The mission of the University of Michigan School of Dentistry is to promote optimal oral health in a culturally sensitive manner within the state, national, and international communities through education, research and service. To achieve its mission the School of Dentistry will:

- Educate oral health professionals and researchers in a model health care facility where students and clinicians emulate the highest standards of patient-centered care and acquire the most advanced knowledge and skills to meet the changing needs of a diverse patient population.

- Conduct research in the basic, behavioral, and clinical sciences, and encourage collaborative efforts for the discovery and application of new knowledge with awareness of multiple environmental and social conditions.

- Serve the University, the community, and the profession through the sharing of knowledge, participation in professional activities, and the establishment of linkages to promote innovation, and to encourage and address diversity in research, education, patient care, and health policy.

Inherent in the mission is a dedication to stimulate the development of the faculty and staff and to inspire students to develop attitudes and skills necessary for continued professional growth. To pursue its mission, the School of Dentistry will foster and exemplify equity, diversity and multicultural value.

Adopted October 10, 1997
Welcome!

The University of Michigan School of Dentistry (UMSD) was established in 1875 to educate dental professionals, treat patients, and perform scholarly research. We are very proud of our record of commitment to both the dental profession and patient care. In the past year, we have had over 100,000 patient visits in our predoctoral, specialty and faculty clinics.

Becoming a Patient at the University of Michigan School of Dentistry

If you are a new patient seeking care by a pre-doctoral student or resident (see definitions below) you must first make an appointment in the Patient Admitting and Emergency Services (PAES) Clinic.

PAES Clinic faculty will evaluate your dental needs to determine which program can best provide your dental care. X-rays are usually taken at this time. Please call our Appointment and Information Center at 734-763-6933, or toll free 888-707-2500. After your appointment in the PAES clinic, you will be contacted by a pre-doctoral or resident provider for a second appointment. At your second appointment, you will receive a comprehensive oral examination and a treatment plan. In addition, we will provide an estimate of the time required and cost of the recommended treatment.

The Pediatric Dentistry Clinic treats children less than 14 years of age. Please call 734-764-1523 to make an appointment for an initial examination.

Dental Care Providers

Pre-doctoral students (dental and dental hygiene students):

- Predoctoral dental students have usually completed four years of college and then spend an additional four years in training in our School before they become a dentist. Dental hygiene students attend one year in college and three years in the Dental School. Dental care by pre-doctoral and dental hygiene students requires extra time. You should expect that each appointment will last all morning or afternoon, and multiple appointments are often needed. Lower fees are offered as compensation for your additional time and participation in the educational process.

- Patient Care is provided by a dental student under the close supervision of faculty members who are also experienced dentists. During your treatment, dental specialists may be consulted for complex dental needs. To schedule an appointment call 734-763-6933 or toll free at 888-707-2500

Residents:

- The UMSD has nearly 100 dental residents who have graduated from dental school and are receiving advanced training in a dental specialty or in general dentistry.

- Patients with general dental needs and who have time constraints can schedule an appointment with a dental resident in the Advanced Education General Dentistry (AEGD) program. The length and number of appointments is usually less than being treated by a pre-doctoral student. Call 734-764-1532 for appointments.

Faculty Dentist

- Dental Faculty Associates (DFA), our Faculty Practice, is staffed by experienced General Dentists, Hygienists, and Specialty Dentists who provide care in a private-practice setting within the School of Dentistry.

- Fees and time commitment for seeing a faculty dentist are comparable to a private dental practice.

- All dental specialties are available for consultation and special treatment needs, allowing for convenient and easily coordinated referrals. Call 734-764-3155 for an appointment.
The chart below compares the time required and fees for treatment by the various types of providers. Please note these are for illustration purposes only. Fees and Time required may vary.

