Clinic Policies, Procedures, and Information Manual

2016 - 2017
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I. Clinical Operations
1.1 Purpose and Philosophy

**Purpose**

The University of Colorado School of Dental Medicine’s purpose is to provide exceptional and innovative educational experiences for the next generation of dental professionals, provide access to high quality, low cost dental care to the citizens of Colorado and the region and to perform visionary research.

This manual serves as a resource for our faculty, staff, students and residents to enhance his/her clinical experience and as a practical guide for clinical practice in the school’s clinics. In addition to School and University policies, as health care providers, you must also adhere to State and Federal regulations that are incorporated into the policies and procedures outlined in the CU School of Dental Medicine’s Clinic Manual.

**Philosophy**

**The Comprehensive Patient Care Philosophy**

The overall goal of the Dental Clinical Education Program at the University of Colorado School of Dental Medicine is to emphasize UCSDM’s commitment to providing a clinical learning environment that is patient-centered, rather than procedure-oriented, yet still provides students a sufficient number and breadth of clinical experiences to attain and demonstrate competence to be a general dentist.

The most important responsibility of dental students in the Dental Clinical Education Program is to deliver quality comprehensive dental treatment appropriate to each patient, in a timely manner. Every patient’s oral health needs, personal preferences, and social, ethnic, economic, and emotional circumstances must be sensitively considered.

Every patient must receive treatment that meets the standard of care in the profession, that is evidence based, and integrates the best research evidence with patient needs and values and the knowledge and experience of the dental profession and our faculty.
1.2 Student/Resident, Faculty and Staff Expectations

This clinic manual serves as a resource as students transition from classroom and pre-clinical laboratory courses into the clinical setting; for residents to understand the clinical policies and procedures of the University of Colorado School of Dental Medicine, which may differ from their pre-doctoral school; and for faculty and staff to understand and follow, setting a positive example for students and residents.

It is expected that all students, resident, faculty and staff will read this manual, gain a thorough understanding of its contents, and reference this manual as often as necessary to assist in his/her clinical training. All faculty, staff, students, and residents must adhere to the policies and procedures contained herein. If a given circumstance or situation is not addressed in this manual, seek clarification before acting.

It is also expected that each student/resident will read and understand the following:

- CU SDM Academic Honor Code and Professional Code of Conduct and Ethics
- CU SDM Student Handbook
- Patient Rights and Responsibilities Brochure
- Infection Control Protocols (Please refer to Section 9.6)

It is expected that each faculty and staff member will read and understand the following:

- CU SDM Academic Honor Code and Professional Code of Conduct and Ethics
- Patient Rights and Responsibilities Brochure
- Infection Control Protocols (Please refer to Section 9.6)

On a daily basis, students and residents will interact with faculty and staff. Students and residents are expected to treat faculty and staff with professionalism, courtesy and respect at all times; and the student/resident should expect the same in return.
1.3 Student/Resident, Faculty and Staff Requirements

**Students/Residents**

All students/residents involved in the direct delivery and/or supervision of patient care must:

- Hold a current Basic Life Support certificate
- Complete annual training of Bloodborne Pathogens
- Complete annual training of Chemical and Hazardous Waste
- Review Infection Control Policies
- Receive an annual influenza vaccination or complete a declination form
- Read the Academic Honor Code and Professional Code of Conduct and Ethics
- Complete HIPAA training as mandated by Federal Regulations
- Complete Discrimination and Harassment training
- Comply with the School of Dental Medicine (SDM) Risk Management protocols
- Wear their University issued ID badges in a visible location, at all times while on campus

**Faculty**

All faculty involved in the direct delivery and/or supervision of patient care must:

- Hold an active Colorado Dental License (or an active Colorado Academic License for Foreign Trained Dentists)
- Basic Life Support certificate
- Hold a current DEA license
- Acquire a Medicaid number associated with the CU School of Dental Medicine
- Complete initial and recurring credentialing process
- Complete annual training of Bloodborne Pathogens
- Complete annual training of Chemical and Hazardous Waste
- Review Infection Control Policies
- Receive an annual influenza vaccination or complete a declination form
- Read the Academic Honor Code and Professional Code of Conduct and Ethics
- Complete HIPAA training as mandated by Federal Regulations
- Complete Discrimination and Harassment training
- Complete FERPA training
- Complete all other required training per University and School policies
- Comply with the School of Dental Medicine (SDM) Risk Management protocols
- Keep axiUm swipe card in his/her possession at all times; never allowing students to use faculty swipe cards
- Wear their University issued ID badges in a visible location, at all times while on campus
Staff

All support staff involved in clinical operations must:

- Hold a current Basic Life Support certificate
- Complete annual training of Bloodborne Pathogens
- Complete annual training of Chemical and Hazardous Waste
- Review Infection Control Policies
- Receive an annual influenza vaccination or complete a declination form
- Read the Academic Honor Code and Professional Code of Conduct and Ethics
- Complete HIPAA training as mandated by Federal Regulations
- Complete Discrimination and Harassment training
- Comply with the School of Dental Medicine (SDM) Risk Management protocols
- Wear their University issued ID badges in a visible location, at all times while on campus
1.4 Academic Honor Code

University of Colorado School of Dental Medicine
Academic Honor Code and Discipline Policies

ACADEMIC INTEGRITY

A university's reputation is built on a standing tradition of excellence and scholastic integrity. As members of the University of Colorado Denver School of Dental Medicine academic community, faculty and students accept the responsibility to maintain and uphold the highest standards of intellectual honesty and ethical conduct in completing all forms of academic work at the university. The dental profession is granted the privilege and responsibility of self-regulation by society. Honesty, integrity and ethical conduct are essential in the education of future members of a profession, which has the privilege of self-regulation. Self-regulation of the academic process is an important part of the education of a future professional.

Faculty Responsibility

It is the ethical responsibility of the Faculty to abide by and promote the principles espoused by the Honor Code. The Faculty should take whatever steps are reasonably necessary to discourage academic dishonesty. Faculty should provide students with guidelines and instructions for test administration in the course syllabus, verbally before the beginning of an examination, and on the front cover of any examination. During the administration of examinations, the faculty member or designee must be present to monitor the process. It is recommended that more than one proctor be present, and that the proctors’ attention be devoted to the monitoring process. Randomized seating charts and facilities allowing for students to be seated in alternating seats should be used whenever possible. Testing materials should be constructed to discourage dishonesty. This may include multiple versions of examinations with randomized question order, or any other technique, which decreases the likelihood of dishonesty. Students taking tests or major examinations should not be permitted to bring materials, other than those allowed by the course director, to their desks during the time of the examination. Purses and book bags should be left in the front or along the sides of the room. Electronic devices, unless specifically permitted by the faculty, shall not be permitted in the room.

Student Responsibility

It is the ethical responsibility of the student to abide by and promote the principles espoused by the Honor Code. The student should take whatever steps are reasonably necessary to discourage academic dishonesty and other violations of the Honor Code. Each student is expected to work independently, other than during group exercises, and it is the student's responsibility to protect the integrity of his or her own academic materials. Inherent within the process of self-regulation is the responsibility to report activities that are unethical and dishonest.
**Conduct Standards**

Academic dishonesty is defined as a student's use of unauthorized assistance with intent to deceive an instructor or other such person who may be assigned to evaluate the student's work in meeting course and degree requirements. Examples of academic dishonesty include, but are not limited to, the following:

A. **Plagiarism**

Plagiarism is the use of another person's distinctive ideas or words without acknowledgement. The incorporation of another person's work into one's own requires appropriate identification and acknowledgement, regardless of the means of appropriation. The following are considered to be forms of plagiarism when the source is not noted:

1. Word-for-word copying of another person's ideas or words
2. The mosaic (the interspersing of one's own words here and there while, in essence, copying another's work)
3. The paraphrase (the rewriting of another's work, yet still using their fundamental idea or theory)
4. Fabrication (inventing or counterfeiting sources)
5. Submission of another's work as one's own
6. Neglecting quotation marks on material that is otherwise acknowledged.
   Acknowledgement is not necessary when the material used is common knowledge.

B. **Cheating**

Cheating involves the possession, communication, or use of information, materials, notes, study aids, or other devices not authorized by the instructor in any academic exercise, or communication with another person during such an exercise. Examples of cheating are:

1. The act of looking at, or copying from, another's paper, computer display, or receiving unauthorized assistance from another during an academic exercise or in the submission of academic material
2. Using a calculator, computer, cell phone, PDA, or any other electronic device when its use has not been permitted
3. Collaborating with another student or students during an academic exercise without the consent of the instructor
4. Alteration of academic or patient records.
5. Providing any information about examinations, including National Board examinations, to other unauthorized individuals or entities.

