

Welcome to Axis's General Dentistry Services, where we provide dental services to children and adults that include, but are not limited to, preventative care, comprehensive dental exams with x-rays, cleanings and fluoride applications, fillings, sealants, complete and partial dentures, crowns, root canals, extractions, oral health education, and nutritional counseling. Our staff of dentists, hygienists, and dental assistants have the specialized training and experience to lead you to your best dental health.

Freedom of choice: We will inform you about our recommendations of care, so that your decision to participate is made with knowledge and is meaningful. In addition to having the right to stop services at any time, you also have the right to refuse to use any recommendations, interventions or treatment procedures. Your participation in our services is voluntary and is not a requirement for access to other community services. You have the right to access other dental services funded by Medi-Cal and have the right to request a different dental provider and/or dental staff.

Grievances and referrals: If you think decisions that affect you directly are unfair, you have the right to appeal to supervisory staff, the Chief of Operations if necessary. We recommend that you start with your dentist. Your grievance will be kept confidential and will not compromise the care you receive. You also have the right to file a complaint with regulatory agencies, even if you have not filed a grievance with Axis.

Notice of sliding scale fee: If you have difficulty paying for your services at Axis, we do offer sliding scale discounts for eligible low-income persons. To learn more, please see our Patient Services Department or the Front Desk. No one will be denied medical care, dental services, or behavioral health services, based solely on their inability to pay.

Team based care and electronic health records: At Axis Community Health, you are taken care of by a multidisciplinary team which includes your dental provider(s). Other members of your care team may include a physician, registered nurses, mental health professionals, registered dietitian, interns, and support staff. As part of your team-based care, your care team may share information about your case with one another to ensure that you receive the best care. Your care team may access your health information and may view or share this information with other members of your care team. This allows for the full coordination of your care and assists us in addressing all of your needs from a patient-centered and whole-person aspect. One of the ways your care team communicates and tracks your treatment is through the use of an electronic health record system. As part of this system, your care team has the ability to access information regarding your treatment progress at Axis.

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Confidentiality: What you tell your providers and care team at Axis is private. We will not share information about you with anyone outside of Axis unless you say that it is okay to do so. If you do authorize us to share information with someone outside of Axis, we will request your written consent to do so. However, if you say something that makes your care provider think that you have a real plan to hurt yourself or someone else, he or she must report that to outside authorities. He/she must also report suspected abuse or neglect of an elder/dependent adult or child and we may also need to release some documents if they are court-ordered.

X-rays: You may receive an x-ray(s) during your appointments. X-rays help with diagnosis, find problems that are not visible, and help with clinical observations. The consequence of not having an x-ray done is that your provider may not be able to perform dental services and that you will receive limited dental services, or even no treatment. Receiving exposure to x-ray radiation is minimal but may cause adverse effects.

Anesthesia: You may receive local anesthesia during your appointments. Local anesthesia helps with avoiding pain during treatment and procedures. The consequence of not having anesthesia may be that you feel severe pain during and after treatment. Possible complications: prolonged numbness may extend beyond normal sensation, nerve damage, bruising (hematoma), swelling, and/or possible allergic reaction (very rare).

I have read and acknowledge all the above and I give my consent to Axis Community Health to render dental services to me.

Patient / Representative Signature:_____ **Date:**_____

If signed by someone other than the patient:

Representative Print Name:_____

Representative Relationship to Patient:_____