<table>
<thead>
<tr>
<th>Dental Providers</th>
<th>Simple Cleaning</th>
<th>2-Surface Silver Filling</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre-doctoral Students</td>
<td>Time 3 hr</td>
<td>3 hr</td>
</tr>
<tr>
<td></td>
<td>Fees $46</td>
<td>$65</td>
</tr>
<tr>
<td>Residents</td>
<td>Time 1 hr</td>
<td>1-2 hr</td>
</tr>
<tr>
<td></td>
<td>Fees $71</td>
<td>$65</td>
</tr>
<tr>
<td>Faculty Dentist</td>
<td>Time 1 hr</td>
<td>½ -1 hr</td>
</tr>
<tr>
<td></td>
<td>Fees $78</td>
<td>$142</td>
</tr>
</tbody>
</table>

Clinic Hours
The School of Dentistry clinic hours are Monday-Friday, 8:00 am-5:00 pm. We follow an academic schedule; therefore, appointments may not be available during the holidays, and over semester breaks. Reserved parking is available for a fee.

Emergency Services
Emergency treatment is available during clinic hours Monday-Friday, 8:00 am-5:00 pm, except for holidays. Call 734-763-6933 or 888-707-2500 for information on our emergency services.

Commonly asked questions
My general dentist gave me a referral to a specialist at the School of Dentistry. What should I do?
Patients who have a referral from their own dentist to see a specialist at the University can call for an appointment at 734-763-6933 or 888-707-2500.

Do you provide bleaching and other cosmetic dentistry services?
Bleaching, crowns, veneers, bonding and implants are some of the possibilities for improving your smile. You may discuss these options with your dental provider at your treatment planning visit.

Can you make dentures to replace my teeth?
Dental providers at the University can design, construct, and fit complete and partial dentures to replace missing teeth. Crowns, bridges, and dental implants may also be an option for some patients.

What kind of payment will you accept?
- We accept cash, checks, credit cards, and many dental insurance plans. Payment is expected at the end of each visit.
- The patient is responsible for any deductibles, co-payments, and final balances not paid by insurance. Financial arrangements may be made through the Patient Business Office for larger dental bills.

Tips for Good Dental Health
- Keep your teeth and gums clean by brushing with fluoride toothpaste and flossing every day.
- Replace your toothbrush every three to four months.
- Schedule regular dental check-ups. Only a dentist can detect tooth decay and only a dentist or hygienist can remove tartar build-up on teeth.
- Follow a balanced diet and read food labels. Limit snacks, especially sweet or sticky foods, and excessive use of soda pop that feeds the bacteria that causes dental disease. Even too much diet pop can cause cavities!
INCIDENT REPORT – NON EMPLOYEE

This form is exclusive to the School of Dentistry and is used to report incidents or misadventures that occur in our clinics to either patient's, students or visitors. Anything that occurs outside of the planned treatment the provider would complete an incident report. Some examples of incidents appear in the lower right corner of the sample form on this page. The Incident Report form must be completed within 24 hours of the incident and returned to room 1301, the Office of Patient Services. For additional information about incident and injury reporting, reference the on-line UMDS Clinic Procedure Reference manual.

University of Michigan School of Dentistry
INCIDENT REPORT - NON EMPLOYEE

This information is confidential. Do not place in the patient record or record in the patient record. Do not photocopy.

All sections of this report should be filled out completely and returned to the office of patient services, Room 1301 School of Dentistry within 24 hours of the time of the reported incident.

INJURED PERSON INFORMATION

PATIENT
Name
Registration number

STUDENT
Address

VISITOR
Phone number
Date of birth

Injuries to faculty or staff should be reported on an Employee Accident or Illness (Workers' Compensation) Form

INCIDENT INFORMATION

Date of incident:

Department:

Supervising faculty:

Witnesses:

Injured because of faulty equipment: [ ] Yes [ ] No

Injured because of faulty materials: [ ] Yes [ ] No

Any faulty equipment or defective materials reported must be identified (i.e. type of material or equipment, manufacturer, serial number, location of defective material or equipment) and made available upon request to the Office of Patient Services.