C. **Fabrication and Falsification**

Fabrication involves inventing or counterfeiting information, i.e., creating results or work not obtained in a study or laboratory project. Falsification, on the other hand, involves the deliberate alteration or changing of results and information to suit one's needs in an experiment, patient record, or other academic and clinical exercise.
All laboratory projects submitted for credit must be the work of the student submitting the project unless otherwise specifically authorized by the course director.

D. Multiple Submissions

This is the submission of academic work for which academic credit has already been earned, when such submission is made without the instructor authorization.

E. Misuse of Academic Materials and Facilities

The misuse of academic materials and facilities includes, but is not limited to the following:

1. Stealing or destroying library or reference materials, computer programs, or dental supplies or equipment.
2. Stealing or destroying another student's notes or materials, or having such materials in one's possession without the owner's permission.
3. Receiving assistance in locating or using sources of information in an assignment when such assistance has been forbidden by the instructor.
4. Unauthorized possession, disposition, or use of examinations or answer keys to examinations.
5. Unauthorized alteration, forgery, or falsification of academic records.
6. Unauthorized sale or purchase of examinations, papers, assignments, or dental supplies or equipment.
7. The abuse of, or causing damage to, academic materials and/or facilities of the institution.

F. Complicity in Academic Dishonesty

Complicity involves knowingly contributing to another's acts of academic dishonesty.

G. Inappropriate Patient Care Activities

Patient care activities by students without School of Dental Medicine faculty supervision are strictly prohibited. For purposes of this section of the Honor Code, patient care activities by students shall include all of those activities that constitute the practice of dentistry in the State of Colorado as defined by Section 12-35-113 of the Dental Practice Law of Colorado. The following behaviors constitute violations of this Honor Code:

1. Patient care activities by students without approval and supervision by faculty.
2. Patient care activities by students outside of regularly scheduled School of Dental Medicine clinic hours including, but not limited to, nights and weekends without approval and supervision of faculty.
3. Patient care activities by students at any off-campus site unless such activities and sites are approved as part of a recognized School of Dental Medicine course. Unsupervised patient care at these sites is prohibited.
4. The appointing of any patient of the School of Dental Medicine at any off-campus site that is not recognized as an extension of the School of Dental Medicine.
The illegal practice of dentistry is a violation of Colorado Law. At the discretion of the Dean, individuals found in violation of this section of the Code may be reported to the Colorado Board of Dentistry.

H. Impairment

Displaying an inability to perform patient care activities with reasonable skill and safety to patients or becoming unable to perform patient care activities with reasonable skill and safety to patients by reason of use of alcohol, drugs, narcotics, chemicals, or any other type of material, or as a result of any mental or physical condition, or by reason of displaying habitual intoxication, addiction to, or recurrent personal misuse of alcohol, drugs, narcotics, chemicals, or any other type of similar substances constitutes a breach of the Honor Code.

I. Compliance

Failure to safeguard confidentiality of patient records in accordance with the Health Insurance Portability and Accountability Act (HIPAA) Guidelines constitutes a breach of the Honor Code.

Failure to abide by Federal Regulations and Institutional Policies regarding human subject and/or animal research constitutes a breach of the Honor Code.

J. Protection of Academic Integrity

The use of pressure, threat, abuse, or similar practices against any person involved, with intention to inhibit or prevent the reporting, investigation, or hearing of an alleged violation of this Honor Code constitutes a breach of the Honor Code.

The withholding of evidence pertinent to any case under investigation, or being heard, or the giving of false evidence during an investigation or hearing constitutes a breach of the Honor Code.

PROCEDURES IN CASES OF SUSPECTED ACADEMIC DISHONESTY

All matters of academic policy, including academic dishonesty, are under the jurisdiction of each of the university's schools and colleges pursuant to Article 7.B.4 and Article 7.B.5 of the Laws of the Regents. Accordingly, each school and college has established procedures for addressing matters of academic dishonesty and for determining the severity and consequences of each infraction.

Report of Violations

Any alleged violation of this Honor Code will be reported in writing to the Associate Dean for Academic Affairs by the complainant(s) within 7 working days of the violation's becoming known to the complainant(s). If the violation becomes known to the complainant while the complainant is
at an off campus site, the 7 working day period shall begin at the time the complainant returns to campus.

The Associate Dean for Academic Affairs and the Associate Dean for Student Affairs will meet with the alleged violator(s) and advise the student(s) in writing that a complaint has been received. At that time, the Associate Dean for Academic Affairs will ask the accused student(s) for a plea of not guilty or guilty. Every alleged violator must enter an individual written plea to all charges at this time. If pleas change prior to any scheduled hearing, the Associate Dean for Academic Affairs must be informed of the change in writing.

If the accused student admits to a violation and enters a plea of guilty, the student will be notified that a hearing of a Student Performance Subcommittee will be scheduled to formulate and implement a disciplinary action.

**Investigation**

If the accused student(s) denies the allegation(s) and enters a plea of not guilty, an investigation will be conducted by the Associate Dean for Academic Affairs to evaluate the evidence against the student(s). The investigation of the alleged incident will occur within 7 working days from the date the Associate Dean for Academic Affairs receives written notification of the plea. An extension of the 7-day limit may be granted by the Dean for reasonable cause. If there is sufficient evidence to indicate that a violation may have occurred, a hearing will be conducted.

If the decision is that insufficient evidence exists to proceed to a formal hearing, the accused student(s) and the person who filed the allegations will be required to meet together with the Associate Dean for Academic Affairs and the Associate Dean for Student Affairs. The intent of this meeting will be to candidly discuss the allegation(s) and provide an opportunity to mediate any differences.

**Hearing**

The individuals to be involved in the Hearing will include the following:

1. **Chair of the Hearing Subcommittee.** This member is a non-voting member of the Hearing Subcommittee designated to conduct the Hearing and oversee the proper conduct of the Hearing. The Associate Dean for Student Affairs will serve in this role unless this person is the complainant. The Dean will appoint a substitute if required.

2. **The Representative of the School.** This individual will present the facts to the Hearing Subcommittee and is permitted to question the accused student(s), the complainant(s), and any witnesses presented. The Associate Dean for Academic Affairs will serve in this role unless this person is the complainant. The Dean will appoint a substitute if required.

3. **The alleged violator(s).** This person(s) has the right to:
   - (1.) be accompanied by an advisor of the student's choice who is a faculty member, an administrator, or student at the School of Dental Medicine. This person shall not be the student’s attorney. The advisor may not directly question either witnesses or members of the Hearing Subcommittee or participate directly in the hearing.
   - (2.) question the Representative of the School’s witnesses;
(3.) present witnesses who have pertinent testimony;
(4.) make a record of the hearing;
(5.) expect a decision based solely on evidence presented; and
(6.) be provided a written notification of the outcome of the case.

4. **The Hearing Subcommittee.** The Hearing Chair will randomly select three Faculty members and one alternate Faculty member from the Student Performance Committee. In addition, the Chair will select three student members from the Student Performance Committee excluding the member from the class of the alleged violator. An alternate will be selected from the Class Officers of the student body, excusing individuals from the class of the alleged violator. The Hearing Subcommittee Chair shall evaluate the list of proposed Hearing Subcommittee members for potential conflicts of interest. If a conflict of interest is believed to exist, the proposed Hearing Subcommittee member shall be withdrawn and the alternate will fill the position. This process ensures that the selection of any Hearing Subcommittee members shall not jeopardize the right of the accused to a fair and impartial Hearing. The final Hearing Subcommittee with voting rights will consist of three Faculty and three student members, a total of six members.

The Representative of the School and the accused student must provide the Chair of the Hearing Subcommittee with a complete list of witnesses at least 72 hours in advance of a scheduled hearing. The Chair will then provide the Representative and the accused student a complete list of the witnesses at least 48 hours in advance of a scheduled hearing. It is the Representative’s and accused student’s responsibility that their corresponding witnesses are notified of the hearing date and time, and that they attend the hearing.

If either the accused student(s) or the Representative introduces additional witnesses at the time of the hearing, it will be left to the discretion of the Chair of the Hearing Subcommittee as to the relevance of their testimony and to their participation in the hearing. If a witness or witnesses fail to attend the hearing, it will be left to the discretion of the Chair of the Hearing Subcommittee as to whether the hearing will proceed, or will be re-convened at a later date.

**Process and Procedures**

Attendance in the hearing room may be limited to: The Hearing Subcommittee, the Representative of the School, the alleged violator, the alleged violator's advisor, and witnesses during the time of their testimony only, and officials of the University of Colorado Denver. The Chair of the Hearing Subcommittee will rule on the presence of any other individuals who wish to attend the hearing.

