can be delivered.

We also provided additional out of hours emergency service after **5.30pm and on Saturdays, Sundays and Public holidays**. Patients are advised to contact the emergency department of the Cork University Hospital where a dentist on call will attend to you. To contact this service telephone **021 4546400**.

An Accident and Emergency **fee applies** and must be paid in advance.

### Specialist Care

The Cork Dental School and Hospital is the centre of excellence for patients who require specialist advanced care not generally available elsewhere.

All referrals must be by letter from your own dentist. Waiting lists are in operation for all such referrals.

Students may be present during your visit to our specialist clinics. On some specialist clinics students will complete your initial examination and provide your treatment under staff supervision.

Charges will be applied for consultation and treatment provided in specialists clinics.

### Please bring the following with every visit

- Your appointment Notice
- Your Medical Card
- X-rays or letters from your GP or Dentist
- **The names of all current medications prescribed for you.**

### Informed Consent

Treatment will only be undertaken with your informed consent. The consent form you sign will state clearly the nature of procedures to be undertaken. In the case of a child (i.e. under 16 years), the written consent of a parent or guardian will be required.

### Patient Information

We will advise you of the name of the dentist under whose care you are being placed. We will also explain the nature of your condition in non-clinical language.

In order to maintain our patient database and to ensure that we have accurate contact information the receptionist will ask you to confirm that your contact details are correct at each visit.

### Patient Confidentiality

You have a right to total confidentiality in respect of your dental records.

If you wish to see your dental record you should make a request in writing to the Administration Office, Cork Dental School and Hospital, Wilton, Cork.

The Cork Dental School and Hospital fully respects your right to privacy. All your personal information will be treated with the highest standards of confidentiality, strictly in accordance with the Data Protection Acts 1988 & 2003.

## Students Clinics

If you are under treatment with a dental student and need to contact them you can phone them on the clinic at **021 4901154**. If they are not available you can leave your contact details and your message will be forwarded to them.

Patients suitable for treatment by Dental students are identified through our Assessment Waiting List. Please phone **021 4901143** for more details.

The training of the student dentists is a primary function of this School and Hospital. If you are receiving treatment by a student you are undertaking a commitment to the student to be available to receive treatment.

**Your dental care provided by a dental student will take longer than would be the case in general practice. This will include longer treatment times and more appointment dates.**

In most cases students must achieve the clinical credits necessary for their training and subsequent qualification and unfortunately failure to attend appointments may result in the student losing important clinical credits.

## Patients Fees and Charges

Please refer to our price list available at reception. Please note that Cork University Dental Hospital is not a part of the HSE and does not operate under DTSS.

## Debt Collection

The cork University Dental School and Hospital engages the services of a Debt Collector to recover outstanding debts.

## Payment Options

Price lists are available from any of the reception areas. You should discuss with your dentist the cost of your dental treatment.

If you fail to keep a number of appointments or attend persistently late it may be necessary to discontinue your treatment to facilitate treatment of other patients.

## Confirmation/Cancellation

For some appointments you may need to confirm your attendance in advance (see your appointment notice for more information). Occasionally due to unforeseen circumstances we may be obliged to cancel appointments. In such circumstances we make every effort to contact you immediately.

If you are unable to attend for an appointment, you should contact Cork University Dental School and Hospital or the Dentist with whom you have the appointment.

Please ensure you have your ***Patient Chart Number*** ready. This will enable us to process your cancellation more efficiently.

## Follow up Appointment

If you have an appointment and have been a patient previously or are under current treatment, simply go directly to the appropriate reception areas which are as follows:

- Oral Surgery, Paediatric and Dental Hygiene Appointments – Please register at the **MAIN** Reception desk on the ground floor
- Restorative Appointment – Please register at the reception area on the **FIRST** floor
- Orthodontic Appointments – Please register at the reception area of the **ORTHODONTIC** area situated on the ground floor.

We accept the following methods of payment:

- Cash
- Cheque
- Credit card
- Laser card
- Postal/Money Order

You can make a payment by any of these methods at any of our reception desks. Dental treatment that requires laboratory work must be paid in advance. Phased payments may be made in accordance with policy in place.

While PRSI contributions/stamps do not provide cover for treatment in Cork Dental School and Hospital, certain dental treatments do qualify for tax relief.

**Please note that Cork University Dental Hospital is not a part of the HSE and does not operate under the DTSS.**

Medical Card holders from HSE South who are referred by a HSE Principal Dental Surgeon are provided with the treatments for which they are referred. Medical Card holders outside HSE South must have a letter from a HSE Principal Dental

Surgeon confirming that the cost of their treatment will be covered by the HSE. If a referral letter from a HSE Principal Dental Surgeon is not provided, a check up fee of €30 plus the cost of any treatment must be paid, this is non-refundable. **All HSE**

**referrals must be in writing and must be received in advance of any treatment being provided.**

Patients presenting without a referral letter from a HSE Principal Dental Surgeon are entering into a private arrangement and must pay for any consultation/ treatment provided on the day as per the pricelist.

### Waiting Lists

The School and Hospital makes every effort to minimise delays in starting dental care but this may be unavoidable due to high demand. We will advise you of the probable length of time you may have to wait before assessment or treatment. Please phone **021 4901143** for more information.

### First Appointment

If you have not previously been a patient of the Cork Dental School and Hospital please register at the reception desk on the ground floor on arrival.

### Appointments and Cancellations

During your first appointment we will focus on assessing your treatment needs. As part of that process it may be necessary to carry out various tests such as x-rays. Please ensure that you understand your treatment needs by discussing with your dentist. At this visit you should also discuss with your dentist the cost of treatment.

Treatment may not be provided during that first appointment. Once the initial assessment process is completed, we will tell you whether we are in a position to provide treatment and if so, what fees would apply.

Your name will then be placed on the appropriate treatment waiting list. You are notified of all appointments either during your current visit or by post. On this next appointment a full examination of your dental needs will be undertaken by the dentist/student to whom you have been appointed. If students are treating you, appointments may be made by telephone.

### Failure to attend Appointments

Please remember if you have an appointment that you cannot attend, please cancel to allow another patient to avail of that appointment, repeated missed appointments may result in withdrawal of services