Brief explanation of incident:

Signature of person making incident report

OVER

REQUIRED TREATMENT

Treatment required? [ ] Yes [ ] No

Patient refused treatment? [ ] Yes [ ] No

First aid required? [ ] Yes [ ] No

Brief explanation of emergency treatment rendered:

EXPOSURE INCIDENT CONSENT

You must indicate your choice by entering an "X" in the appropriate box.

[ ] I am aware that an exposure incident has occurred but I refuse consent to post exposure counseling at this time

[ ] I am aware that an exposure incident has occurred and I consent to post exposure counseling at this time

Signature of exposed individual: __________________________

Date: __________________________

REFUSAL OF EMS TRANSPORTATION

The School of Dentistry has recommended I be transported to University of Michigan Hospital for further evaluation of my symptoms. I refuse to be transported to the hospital at this time

Signature of patient: __________________________

Date: __________________________

Signature of witness: __________________________

Date: __________________________

FOLLOW-UP TREATMENT

Follow-up treatment required? [ ] Yes [ ] No

(if yes, give a brief explanation)

Signature of person making follow-up report: __________________________

Date: __________________________

FINAL DISPOSITION

This section to be completed by the Office of Patient Services

Signature: __________________________

Date: __________________________

INCIDENTS MAY INCLUDE BUT ARE NOT LIMITED TO THE FOLLOWING


dental equipment

infection control

personnel policies

equipment

procedures

supervision

safety

anesthesia

injuries

emergency

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list of words
Work Connections
Illness or Injury Report Form

This is the form your supervisor will complete with you when you are injured during the course of your daily work activities. Coverage begins when you arrive at work and step out of your vehicle. Coverage ends when you enter your vehicle at the end of the workday.

U-M Occupational Health Services
(3rd floor, Med Inn Building) C380 Med Inn Building
University of Michigan Hospitals 1500 E. Medical Center Drive
Ann Arbor, MI 48109-5838 Phone: 734-764-8021 Fax: 734-763-7405

1. Exit on to Palmer Drive
2. Turn right (south) on Washtenaw.
3. Turn left on to Geddes
4. Turn left (northeast/north) on to Observatory.
5. Turn right (east) on to East Medical Center Drive.
6. Turn left (north) on to East Hospital Drive.
7. Bear right at the Cardiovascular Center underground parking.
8. East Hospital Drive ends at the Med Inn parking lot.
Choose a space designated for Occupational Health parking.

*= Med Inn Parking
Injury Report for Non-Employees

This form is used to report injuries that occur on University Property to visitors or non-employees. Once you have completed the form it should be faxed to U of M Risk Management and a copy forwarded same day to the Office of Patient Services room 1301.

Authorization for University Health Services Inoculations

This is the form your supervisor will complete when you require your annual TB skin test, a blood titer check or HBV initial series or booster shot. You must contact UHS to schedule an appointment for these services.

UNIVERSITY OF MICHIGAN
SCHOOL OF DENTISTRY

AUTHORIZATION FOR
UNIVERSITY HEALTH SERVICE INOCULATIONS

This is to certify that is an employee at the School of Dentistry and is authorized to receive the following inoculations:

☐ TB Skin Test (Mantoux)
  TB Skin Test NOT administered on Thursdays.

☐ HBV Vaccination

☐ Other (Please Specify)

University Health Service bills all inoculations and other specified services to the School of Dentistry Office of Patient Services account. Authorization for this employee to receive the indicated services has been approved by:

Department Name:

Supervisor Name:

Contact Phone No.

Employee Supervisor:
A copy of this form must be forwarded to Gary Sween, room 1111LS, Office of Patient Services, with the appropriate account number to re-charge services to.