1. Only evidence pertinent to the specific allegation(s) may be considered. Knowledge of prior violations may not be made known or considered in determining guilt or innocence. Pertinent evidence may refer to new findings arising as a result of the investigation process.

2. Separate hearings will be conducted in most cases if there is more than one alleged violator.

3. The Hearing Subcommittee Chair will read aloud the "Chair's Summary Statement" and provide information pertinent to the specific Hearing. This document states that the proceedings will be recorded and introduces the Subcommittee members, the accused, and the accused’s advisor and outlines the function of the Chair, presents the order of events.
which will occur at the Hearing, specifies how the evidence is to be evaluated, and states the criteria the Subcommittee members are to utilize in reaching their decision.

4. The Hearing Subcommittee Chair will read the allegation(s) to the alleged violator and request the alleged violator's plea.

5. The Representative of the School will present the case against the alleged violator. The alleged violator will present the defense.

6. Witnesses may be recalled for clarification of testimony or to give further testimony. All witnesses to be called will be sworn by oath by the Chair.

7. The Hearing Subcommittee will consider the evidence in executive session. If it is necessary to recall a witness for clarification after the Subcommittee adjourns into executive session, the School's Representative, the alleged violator, the alleged violator's advisor shall be present and all except the alleged violator's advisor have the right to question the witness regarding the witness's clarifying statements.

8. Nothing in the Honor Code shall prevent an accused student from pleading guilty to any alleged violation of this Code and waiving the right to a full hearing on the charges. All pleas of guilty and waivers of hearing must be presented to the Chair of the Hearing Subcommittee in writing. In the case of a plea of guilty, evidence related to the facts of the violation will not be presented and the Hearing Subcommittee's sole responsibility will be to determine an appropriate disciplinary action.

**Hearing Outcome**

Four votes are required to find a student in violation of the Honor Code. In the deliberations of the Hearing Subcommittee, the three faculty members and the three student members are required to vote; the Chair of the Hearing Subcommittee does not vote.

In the event a student is found to have violated the Honor Code or admits to a violation of the Honor Code, the disciplinary action(s) as determined by the Hearing Subcommittee will be implemented. The Hearing Chair will read the list of Disciplinary Actions from which the Hearing Subcommittee members are to select their actions. Before the Hearing Subcommittee begins deliberations to formulate the appropriate actions, the Representative of the School will inform the Subcommittee of any previous violations on the record of the accused student. The Representative will also provide the Subcommittee with a suggested disciplinary action. Four votes are required for implementation of an action or actions and all Subcommittee members (except the Chair) will vote.

The student and the Representative of the School shall be notified in writing of the Hearing Subcommittee’s findings and determinations by certified mail, return receipt requested.

**Disciplinary Actions**

The following are possible disciplinary actions which can be implemented by the Hearing Subcommittee through regular case disposition procedures. These penalties are not all-inclusive and may be modified depending on the nature of the violation or violations.
A. Administrative Probation

An official warning that the student's conduct violates the Honor Code but is not sufficiently serious to warrant dismissal or suspension. This type of probation does not carry concurrent restrictions. Continued enrollment depends on maintaining satisfactory conduct during probation. A favorable recommendation will not be furnished by the university during probation. It shall be imposed for a specified period of time during which any other additional violations of the Honor Code will result in more severe disciplinary actions.

B. Administrative Probation with Restrictions

This action is a warning that the student's behavior is unacceptable and includes other sanctions, which do not require an interruption or termination of the student's enrollment. Probation shall be imposed for a specified period of time during which any other violation of the Code of Conduct will result in more severe disciplinary actions. A favorable recommendation will not be furnished by the university during probation. Sanctions, which may be imposed as restrictions, shall include but not be limited to:

1. Loss of scholarship and educational loan awards from funds under the direct control of the University of Colorado Denver or the School of Dental Medicine (federal aid programs are not included in this provision);

2. Loss of credit for any test, paper, report, essay, laboratory project, or clinical procedure involved in the violation;

3. A failing grade for the course(s) in which the violation(s) occurred;

4. Restitution for damages or replacement of property;

5. Loss of the privilege of representing the School of Dental Medicine in any official capacity or loss of the privilege of representing the student body of the School of Dental Medicine in any official capacity.

6. Suspension of clinical privileges for a period of time to be determined by the Hearing Subcommittee. The student will remain enrolled in the curriculum and participate in all activities, except those involving direct patient care. Appropriate measures to insure continuity of patient care must be an integral portion of any such disciplinary recommendation.

7. Other sanctions as deemed appropriate.

C. Suspension

This action terminates the enrollment of a student in the School of Dental Medicine for a specified period of time. Participation in courses and School of Dental Medicine activities is prohibited during the suspension period. A suspension will usually require the reassignment of the student's patient population. At the end of the suspension period, re-enrollment may require a period of skills assessment and
redevelopment as a student in the School of Dental Medicine and new patients will be assigned.

D. Dismissal

The permanent denial of the individual's privileges to attend the School of Dental Medicine.

E. Nothing in the Honor Code shall prevent a student from receiving a combination of penalties, such as a suspension for a specified time, to be followed by a period of probation, which could also include restrictions.

**Appeal**

A. A student may appeal the findings and determination of the Hearing Subcommittee to the Dean by submitting a written request within 5 working days of the student’s receipt of the Hearing Subcommittee’s decision. The request must state the basis for the appeal. The authority for final action by the School of Dental Medicine in all cases rests with the Dean. Upon receipt of a written appeal, the Dean will review the Hearing Subcommittee’s findings and determinations to decide whether:

1. The student was accorded due process;

2. The facts of the case support the findings of the Hearing Subcommittee; and

3. Recommendations for disciplinary action, if any, are appropriate.

B. At the conclusion of the review, the Dean may:

1. Approve and implement the findings and determinations of the Hearing Subcommittee;

2. Amend and implement the findings and determinations of the Hearing Subcommittee; or

3. Remand the case back to the Hearing Subcommittee for further review and consideration.

C. The student and the Representative of the School shall be notified in writing of the Dean’s decision by certified mail, return receipt requested. The decision of the Dean is final, and there shall be no further appeal.

**Records**

All records pertaining to the case shall then be retained in the office of the Associate Dean for Academic Affairs for five years after final disposition of these matters. If a student is dismissed or suspended, the records shall be maintained in the student’s permanent file in the School of Dental Medicine.
Annual Report

During the first full month of the Fall Semester, the Chair of the Student Performance Committee will provide a report of the previous year's activity to the faculty and students. The report should include the number of alleged violations reported, the number of proven violations, admissions of guilt, acquittals, and any disciplinary actions imposed.

Review and Revision

1. Every 2 years, the Chair of the Student Performance Committee will appoint a subcommittee to evaluate this Honor Code. At least one student, one School of Dental Medicine faculty member, and the Associate Dean for Student Affairs will be on this subcommittee. The Honor Code may be evaluated more frequently at the request of the Dean or the Student Performance Committee.

2. The Honor Code will be revised as needed following the evaluation. All revisions must be approved separately by a majority vote of the Faculty Senate.

3. The current Honor Code will be in effect until such time as revisions are approved.
1.5 Professional Code of Conduct

PROFESSIONAL CODE OF CONDUCT
CU School of Dental Medicine
Effective October 2014

Expected Faculty, Student, Resident and Staff Conduct

The faculty, students and staff of the University of Colorado School of Dental Medicine (SDM) are members of the professions of dentistry and dental education that demand a high level of skill, knowledge, judgment, compassion and civil behavior.

As an integral part of the University of Colorado Anschutz Medical Campus, our mission is to provide programs of excellence in teaching, research, patient care, as well as community and professional service. Fulfillment of this mission creates a varied set of professional roles and responsibilities for all faculty, students, residents and staff within the SDM.

As clinicians, educators and learners, we have an intersection of professional responsibilities that are best defined by the professions we serve. As members of a clinical profession our clinical responsibilities are defined by the American Dental Association (ADA) as a set of guiding principles; and as educators and learners we embrace the values established by the American Dental Education Association (ADEA).

The ADA guiding principles of: Patient Autonomy, Nonmaleficence, Beneficence, Justice, and Veracity define who we are as both the clinicians and researchers of today and tomorrow.

The ADEA Values of: Competence, Fairness, Integrity, Responsibility, Respect, and Service-mindedness remind us of what we should value as teachers and learners.

The School of Dental Medicine therefore places the highest priority on these professional principles and values and the daily demonstration of their importance to us during patient care, teaching, our interactions with each other, and learning.

At all times faculty, students, residents and staff will demonstrate respect for, and sensitivity to all aspects of diversity including: age, culture, ability, ethnicity, race, gender, language, political beliefs, religious and spiritual beliefs, veteran status, gender identity, sexual orientation and socioeconomic status.

