

Category:	Governance
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Contact Person:	Advocacy and Welfare Manager

Introduction

The purpose of this policy is to provide clear direction for the University of Canterbury Students' Association ("**UCSA**") to administer a sustainable, measurable and effective subsidised dental service.

Policy Statement

The mission of the UCSA is to help students succeed and belong. UCSA DENTAL is a subsidised dental scheme aimed to provide students with access to quality, affordable, and basic dental treatment so as to reduce the risk of dental pain that can distract students from study.

Responsibility

UCSA DENTAL is the responsibility of the UCSA Advocacy and Welfare team.

This policy must remain consistent with the terms of any relevant funding agreement that exists between the UCSA and UC.

Principles

1. *Service Standards*
 - 1.1 UCSA DENTAL strives to assist students in receiving affordable dental care.

1.2 If there are any risks involved in a procedure, all aspects of the procedure will be explained fully to the student and no action will be taken until full consent from the student is received.

1.3 The dentist is responsible for determining whether to perform a procedure, as it is the dentist's right to deny performing the treatment if they deem it unsafe to proceed.

2. *Eligibility*

2.1 Students who are fully enrolled in the current semester at the University of Canterbury and have contributed to the student levy fee as required by UC are eligible to utilise the UCSA DENTAL service. This includes domestic students, international students, distance students, and students studying part-time or full-time.

2.2 Domestic students must be 18 years or older, as all 17 year olds receive free dental services in New Zealand in private clinics. International students who are under 18 are eligible to access UCSA DENTAL.

Procedures

3. *Scope of Dental Care*

3.1 Students are entitled to one check-up and two hours of treatment per academic year only. There is no limit for hygiene appointments.

3.2 Check-ups include digital intra oral x-rays and a 15 minute appointment with the dentist.

3.3 Treatment is limited to basic fillings and simple extractions.

3.4 Hygiene appointments are 30 – 40 minutes. This is for teeth cleaning only and not for teeth whitening.

3.5 UCSA DENTAL is not able to operate as an emergency clinic. We will provide appointments for students where possible. We will create an urgent waiting list for students to assist them in booking an appointment as soon as possible but we cannot guarantee an appointment will become available.

3.6 UCSA DENTAL cannot provide root canals. We will be happy to write a referral for students needing this. The subsidised rates would not apply at the private clinic.

3.7 We cannot provide sedation for any procedure. If required or wanted, we can refer students to a private clinic, however, the subsidised rates would not apply at the private clinic.

4. *Special Cases*

4.1 A student may need to book more than one check-up appointment if their dental situation is complicated as the dentist may require more time to complete their treatment plan. This would be at the student's cost.

4.2 A student can book a maximum of two check-ups back to back to receive a full 30 minute appointment if they know in advance that their situation is complicated. This would be at the student's cost. No treatment is given during check-up appointments.

4.3 Once a student receives a check-up appointment and the dentist creates a treatment plan for them, they have six months from the check-up appointment date to complete the dental treatment. If it has been more than six months after the initial check-up and the treatment plan is incomplete, the student will need to book another check-up appointment before they can receive dental treatment. This is for safety reasons, as the patient's dental situation can change very quickly.

4.3.1 If a student would like a hygiene appointment, they have 12 months from the check-up appointment date to complete the hygiene appointment. If it has been more than 12 months after the initial check-up, the student will need to book another check-up appointment before they can receive a hygiene appointment. It is best practice to see a patient for a check-up appointment once every 12 months to assess their general dental health.

4.4 If a student has been offered three or more individual appointment times and fails to take them, the student will be moved to the "low priority" section of the waiting list. Other students will then be offered appointments ahead of this student. They can only remain on the waiting list for six months as stated above in section 4.3.

4.5 If a filling breaks, given that it has been completed by UCSA DENTAL, in some eligible cases we will fix it free of charge if this occurs within six months from the date of procedure. The student must still be enrolled at UC. After this time period, treatment will be at the student's cost.

4.5.1 The decision to fix a filling free of charge will be made by the dentist on a case by case basis.

4.5.2 The decision to fix a filling for a person who is no longer enrolled at UC, but is within the six month time period, will be at the discretion of the UCSA on a case by case basis.

4.5.3 If the person is no longer enrolled at UC, and their filling breaks after the six month period, they will have to seek private dental care at their own cost.