UHS Allergy and Immunization Clinic
Hours of Operation: 764-8304

TB Skin Tests are not administered on Thursdays

THIS FORM MUST ACCOMPANY THE EMPLOYEE TO UHS
The Oral Surgery Department (if available) will respond to code alerts inside of the dental building. The Appointment Office initiates all code Alerts from the 2-5000 number. The Office of Patient Services plays a critical role in all code alerts. The information desk staff will hold the main dental building elevators for EMS and the crash cart team. Dispensing will bring the emergency kit and oxygen into the second and third floor blue and green clinics. A staff person from The Office of Patient Services will initiate 911 EMS if needed, perform crowd control at the site, and escort EMS into the building and directly to the emergency. For complete information about the code alert process, reference sections 9.2, 9.3 and 9.4 of the on-line UMDS Clinic Procedure Reference Manual available from the MiTools website.

**EMERGENCY PROCEDURES FOR CODE ALERT**

**Between 8am and 5pm call:**

2-5000 (UM number) or 734-232-5000 (cell)

- Say "I have a code alert"
- Give location (floor, clinic, cubicle, etc.)
- Give your name and phone number

**BEFORE 8am & AFTER 5pm call 911**
Accessing UMSD On-Line Manuals

All UMSD faculty, students and staff have access to the Clinic Procedure Reference Manual and Infection Control Manual via the MiTools website.

The Clinic Procedure Reference Manual contains information pertaining to the daily clinical operations at the school. The manual contains information about:
- Professional Conduct
- Clinic and Laboratory Operations
- Appearance Guidelines
- Risk Management
- Injury and Emergency Protocols
- Patient Procurement
- Patient Records
- Prescription Medication
- Information about all service units within the Patient Services group

The UMSD Infection control Manual contains information about:
- Employee orientation to infection control processes at the school
- Exposure Control
- Hazardous waste disposal and housekeeping
- Treatment process for exposure incidents
- Bloodborne Pathogens Standard

To access these manuals go to the UMSD website at [www.dent.umich.edu](http://www.dent.umich.edu)
1. Under the “Tools” heading click on “MiTools”
2. Log in using your U of M unique name and password
3. Under the “MiTools Resources” heading click on “Clinical”
4. Select “Clinic Manuals”

You can download a pdf of the manuals directly to your computers desktop for quick and easy access.

*Remember……..You are obligated to know our emergency and infection control protocols to provide the best possible care for our patients during their time here at the School of Dentistry.*
School of Dentistry
Animal Facility

The School of Dentistry Animal Research Facility is located on the 6th floor of the research tower. Faculty, staff, and students from all departments carry on biomedical research that includes the use of both vertebrate and non-vertebrate animals. We are proud of our facility and we take great care to treat our research well, following all rules and regulations set by the Animal Welfare Act and other federal and state regulations. Many advancements in dentistry and medicine depend on the contributions from animal research.

If you have specific questions about the animal facility, you may contact Barbara Emerick (763-3398).
THE COLLECTION

The Sindecuse Museum of Dentistry, housed within the School of Dentistry, is one of only a handful of museums throughout the world devoted to preserving the history of the dental profession. The Sindecuse Museum holds over 10,000 items representing the changes in dental technology from the late 1700s through the 1960s. The collection is continually growing as we strive to build a representative collection of dental history.

Donations of 19th century dental equipment, dental supplier catalogs dating between 1940-1970, personal dental hygiene items, and advertising featuring dental products are greatly appreciated.

Please contact us by telephone or email to discuss your proposed donation.

734.763.0767
dentalmuseum@umich.edu

HOURS

Open to the public:
Monday-Friday
8 am to 6 pm

Closed:
Weekends and Major Holidays

No admission charge

LOCATION

The Sindecuse Museum is located within the Kellogg Building of the University of Michigan School of Dentistry. Exhibits span the First and Ground Floor lobby areas, the Sindecuse Atrium, and the G500 corridor of the Kellogg Building.

The Kellogg Building is part of the School of Dentistry complex at the corner of N. University and Fletcher streets on the University of Michigan Central Campus. The main entrance of the Kellogg Building faces onto Fletcher Street, across from the Michigan League.