In all interactions with patients and their care givers, faculty, students, residents and staff are expected to adhere to the ideals of the profession of dentistry. These include but are not limited to those guiding principles of the American Dental Association of: Patient Autonomy, Nonmaleficence, Beneficence, Justice, and Veracity.

Teaching, mentoring, learning and working in a health care environment are all special privileges. It is implicit that being a good teacher, mentor, and employee includes modeling professional conduct for all learners, staff, colleagues and patients and their families. As learning is occurring in a patient care setting, the learners are also expected to demonstrate developing professional values. Together the professional expectations of teachers, mentors, learners and employees are best
reflected by those professional values of dental education set for by ADEA of: Competence, Fairness, Integrity, Responsibility, Respect, and Service-mindedness. This unique learning environment demands an active engagement in the teaching, mentoring and learning process that includes humility, effective listening and respectful and timely feedback.

All members of our academic community are expected to exhibit the characteristics of good academic and institutional citizenship. This includes developing and maintaining a high level of scientific and clinical competence and a demonstrated dedication to life-long learning. It is essential that all adhere to the highest standards of academic honesty and integrity. Truthfulness and accuracy in all scientific writing, documentation in the dental record, and reporting conflicts of interest are essential characteristics of good citizenship.

Consistent with the principles outlined above, all SDM faculty, students, residents, and staff members are expected to:

**Professional Responsibilities and Accountability**

Demonstrate behaviors that convey compassion, respect, empathy, caring and tolerance in all interactions with learners, patients and families, professional colleagues, teachers and staff. Uphold the primacy of patient welfare, always placing the patient’s best interests first.

Demonstrate accountability to patients, families, learners, faculty, professional colleagues and society by maintaining scientific, clinical and educational competence appropriate to one’s role as a faculty member.

Provide, accept and respond appropriately to constructive feedback and evaluations, in order to provide high quality clinical care and educational excellence. An appropriate response to constructive feedback should result in a positive outcome for all concerned individuals and the SDM that resolves the concern through understanding and/or modification of behavior.

Recognize and respond appropriately to behavior by others that is disrespectful, disruptive or unprofessional.

Demonstrate sensitivity and respect for learners, faculty, staff, co-workers’ and patients’ ethnic, racial and cultural differences.

Demonstrate professionalism through appropriate dress, grooming, language and behavior. Maintain appropriate confidentiality.

**Additional Professional Responsibilities for Faculty**

Appropriately prepare for, and actively engage in, all assigned teaching and mentoring responsibilities.

Treat all learners with understanding, dignity, respect and tolerance.

Evaluate learners equitably and fairly, using only criteria that reflect the learner’s performance, as measured by standards applied uniformly to all learners in the course or other learning activity, except where differentiation is required or permitted in the case of students with disabilities.
**Additional Professional Responsibilities as a Member of the Academic Community**

Evaluate the performance of others equitably and fairly, and without prejudice, harassment or intimidation, ensuring that such evaluations are based solely on criteria that reflect professional competence.

Uphold the principles of academic honesty, including truthfulness and accuracy in medical and scientific research and writing.

Uphold the principles of academic honesty in the learning environment including no tolerance for cheating, plagiarism and the inappropriate use of electronic devices in the learning and testing environment.

Understand and comply with University, School of Dental Medicine, and other policies governing conflicts-of-interest, performance reviews, credentialing and other matters.

Recognize and manage conflicts-of-interest.

**Additional Professional Responsibilities as a Member of a Health Care Community**

Serve humanity without bias.

Make the health and well-being of patients the first consideration.

Ensure that the dignity of all will not be subordinated to monetary, scientific or political ends.

Recognize that the responsibility to the community, to promote its welfare and to speak out against injustice.

Promote the integrity of the profession of Dentistry with honest and respectful relations with other health professionals.

**Unacceptable Conduct**

Unprofessional behaviors have no place in any educational, learning, research, administrative or patient care environment and will not be tolerated. Within the healthcare environment, unprofessional and disruptive behaviors interfere not only with learning, but also with communication and trust among health care team members and the overall workplace and educational environment; thus, such behaviors threaten healthcare quality and patient safety.

Unprofessional behaviors include:

- Disruptive behaviors;

Examples of disruptive behaviors are but not limited to:

- Verbal attacks or outbursts;
- profane language;
- bullying;
- throwing or breaking things;
- boundary violations;
- behaviors that negatively affect the workplace;
• and comments that are personal, rude, disrespectful, threatening or belittling. Insulting or insensitive comments, jokes or behaviors directed toward learners’, colleagues’ or co-workers’ age, culture, disabilities, ethnicity, race gender, language, political beliefs, physical appearance, religious or spiritual beliefs, sexual orientation or socioeconomic status also will not be tolerated.

• actions, words or behaviors that a learner, colleague, co-worker or patient would reasonably consider to be humiliating or demeaning;
• passive disrespect (including dismissive treatment of others);
• academic dishonesty (including falsification or fabrication of data or the misappropriation of the writings, research or findings of others);
• and discrimination against any learner, patient, co-worker or other individual on political grounds or for reasons of race, ethnicity, religion, gender, sexual orientation or any other illegal or arbitrary reasons.

Finally, faculty members may not assign a lower grade, write a poor evaluation, threaten, harass or otherwise retaliate against any learner because he or she has reported, in good faith, a violation of this faculty professionalism code.

Violations of this Professionalism Code

Violations or this Professionalism Code will be reported to, investigated by and acted upon by the Grievance Committee for faculty, Human Resources for staff and the Student Performance Committee as an Honor Code violation for students and residents.

Confidential reporting of violations of the principles and values described in this Professional Code of Conduct can be made through the use of EthicsPoint.

References
ADEA Dental Faculty Code of Conduct
ASDA: White Paper on Ethics and Professionalism in Dental Education, 2009
Professionalism Code of Conduct “Professionalism Mission Statement” University of Colorado School of Medicine: Revised January 6th 2014
The University of Colorado School of Dental Medicine (SODM): Mission, Vision, and Strategic Goals
1.6 Office of Clinical Operations

The Senior Associate Dean of Clinics and Professional Practice oversees all aspects of the School’s clinical operations to include: physical facility, equipment, supplies, staff, clinical schedules, patients, quality and risk assessment, and information management. This is accomplished through a collaborative and supportive relationship between students, staff, residents, faculty and patients.

Under the supervision of the Senior Associate Dean for Clinics and Professional Practice, the staff of the Office of Clinical Operations (“OCO”) manage the day-to-day activities and areas, including but not limited to:

- Dispensary
- Sterilization
- Risk Management
- Quality and Patient Safety
- Reception
- Screening
- Patient Advocacy
- Clinical Education
- Clinical Orientation
- Clinical Policies and Procedures
- Clinical Information Management

In addition, the Senior Associate Dean of Clinics and Professional Practice is responsible for coordinating the clinical educational programs of the School, and assisting with the monitoring of each student and resident’s progression to becoming a general dentist, or specialist through our graduate programs.

Clinical Operations Administration

Senior Associate Dean of Clinics and Professional Practice  Lonnie Johnson, DDS, PhD
Director of Procurement, Facilities Management and Clinical Support Operations  Mark Osvirk
Director of Clinical Operations and Patient Advocacy  Emily Reddick, MPA
Director of Quality and Patient Safety  Jamye Smith
Program Assistant  Fabian Walker
### Clinical Operations Business Hours

<table>
<thead>
<tr>
<th>Department</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrative Office</td>
<td>8:00 am – 5:00 pm</td>
</tr>
<tr>
<td>Front Desk Staff</td>
<td>8:00 am - 5:00 pm</td>
</tr>
<tr>
<td>Payment Window</td>
<td>8:00 am - 5:15 pm</td>
</tr>
<tr>
<td>Dispensary Window (clean instruments)</td>
<td>8:00 am - 5:00 pm</td>
</tr>
<tr>
<td>Dispensary Window (dirty instruments)</td>
<td>8:00 am – 5:30 pm</td>
</tr>
<tr>
<td>Supply Counter</td>
<td>7:30 am - 5:00 pm</td>
</tr>
<tr>
<td>Equipment and Operations Maintenance</td>
<td>8:00 am - 5:00 pm</td>
</tr>
</tbody>
</table>
1.7 Student/Resident Impairment Policy

Title: Student/Resident Impairment Policy
Source: School of Dental Medicine
Approved by: Denise Kassebaum, DDS, MS
Dean
Effective Date: December 3, 2015
Replaces: October 1, 2015 (New)
Applies: All students and residents enrolled in School of Dental Medicine programs

A. Introduction
The School of Dental Medicine is committed to safety first in all of its academic and clinical programs. As an academic unit of the University of Colorado Anschutz Medical Campus (CU Anschutz), the School of Dental Medicine (SDM) requires that all students enrolled in its academic programs be free of impairment caused by drugs or alcohol upon admission and throughout their program. This policy provides the processes to ensure that students meet this requirement.

