



# FACULTY OF DENTISTRY CLINICS

## NEW PATIENT INFORMATION

### FULL SERVICE CARE

Thank you for considering University of Toronto's Faculty of Dentistry for your care. The Faculty of Dentistry is proud to house Canada's largest and most diverse dental and treatment centres.

Operating under the regulations of the Royal College of Dental Surgeons of Ontario, the Clinics provide a full range of dental services, including:

- General Care, including cleanings and fillings
- Gum disease treatment
- Oral surgery (i.e. extractions)
- Braces
- Dentistry for children
- Emergency services
- Dental implants, root canals, x-rays and more

Services are provided through Clinic One and Clinic Two, as well as through a number of specialty clinics.

### UNIQUE, AFFORDABLE TREATMENT OPTIONS

Serving over 15,000 patients each year, the Clinic is first and foremost a teaching hospital. Over 200 Doctor of Dental Surgery (DDS) students and 90 post-graduate specialist students work with professional Clinical Associates to provide patient care.

Because of this unique training relationship, services are provided at a reduced cost – typically about 30% of the cost charged in private dental practices.

**Tip: To minimize wait times, patient registration is subject to 'blackout periods' when no registration will occur.**



### HOW DOES CARE DIFFER FROM PRIVATE PRACTICE?

At the Faculty of Dentistry Clinics, you are not just a patient – your care is a crucial part of the educational experience of the dental student assigned to your care.

Your care will be provided by an assigned student dentist, who will create a comprehensive treatment plan for you before you are treated (Note: you may have multiple planning visits before treatment is carried out).

Your overall oral health provides the basis for your treatment plan. While options may be presented to you, should you decide to opt out of certain aspects of the plan, you may be referred to private practice.

Be prepared to stay. Appointments in the Clinics take longer than in private practice, and may take up the entire allotted three-hour session. All treatment is overseen by licensed dentists, who approve each step in the treatment process, resulting in periods of inactivity.

Because dental students are limited in the time they have to complete your treatment, you will be expected to attend multiple appointments.

### IMPORTANT POLICIES & PROCEDURES

To ensure the efficient running of our clinics, we ask that you review these policies and procedures.

- No children may be left unsupervised in any part of the building. Children are not permitted on the Clinic floor (except in the Paediatric Clinic).
- Translation services are not available. If you need translation, you must bring a translator to each appointment. The Director of Clinics reserves the right to refuse a patient for treatment if deemed in the best interest.
- The Faculty of Dentistry Clinics adhere to a zero tolerance policy for all forms of harassment and abuse, including: violence, physical and verbal abuse, profanity, racism, sexism, and sexually inappropriate behaviour.

## PAYMENT OPTIONS

Payment is due in full at the completion of each procedure. The Faculty of Dentistry offers a range of payment options, and they include:

- In Person, at our clinic reception at 101 Elm St.
- Online: <https://patient-payments.dentistry.utoronto.ca>
- By Phone at (416) 864-8000 and press 2
- By Fax at (416) 979-4759
- By Mail addressed to Patient Reception  
124 Edward St. Toronto, ON M5G 1G6
- We accept VISA, Mastercard, Amex, debit cards and personal cheques

Please note that as of September 1<sup>st</sup> 2018, we no longer accept cash payments.

For more information on payment, please visit:  
<https://patients.dentistry.utoronto.ca/pay-a-bill>

## NEW TO THE CLINIC?

Here is the typical order of appointments:

### REGISTER



Call Patient Reception at 416-864-8000, or go online at: <https://patients.dentistry.utoronto.ca/patient-registration> to set up a registration appointment. An initial fee will be levied during this first appointment.

### APPOINTMENT 1: X-RAYS AND SCREENING



Bring two pieces of photo identification to this screening appointment.

### APPOINTMENT 2: ORAL DIAGNOSIS



This appointment involves a complete oral examination as well as a review of your medical history.

### ASSIGNMENT TO A STUDENT



If you are determined to be a good candidate for the Clinic, you will be assigned to a student who will then manage your care.

## HOURS OF OPERATION & CONTACT INFORMATION

The clinics are located at  
**101 Elm Street, Toronto, ON**

**General Clinic:** 416-864-8000

Hours: Monday to Friday 8:30 a.m. to 5:00 p.m.

**Emergency Clinic:** 416.864-8320

Hours: Monday to Friday 9:30 a.m. to 12:30 p.m. 1:30 p.m. to 4:30 p.m.

**Children's Clinic:** 416.864-8280

Hours: Monday to Friday 8:30 a.m. to 5:00 p.m.

**Web:** <https://patients.dentistry.utoronto.ca/patient-registration>

### APPOINTMENT 3: REVIEW & CLEANING



During the initial clinical appointment, your student dentist will review your history, followed by an initial cleaning of your teeth.

### APPOINTMENT 4: TREATMENT PLANNING



During this appointment, your student dentist and an instructor will consult on your case and present you with treatment options, as well as a cost estimate (actual cost may vary).

### APPOINTMENT 5: TREATMENT



Once your treatment plan has been approved, your student dentist will begin treating you. Treatment will generally take more than one session.

### TREATMENT CONCLUDES



Once your treatment is complete, you will attend an after-care appointment and be placed in the Recall Program List.