

Your Rights

You have the right to:

Respect and Fair Treatment

- Be treated with kindness, dignity, and respect.
- Receive care without discrimination.
- Learn about programs that may help lower the cost of care.
- Request reasonable help or accommodations if you have a disability.

Information and Communication

- Get information in a language and format you understand.
- Receive interpreter services at no cost.
- Ask questions about your care.
- Help make decisions about your treatment.
- Say no to treatment after learning about the risks and benefits.
- Receive information about your diagnosis, treatment, and costs.

Privacy

- Have your personal and medical information kept private.
- Receive a copy of our Notice of Privacy Practices.
- Ask to see your medical records.
- Request corrections to your medical record if needed.

Safe Care

- Receive care in a safe environment.
- Receive emergency evaluation and treatment when needed.
- Be told if a service cannot be provided because of safety concerns or clinic policies.

Complaints and Concerns

- Share concerns or file a complaint without fear of being treated differently.
- Receive a response through MCC's grievance process.
- Contact outside agencies if you choose.

Your Responsibilities

To help us provide safe, high-quality care, we ask that you:

Share Accurate Information

- Give correct contact, insurance, and health information.
- Tell us when your address, phone number, or insurance changes.

Complete Required Forms

- Review and sign required forms when needed.
- Ask questions if you do not understand a form.
- Understand that some forms are required before routine care can be provided.

Treat Others with Respect

- Be respectful to staff, patients, and visitors.
- Do not threaten, harass, or harm others.
- Follow clinic rules and staff instructions.

Supervise Children and Dependents

- Keep children with you at all times.
- Do not leave children alone in the clinic.
- Help children stay calm and safe.
- For safety reasons, children who are not the patient may not enter dental treatment rooms.
- If children cannot be safely supervised, the visit may be delayed, paused, or rescheduled.

Keep Appointments

- Arrive on time for your appointments.
- Let us know as soon as possible if you need to cancel.
- Work with us if you miss multiple appointments so we can help you get the care you need.

Follow Safety Rules

- Stay in areas open to patients and visitors.
- Do not enter staff-only or restricted areas.
- Do not photograph, video record, or audio record.
- Follow staff instructions during emergencies or safety events.

Thank you for helping us provide a safe, respectful, and welcoming environment for everyone.