B. Definitions
Illegal drugs. For purposes of this policy, “illegal drugs” means illegal use of controlled or illegal (i.e. prohibited) substances. It does not mean prescription drugs that are lawfully being taken by a student prescribed by a licensed health care professional; the student must be under the direct medical care of the licensed health care professional. Although marijuana is legal in the State of Colorado, marijuana is a Schedule 1 substance under federal law and continues to be an illegal substance for purposes of this policy. In addition to other illegal drugs as described above, the overuse and/or abuse of alcohol and prescription medications in the learning environment is also prohibited under this policy.

Learning Environment. For purposes of this policy, “learning environment” means University-sponsored activities taking place in all educational and clinical practice settings, such as a classroom, lab, School-based clinic, or clinical rotation site.

C. Policy
C.1. Policy Statement
a. All SDM academic programs require that their students and residents meet technical and/or professionalism standards. One of these standards is being drug and alcohol free in order to exhibit ethical and professional behavior, and for safety in the Learning Environment. Please refer to the School of Dental Medicine Professional Code of Conduct for more information.

Failure to meet technical or professionalism standards may be cause for referral to an outside agency (Peer Assistance Services) for the assessment of the nature of the impairment and drug/alcohol testing.

C.2 Rationale
The University recognizes that drug and alcohol abuse is a public health problem; assessing students suspected of impairment is important to establish accountability as professionals in training and to ensure individuals across varied learning environments are drug and alcohol free.
The education of SDM students may include learning within a clinical or practicum setting, or on clinical rotations at any of the CU Anschutz’s health care hospital/clinical partner locations. All health care providers are entrusted with the health, safety and welfare of patients; providers have access to controlled substances and confidential information, and operate in settings that require the exercise of good, unimpaired judgment and ethical behavior.

C.3. Testing Upon Participation in Clinical Training
All SDM students enrolled in an academic program with off-site clinical training expectations may be required to submit to and pass a drug and/or alcohol test prior to participation in the rotation based on the contractual agreements with those clinical sites.

C.4 Testing for Cause with “Reasonable Suspicion”

C.4.a. Reasonable Suspicion Testing
If an academic Program Official (i.e., Dean or Delegate) has reasonable suspicion (defined below) that a student is using illegal drugs or is improperly under the influence of drugs or alcohol while engaged in academic activities (e.g., University Sponsored activities taking place in a Learning Environment), the Program Official may immediately require the student to report for testing at the SDM’s designated vendor (PEER Assistance Services, 2170 S. Parker Rd. Suite 229, Denver Co 80231, Phone: 303-369-0039). The academic program is responsible for identifying and arranging for safe travel to and from the designated vendor for the testing. If a student refuses to submit to a reasonable suspicion drug or alcohol test, the student’s refusal may be considered a failure of the test.

C.4.b. Within the School of Dental Medicine, Reasonable Suspicion will be defined as below.
To determine reasonable suspicion, the following factors may be considered, but are not an exclusive list of factors justifying a drug or alcohol test:

- Physical symptoms or manifestations of drugs or alcohol use and impairment, such as altered or slurred speech or repeated incoherent statements, dilated or constricted pupils, flushed skin, excessive sweating, excessive drowsiness or loss of consciousness;

- Unexplained abrupt or radical changes in behavior, such as violent outbursts, hyperactivity, extreme suspiciousness, frequent and/or extreme mood swings without explanation;

- Inability to walk steadily or in a straight line, or to perform normal manual functions without reasonable explanation;

- Accidents or “near misses” in clinical, classroom or lab environments that appear related to unexplained sensory or motor skill malfunctions;

- Smell of alcoholic beverages or illegal drugs;

- Direct observation of drug or alcohol use; or

- A report of reasonable suspicion provided by a reliable and credible source.

The Program Official should make a written record of the observable indices of drug or alcohol use that created reasonable suspicion.
C.5 Testing Process and Reports

C.5.a The designated vendor for testing and assistance for students enrolled in SDM academic programs is: PEER Assistance, 2170 S. Parker Rd. Suite 229, Denver Co 80231, Phone: 303-369-0039. Immediate compliance for testing is mandatory. Testing results will be reported to a designated individual within the academic program. Students will be responsible for the cost of any drug or alcohol testing, counseling or treatment and any related transportation costs.

C.5.b Review of drug or alcohol test results will be conducted by the medical director of the designated vendor to determine a passing or failing level. The drug or alcohol test results will be conveyed electronically and confidentially to the designated individual within the academic program. In each academic program, a designated individual or committee will review students who failed a drug or alcohol test (including refusals and Negative Dilute results). The designated individual or committee will determine the consequences for violating this policy. These consequences will be communicated to the student in writing.

C.6 Failure to Pass Drug and Alcohol Testing and Sanctions

A student who has failed the drug and alcohol test may review the information reported by the designated vendor for accuracy and completeness and request that the designated vendor verify that the drug and alcohol test results are correct. The academic program will notify the student that the designated vendor is a neutral third party with no influence over the decisions made by the academic program. Students who fail the drug and/or alcohol test will be referred for evaluation and treatment to a substance abuse program, Peer Assistance Services (PAS) and may be subject to other immediate consequences including suspension. Any costs incurred or required as part of a treatment program or ongoing monitoring are the responsibility of the student. Depending on the information gathered including any recommendations from PAS, students could face disciplinary action by their academic program, including revocation of their admission, administrative withdrawal from courses, placement on a leave of absence, or dismissal from the program.
1.8 Clinical Programs/Laboratories and Hours of Operations

The School of Dental Medicine’s educational program includes both pre-doctoral and GPR programs based on a comprehensive care model, as well as two specialty residencies programs. Each program is responsible for managing a clinical enterprise housed within the School where patients are provided with the highest quality care and treated with professionalism and respect by the students and residents.

**School of Dental Medicine**

- **Building: Open to Public**
  - 7:00 am - 6:00 pm
- **Building: Access for Students/Residents**
  - 6:00 am – 12:00 am
*Students/residents must leave the building by 12:00 am

**Clinics: Access for Students/Residents**
- 7:30 am – 6:00 pm

**General Practice Residency Program**

- **Patient Clinic Hours**
  - 8:30 am – 5:00 pm
- **Days of the Week**
  - Monday - Friday
*Lunch break noon – 1:00 pm

**Graduate Periodontics Program**

- **Patient Clinic Hours**
  - 8:30 am – 5:00 pm
- **Days of the Week**
  - Monday – Friday
*Lunch break noon – 1:00 pm
**Times and days may vary depending on educational program

**Orthodontics Residency Program**

- **Patient Clinic Hours**
  - 8:30 am – 5:00 pm
- **Days of the Week**
  - Monday – Friday
*Lunch break noon – 1:00 pm
**Times and days may vary depending on educational program

**CUDT Clinics (including Oral Surgery and Emergency/Urgent Care)**

- **Patient Clinic Hours: morning session**
  - 9:00 am – 12:00 pm
- **Patient Clinic Hours: afternoon session**
  - 2:00 pm – 5:00 pm
- **Days of the Week**
  - Monday – Friday
*All patient treatment must be completed by 11:30 and 4:30
**Times and days may vary depending on educational program

**Screening Clinic**

- **Patient Clinic Hours: morning session**
  - 9:00 am – 12:00 pm
- **Patient Clinic Hours: afternoon session**
  - 2:00 pm – 5:00 pm
- **Days of the Week**
  - Monday – Thursday
*All patient treatment must be completed by 11:30 and 4:30
**Times and days may vary depending on educational program

**Adolescent Dental Care Clinic**
Patient Clinic Hours: morning session 9:00 am – 12:00 pm
Patient Clinic Hours: afternoon session 2:00 pm – 5:00 pm
Days of the Week Varies per Semester
*All patient treatment must be completed by 11:30 and 4:30
**Times and days may vary depending on educational program

**Heroes Clinic**
Patient Clinic Hours: morning session 9:00 am – 12:00 pm
Patient Clinic Hours: afternoon session 2:00 pm – 5:00 pm
Days of the Week Varies per Semester
*All patient treatment must be completed by 11:30 and 4:30
**Times and days may vary depending on educational program

**Dental Faculty Practice**
Patient Clinic Hours 8:30 am – 5:00 pm
Days of the Week Monday through Friday

**Student Technique Support Lab**
Sunday-Saturday 6:00 am - 12:00 am

**Simulation Clinic**
Sunday-Saturday 6:00 am - 12:00 am
ORTHODONTICS RESIDENCY PROGRAM

Location: L26 (3rd Floor)
Phone: 303-724-7002
Fax: 303-724-7064
Hours of Operation: Monday-Friday- 8:30 am - 12:00 pm and 1:30 pm – 5:00 pm

Clinic Schedule:
- Monday: 1:30 - 5:00 pm
- Tuesday: 8:30 am - 12:00 pm and 1:30 - 5:00 pm
- Wednesday: 8:30 am - 12:00 pm and 1:30 - 5:00 pm
- Thursday: 1:30 - 5:00 pm
- Friday: (Two Fridays a month) 9:00 am - 12:00 pm and 2:00 - 5:00 pm

ORTHODONTIC TREATMENT:
Patients can call 303-724-7002 to schedule a new-patient screening. After screening, diagnostic records are taken to thoroughly assess orthodontic needs. The next appointment is usually for treatment and financial consultations. Often the first step in starting treatment can take place at the same appointment as the consultations. Active treatment can last from 12-15 months for a typical early treatment plan to 18-30 months for a comprehensive treatment plan.