4.6 It is the student's responsibility to provide accurate information to UCSA DENTAL about any medical conditions, allergies, or other concerns relating to their health. UCSA DENTAL is not linked to UC Health Centre and there is no transfer of medical records.

5. *Appointments*

5.1 Each student has to have a check-up appointment with UCSA DENTAL before any treatment or teeth cleaning can take place. This is for safety reasons and to ensure the right treatment is given.

5.2 Because of the large demand for subsidised dental treatment, there may be a waiting list for dental appointments. UCSA DENTAL therefore operates on a first in first serve basis to be as fair as possible.

5.3 Check-up appointments can only be booked one week in advance. This is to provide flexibility in case staffing issues occur or maintenance is required at the clinic. This will also avoid high cancellation/refund requests from patients.

5.4 Check-up appointments are booked through the online booking system or through the Dental and Welfare Coordinator.

5.5 Students must provide their National Health Index Number to access our clinic. This is for our patient management system.

5.6 Once seen by the dentist, students who require treatment will be offered a later appointment time to have this done.

5.7 UCSA DENTAL will try their best to complete the student's treatment plan in the time allocated for the appointment. If the appointment time is not sufficient, the student can be booked for another appointment to complete their treatment plan. This is at the

students' cost. Another appointment can only be given if the student has not used their total two hour time limit for dental treatment.

6. *Pricing*

6.1 Check-ups including digital intra oral x-rays are \$35.00.

6.2 Hygiene appointments are \$60.

6.3 Treatment is priced at \$50.00 - \$100.00 per individual tooth treatment. The cost of the treatment will be stated at the time of the check-up appointment. Treatment plans and costs are at the dentists' discretion and not negotiable. The quoted cost of dental treatment is valid for 3 months. After this time period, the cost of dental treatment is subject to change.

6.4 We cannot accept health insurance.

6.5 We cannot process ACC claims.

6.6 Payment must be provided before the appointment. Students will be emailed one week in advance with a specified payment cut-off time. If payment is not received by the specified cut-off time, we will cancel the appointment.

6.7 The UCSA can accept online payments through the booking system or eftpos payments at the UCSA Office Reception. The UCSA is unable to accept cash.

6.8 A student may apply to WINZ/StudyLink for funding for their dental treatment. In this case, if the dentist confirms it is appropriate, the dentist will complete the required form. It is then the student's responsibility to arrange a meeting with WINZ/Studylink to apply for the funding. UCSA DENTAL will quote the subsidised prices for the application.

7. *Cancellations & Missed Appointments*

7.1 If the student has provided payment and needs to cancel, the student must cancel two working days prior to the appointment in order to be refunded.

7.2 If a student is 7 minutes late or more for their check-up appointment, we may not be able to see them. We cannot run into another patient's appointment time. The student will then have to rebook another appointment at their own cost.

7.3 If a student is 15 minutes late or more for a treatment appointment, we may not be able to see them. The student will then have to rebook another appointment at their own cost.

7.4 If a student is 15 minutes late or more for a hygiene appointment, we may not be able to see them. The student will then have to rebook another appointment at their own cost.

7.5 If the student missed an appointment and did not contact us two days prior, they will not be refunded for the appointment.

7.6 If the reason for the late cancellation or missed appointment was beyond the student's control, and they can provide proof, a refund may be available. For example, having a medical emergency and providing a medical certificate would qualify; booking activities too close together and running late does not qualify.

8. *Complaints*

If a student wants to make a complaint, we welcome their feedback. The complaints procedure is outlined below:

1. The student needs to write out their concerns in an email and send this to either the Dental Coordinator or the Advocacy and Welfare Manager.
2. Once the information is received, the student will receive a response confirming we have received it.
3. The dentist and staff will be informed of the complaint.

For the information to reach the dentist, and for them to consider the issues raised, we cannot guarantee anonymity.

Information, Privacy & Confidentiality

All information gathered will be used for statistical purposes, to allow the UCSA to continually improve their services. No identifying information will be published.

The personal information provided to UCSA DENTAL is protected by the Privacy Act 1993. As such, any information a student provides will not be shared with any non-relevant UCSA staff. The information will be stored in a secure manner for a period of at least seven years. Students are able to obtain this information and request changes as required by law.

Other relevant health acts to be aware of:

Code of Health & Disability Services Consumers' Rights -

<http://www.hdc.org.nz/media/24833/leaflet%20code%20of%20rights.pdf>

Code of Patient Rights - <http://www.hdc.org.nz/the-act--code>