ADDITIONAL INFORMATION:
There are 15 Residents per class for 30 months. The program starts in late August and ends in February. The winter break is the last two weeks of December, Spring Break is in March, and Summer Break is two weeks in August. The clinic has 9 full-time Faculty and 7 part-time faculty.

PERSONNEL:

- Hope Hart - Program Assistant
- Kathi Frymier - Business Manager
- Suyapa Ramirez - Front desk
- Giuliana Marquez - Front Desk
- Trevor Oliver - Patient Scheduler
- Virginia Guerrero - Insurance
- Cesar Pineda - Cashier
- Cachet Evans - Ortho Assistant
- Nardos Gebeyehu - Ortho Assistant
- Kirk Hines - Ortho Assistant
- Rashmi Pyakural - Ortho Assistant
- Marisha Jones - Ortho Assistant
- Rachel Dering - Ortho Assistant
- Anita Deruso - Lab Tech
GENERAL PRACTICE RESIDENCY PROGRAM

Location: Specialty Clinic (1st Floor)
Phone: 303-724-6941
Fax: 303-724-6938
Hours of Operation: Monday-Friday - 8:30 am - 12:00 pm and 1:00 - 5:00 pm

PERSONNEL:
Program Director: Robert Skoretz, DDS
Clinical Business Manager: Mac McAllister, MBA
University of Colorado Hospital OR Scheduler: Delores Cano

GPR GOALS & OBJECTIVES:
Program Goals
- Prepare residents for careers in primary care dentistry
- Implement a didactic and clinical educational program of excellence for residents
- Prepare residents to provide advanced levels of patient care
- Prepare residents to perform community service in areas of need
- Prepare residents to provide oral health care in a hospital setting

Overall Objectives
- Train the resident to be skilled in patient evaluation, laboratory diagnosis, medical history and suitable physical assessment. Provide a wide variety of patients with challenging histories to gain practical experience in the above skills.
- Enhance the resident's oral diagnostic and treatment-planning skills to meet the comprehensive dental needs of the patient.
- Provide didactic and clinical experiences that train the resident to provide quality comprehensive dental care utilizing current and innovative technology and theory, regardless of the patient's medical, mental, emotional, or physical compromise.
- Instill a sense of how hospital dentists can serve the community, especially the underserved/low-socioeconomic status patient populations.
- Educate the resident to competently select and apply appropriate means of pain and anxiety control, including inhalation, oral, transmucosal, and intravenous techniques.
- Teach hospital and operating room protocol so that the resident may easily admit a patient, perform a history and physical examination, order and assess laboratory tests, consult with other medical specialists, administer pre- and post-operative care, and perform treatment in an operating room setting.
- Provide intensive education in the recognition and management of medical emergencies in the dental setting.
- Ensure that residents learn to diagnose and treat common dental emergencies, recognizing when to refer more complex problems to the appropriate medical or dental specialists.
- Develop the resident's knowledge, skill, and confidence to participate in a multidisciplinary treatment team.
- Enhance the resident's understanding of practice administration and supervision of auxiliary personnel.
- Develop the resident's ability to retrieve, critically review and assess pertinent scientific literature.
- Develop the residents' ability to self-assess their abilities and limitations, while motivating them to be inquisitive, continuous students who strive for quality education and self-improvement.

**Clinic/Area/Program Description:**
General Dentistry (Sands) Clinic Rotation

**Objectives:**
1. Interact with various medical departments of University Hospital by providing consultative and treatment services for hospitalized patients, including dental care for kidney, heart, lung and bone marrow transplant patients. Request referrals, based on the medical and dental complexity of the patient’s needs.
2. Provide general dental treatment at a level beyond that achieved in dental school, including advanced restorative, prosthetic, periodontal, endodontic, osseous implants and oral surgical procedures.
3. Act as primary care provider by formulating and executing a comprehensive treatment plan for a wide range of medically complex ambulatory patients.
4. Incorporate a preventive program into each treatment plan and into the total care of each patient.
5. Diagnose and treat dental emergencies and provide immediate, palliative treatment for pain and infection.
6. Follow recognized infection control guidelines while providing treatment for patients with chronic infectious diseases.
7. Understand various aspects of practice management such as: appointment scheduling, efficient utilization of auxiliaries, patient and staff rapport, effective time management, impact of financial considerations on treatment planning, and risk management. Understand fundamentals of associateship contracts.
8. Complete dental laboratory prescriptions, interact with commercial dental labs and evaluate the quality of the work provided by such labs.
9. Participate in the oral health needs of the local and/or state communities.

**Content:**
Residents are based at Sands House Clinic for approximately 7.5-8 months. The majority of time is spent in hands-on patient treatment. During this time, residents gain a wide variety of experience by providing more complex dental treatment on the medically complex ambulatory patient. The concept of comprehensive care is stressed, with an emphasis on the "whole" patient (medical, financial and social status, patient motivation and desires). Patient needs are assessed and taken into consideration when formulating the treatment plan and performing treatment. Techniques of efficient time management are stressed to prepare residents for the transition from dental school to private practice and the efficient use of a hygienist is also taught. Residents are encouraged to utilize a wide variety of materials and techniques, with focus on those not commonly taught in dental school. Although direct faculty supervision is always present, residents are encouraged to use their own judgment in making patient care decisions. Morning huddles, which meet daily at 7:30am and are mandatory, act as a conduit to evaluate the patient’s medical history.
and treatment plan and to clarify ongoing care. Residents are given performance feedback:

- Daily by attending faculty
- Weekly from faculty and other residents during Tuesday resident conferences
- Monthly during the resident's production figures review with the Program Director.

Residents are also formally evaluated by the Program Director one month into the residency program and then at six month and eleven-month intervals.

**Other Information (i.e. “What patients and or students need to know about clinic/area/program,” etc.):**
PROPER HYGIENE PROTOCOL FOR PATIENT EXAMINATIONS FOR GPR PATIENTS

Title: Establishment of Proper Hygiene Protocol for Patient Examinations (Periodic and Comprehensive), Radiographs, and Fluoride Recommendations.

Source: CU SDM GPR Program

Prepared By: Mac McAllister

Effective Date: November 3, 2014

OVERVIEW

In an effort to ensure that all routine preventative dental care patients are receiving optimal dental care through the GPR program the following polices shall be followed related to examinations, x-ray frequency, and fluoride recommendations.

Examination Frequency Recommendations

Patients receiving preventative care through the CU SDM GPR Program shall receive a periodic oral evaluation by a GPR resident every 6 months. The periodic oral evaluation is performed on a patient of record to determine any changes in the patient’s dental and medical health status since a previous comprehensive or periodic oral examination. This includes an oral cancer evaluation and periodontal screening where indicated, and may require interpretation of information acquired through additional diagnostic procedures. Additional diagnostic procedures will be reported separately. The CDT code D0120 shall not be used for a patient that has not received a comprehensive oral evaluation D0150/D0180 here at the CU SDM.

Patients receiving preventative care through the CU SDM GPR Program shall receive a new comprehensive oral evaluation (D0150/D0180) once every three years. Patients who have had a significant change in health conditions or other unusual circumstance or who have been absent from active treatment for three or more years shall receive a new comprehensive oral evaluation. The comprehensive oral evaluation (D0150) shall consist of a thorough evaluation and recording of the extraoral and intraoral hard and soft tissue. It may require interpretation of information acquired through additional diagnostic procedures. Additional diagnostic procedures should be reported separately. This includes an evaluation for oral cancer where indicated, the evaluation and recording or a patient’s dental and medical history and general health assessment. It may include the evaluation and recording of dental caries, missing or unerupted teeth, restorations, exiting prostheses, occlusal relationships, periodontal conditions (including periodontal screening and/or charting), hard and soft tissue anomalies, etc.

In the event that periodontal disease is present a comprehensive periodontal evaluation D0180 shall be performed in compliance with the mandated timeframe. The comprehensive periodontal evaluation is indicated for patients showing signs or symptoms of periodontal disease and for patients with risk factors such as diabetes and smoking. It includes evaluation of periodontal conditions, probing and charting, evaluation and recording of a patient’s dental and medical history and general health assessment. It may include the evaluation and recording of dental caries, missing or unerupted teeth, restorations, occlusal relationships and oral cancer evaluation.
X-Ray Frequency Recommendations

The recommendations for x-ray frequency are subject to clinical judgment and may not apply to every patient. They are to be used by the dentists only after reviewing the patient’s health history and completing a clinical examination. The following table will help determine the appropriate frequency regarding radiography:

### Recommended Frequency of Professionally Applied Topical Fluoride

<table>
<thead>
<tr>
<th>Type of Encounter</th>
<th>Patient Age and Dental Development Stage</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>New Patient</strong></td>
<td><strong>Adolescent with Permanent Dentition</strong></td>
<td><strong>Adult, Dentate, or Partially Edentulous</strong></td>
</tr>
<tr>
<td></td>
<td>Individual radiographic exam consisting of posterior bitewings with panoramic exam or posterior bitewings and selected periapical images. A full mouth intraoral radiographic exam is preferred when the patient has clinical evidence of generalized oral disease or a history of extensive dental treatment.</td>
<td>Individualized radiographic exam, based on clinical signs and symptoms.</td>
</tr>
<tr>
<td><strong>Recall Patient</strong> with clinical caries or at increased risk caries</td>
<td>Posterior bitewing exam at 6-12 month intervals if proximal surfaces cannot be examined visually or with a probe</td>
<td>Not applicable</td>
</tr>
<tr>
<td><strong>Recall Patient</strong> with no clinical caries or at increased risk caries</td>
<td>Posterior bitewing exam at 18-36 month intervals</td>
<td>Not applicable</td>
</tr>
<tr>
<td><strong>Recall Patient</strong> with periodontal disease</td>
<td>Clinical judgment as to the need for and type of radiographic images for the evaluation of periodontal disease. Imaging may consist of, but is not limited to, selected bitewing and/or periapical images of areas where periodontal disease can be demonstrated clinically.</td>
<td>Not applicable</td>
</tr>
<tr>
<td><strong>Patient (new and recall)</strong> for monitoring of dentofacial growth and development, and/or assessment of dental/skeletal relationships</td>
<td>Clinical judgment as to need for and type of radiographic images for evaluation and/or monitoring of dentofacial growth and development, or assessment of dental and skeletal relationship. Panoramic or periapical exam to assess developing third molars.</td>
<td>Usually not indicated for monitoring of growth and development. Clinical judgment as to the need for and type of radiographic image for evaluation of dental and skeletal relationships.</td>
</tr>
</tbody>
</table>

Patients should be evaluated on the “Caries Risk Criteria” when determining the necessity of fluoride treatment recommendations and the intervals should be based upon the severity of their risk level. Professional fluoride treatment recommendations should be adhered to by GPR residents and hygienist alike, please reference the “Caries Risk Criteria” and recommended intervals to determine the appropriate fluoride treatment regimen.

### Caries Risk Criteria
Low Caries Risk:
- No incipient or cavitated primary or secondary carious lesions during the last three years and no factors that may increase risk*

Moderate Caries Risk:
- One or two incipient or cavitated primary or secondary carious lesions in the last years.
- No incipient or cavitated primary or secondary carious lesions in the last three years but presence of at least one factor that may increase caries risk*

High Caries Risk:
- Three or more incipient or cavitated primary or secondary carious lesions in the last years.
- Presence of multiple factors that may increase caries risk*
- Suboptimal fluoride exposure
- Xerostomia (medication-, radiation- or disease-induced)

* Factors that increase the risk of decay include poor oral hygiene, a high level of infection with decay causing bacteria, prolonged nursing (bottle or breast), poor family dental health, defects in dental enamel, many multisurface restorations (crowns and fillings), xerostomia (dry mouth) caused by disease, medication or radiation treatment, eating disorders, drug or alcohol abuse, irregular dental care, a diet high in acid or sugar, braces, gum loss or exposed tooth roots, and a physical or mental inability to brush and floss correctly. Prolonged exposure to poverty conditions increases the risk of tooth decay (on the basis of findings from population studies, groups with low socioeconomic status have been found to have an increased risk of developing caries and should be considered as a caries risk factor).

Recommended intervals for professionally applied topical fluoride should be based upon the following risk level assessment:

- Low-risk – patients whose caries risk is lower, as defined in the caries risk criteria, may not receive additional benefit from professional topical fluoride application (fluoride water and fluoride toothpastes may provide adequate caries prevention in the risk category. Whether or not to apply topical fluoride in such cases is a decision that should balance this consideration with the practitioner’s professional judgment and the individual patient’s preferences.

- Moderate-risk – patients should receive fluoride varnish or gel application at six-month intervals.

- Higher-risk – patients should receive fluoride varnish or gel applications at three- to six-month intervals.
GRADUATE PERIODONTICS RESIDENCY PROGRAM

Location: Specialty Clinics (1st Floor)
Phone: 303-724-7009
Fax: 303-724-4201
Hours of Operations: 8.30 a.m. - 5:00 p.m.

PERSONNEL:

Residency Coordinator: Pamela Colosacco
Front Desk: Debbie Norwood
Dental Assistants: Amy Schmidt
Dorothy Carpenter
Scott Dixon
Joseph Canul
Zaid Al-Salman
Dental Hygienists: Meghan Crow
Manti Lehn

OVERVIEW:
The overall goal of the Postgraduate Periodontics Program is to train periodontal residents to be proficient in the diagnosis and treatment of periodontal diseases, and competent to provide state-of-the-art dental implant therapy and periodontal plastic surgery procedures. The program is designed to enable the postgraduate periodontal student to become familiar in all aspects of the theoretical and practical knowledge and skills pertinent to the specialty of Periodontics, and to contribute to the available knowledge in the field of dentistry by conducting research.

PATIENTS:
Patients are referred from the undergraduate clinics and from outside providers for consultation. Upon review of the referral, patients may not be accepted if their treatment needs do not fit with the goals of the teaching program, or their treatment needs are outside the scope of Periodontics. Upon referral to Graduate Periodontics patients will undergo an examination to develop and finalize a treatment plan. There is a fee for this examination.

STUDENTS:
Referral from all sources is via the SDM Referral Form in axiUm. Undergraduate students have the option of assisting the assigned resident in delivery of care to their patient. Students also have the opportunity to assist in the Graduate Periodontics Clinic as part of their undergraduate Periodontics curriculum.
1.10  CU Dental Team Care Clinical Operations

**Location:**  2nd floor East & West Clinics;  
3rd Floor Futures Clinic (Adolescent Dental Clinic; Heroes Clinic; Screening Clinic)  
4th Floor Clinic

**Phone:**  303-724-CARE (2273)

**Email:**  CUDT@ucdenver.edu

**Hours of Operations:**  Front Desk/Reception- 8:00 am - 5:00 pm

**Clinic Hours of Operation:**  9:00 am – 11:30 am and 2:00 pm – 4:30 pm

**PERSONNEL:**  
Emily Reddick, Director of Clinical Operations and Patient Advocacy

**FRONT DESK:**  
Mark Mangione  
Nanette Moya  
Alix Navarette  
Sam Olsen  
Carmen Santiago

**CLINIC COORDINATORS:**  
Paula Alexander  (303) 724-6913  
Nancy Groswold  (303) 724-6917  
Alicia Troxel  (303) 724-6919  
Patricia Martinez  (303) 724-6926  
Lyn Masche  (303) 724-6921  
Julieta Melais  (303) 724-6915  
Marilyn Munerlyn  (303) 724-5848  
Perla Vamos  (303) 724-7768

Screening Coordinator:  
Pam Moore  (303) 724-8452

**OVERVIEW:**

Dental and international students treat patients on the second, third, and fourth floor clinics of the SDM with the exception of emergency and oral surgery clinics (these are located on the first floor). The second floor clinic has 74 operatories, (operator numbers 1-43 are located in the west clinic and operatory numbers 44-74 are located in the east clinic). The third floor clinic has 24 operatories, and the fourth floor clinic has 42 operatories. All patients are screened to and if deemed a candidate for care in the student clinics, the patient is assigned to a student for treatment (see
Section 2.5 “Patient Screening Procedures and Status”). The faculty oversees the students during all dental treatment of patients.

**PATIENT CHECK-IN:**

Patients check in for their appointments using Patient Check-In Kiosks or with one of the front desk personnel. The staff will monitor and assist patients in the reception area who have not been met by their student. Students will be responsible to communicate to patients when they will be unable to seat them at the appointed time. All appointments will be checked in through the Clinical Information System, axiUm. All new patients of the SDM will be asked to sign a General Consent to Treatment and the HIPAA Privacy Notice by the Front Desk Staff at their screening appointment. The front desk is responsible to verify and update patient information including phone numbers, address, and email. Students are asked to remain at their chair until axiUm indicates their patient has arrived (the patient’s name turns red in the schedule). After 15 minutes past the clinic start time, the student may then go to the Front Desk to inquire about their patient’s status if there is still no indication the patient has arrived.

The front desk personnel will monitor the patient waiting areas to ensure the students have attended to their patients. The front desk will check in with patients who are waiting every 15 minutes after clinic start time until every patient has been attended to.

**CLINICAL ATTENDANCE:**

Students are required to attend all scheduled clinical sessions, with exceptions as noted below. Clinic attendance is dictated by the Comprehensive Care Syllabus. Students should treat their own patients or co-assigned patients when a scheduled in the main clinic as an operator.

1. **Attendance Monitoring** - Clinic attendance is monitored through axiUm. Every patient encounter must be documented by the generation of an entry in axiUm, regardless of whether there is a fee associated with the patient visit. For those clinic experiences that do not involve direct patient care (e.g., clinical assisting), the student is responsible to sign in with their coordinator in order to get credit for the clinic session.

   If a patient cancels, fails an appointment, or a student does not have a patient scheduled, the student must check-in with the Clinic Coordinator and sign-in. This must be done for both clinic sessions.

2. **Alternative Clinical Activities** - In the event that the student is unable to schedule their patient, has an unanticipated open appointment, or if the scheduled patient cancels their appointment at the last minute or fails the appointment, the student will be required to sign in with their coordinator for assignments as indicated, with priority as determined by group coordinators and/or faculty:
   1. Treat patients scheduled by coordinators or front desk staff for an “On-Call” appointment (patients of record in need of “emergency” care).
   2. Emergency Clinic
   3. Oral Surgery Clinic
   4. Special Care Clinic
   5. Adolescent Dental Care Clinic
   6. Periodontal Surgery Assist
Students will be given clinical attendance credit only for the above listed areas. In the event that all of the above areas do not require student participation, the student may be directed to pursue other activities (i.e. lab work, chart or practice organization, study, etc.). However, students are expected to remain available via page throughout the session, unless otherwise directed by practice faculty or coordinator.

3. **Excused Absences** - In order to allow for personal leave, students will be allowed up to sixteen sessions (8 days) of excused absences per academic year which may be either pre-arranged or approved as noted above on the same day.

**Per the Student Handbook**

“**Personal leave** - Approved personal leave is defined as time allotted for externships, observance of religious holidays, interviewing for residency programs, and continuing education at approved professional meetings in conjunction with the educational objectives of the program (such as the RMDC, Specialty meetings, etc.). Approval is based on merit relative to the student’s professional development. Each student/resident is allowed 8 working days per year of approved personal leave. Approved personal leave must be scheduled in advance, should be considered in the context of conflicting with patient care responsibilities, and cannot accrue from one year to the next. Personal leave time cannot interfere with scheduled rotation assignments or scheduled examinations.

**Vacation leave** – Students and residents will have the following vacation days

- Labor Day
- Thanksgiving Day and Friday after
- Christmas Eve
- Christmas Day
- New Year’s Day
- Martin Luther King Day
- President’s Day
- Memorial Day
- Independence Day
- Clinic Closure Days – Specifically designated by Appropriate Clinic Administrator or Program Director.

Note: On-call responsibilities will be assigned to specific residents and students to cover the patient care needs of the School of Dental Medicine’s patients of records and urgent care patients

**Attendance Requirements For Clinic**
100% attendance to all assigned clinical sessions is expected. If no patient is scheduled or a patient fails an appointment you must check with patient care coordinators and be available to see emergency patients, walk-in patients, assist, or staff emergency clinic or oral surgery clinic.

4. **Unexcused Absences** - Failure to attend clinic will result in an "unexcused absence." Unexcused absences will negatively affect the student's patient care clinic grade, and may be grounds for loss of clinic privileges.

5. **Coordination and Enforcement** - The Office of Clinic Operations will coordinate and enforce this policy, with assistance of group coordinators and faculty.

**CHAIR ASSIGNMENTS:**

All appointments and chair assignments are requested and scheduled through axiUm. If a student has a same day request for an appointment, they must see their coordinator. The student can view their chair assignments through their personal planner in axiUm. If a student’s patient cancels or fails their appointment, the student is required to let their coordinator know so the appropriate action can be taken. Since the student is scheduled to be in clinic at that time, they are required to stay on the floor or let their coordinator know where they can be found, if needed.

**TELEPHONE PROCEDURES:**

All patients need to be contacted by telephone within 48 hours of being assigned to the student. It is advised that the student confirm all appointments not confirmed through EasyMarkit and give their patients their coordinator’s contact number and the school’s main number (303-724-6900).

**CONTACTING STUDENTS:**

Students will be contacted either by email or cell phone regarding patient issues. The first attempt will be to locate the student. If the student is not located in the school, then email or cell phone will be used. Students should instruct patients to call them outside of the Dental School clinics for routine matters (i.e., making appointments). It is highly recommended that students have a home answering machine and/or cell phone for routine messages from patients during the day. Students should minimize personal phone calls at the Dental School.

**CLINIC CARE COORDINATORS:**

There are eight Clinic Care Coordinators and one Screening Coordinator to assist the students with scheduling and managing their patient pools. Each student is assigned to a group and each group is assigned to a Clinic Care Coordinator. The duties of the Clinic Care Coordinator include, but not limited to, assigning patients to students, patient management, sending correspondence to patients for missed appointments, unable to contact, etc. (see Section 3.16 “Written Correspondence”), schedule emergency patients when the primary student is not available, give input to Group Leaders regarding student performance in patient management.

**LOCATION:** Offices on the 2nd and 4th Floors
Location: School of Dental Medicine First Floor
Phone: 303-724-5505
Fax: 303-724-5456
Hours of Operation: Monday – Friday, 8:00 am – 5:00 pm

OVERVIEW:

Dental Faculty Practice (DFP) is a multi-specialty practice for the public. Full-time faculty of the School of Dental Medicine may choose to be a provider of the practice ranging from ½ day to 1.5 days a week. All providers of the DFP are participating with Delta Dental as Premier and PPO providers. DFP will work with most insurance plans as long as the patient can be seen wherever they choose.

PERSONNEL:

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dr. Michele Brichacek</td>
<td>Director</td>
</tr>
<tr>
<td>Sue Reppert</td>
<td>Business Director</td>
</tr>
<tr>
<td>Cristina Tovar</td>
<td>Front Desk Staff</td>
</tr>
<tr>
<td>Roberta “Bobbie” Kobos</td>
<td>Front Desk Staff</td>
</tr>
<tr>
<td>Ania Stawarz</td>
<td>Dental Assistant</td>
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<tr>
<td>Roberta Sebby</td>
<td>Dental Assistant</td>
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<tr>
<td>Brittney Mangravito</td>
<td>Dental Assistant</td>
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<tr>
<td>Lisa Gates</td>
<td>Dental Assistant</td>
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<tr>
<td>Raul Cerezo</td>
<td>Dental Assistant</td>
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</tbody>
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1.12 Faculty, Staff, and Student Required Training

**Title:** School of Dental Medicine Required Employment Training

**Source:** Clinical Operations and University Compliance

**Effective Date:** January 1, 2015

**Action Required:** Complete all trainings and confirm results are recorded in SkillSoft

**Background:** As a health care facility within the University of Colorado, our faculty, students, and staff are required to complete numerous training sessions to remain in compliance with State, Federal, and University laws and policies.

**Policy:** The University of Colorado and the University of Colorado School of Dental Medicine require all faculty, staff, and students to complete specific on-line and in-person training sessions as a condition of employment. These trainings, as well as the frequency of completion may change over time and are dictated by State, Federal and University law and policies.

During orientation, new employees will be directed as to which trainings are required within 30 days of hire. Orientation will be in the form of the University held program, as well as the orientation conducted by supervisors or their designees during new employee training. The SDM HR Office will schedule the time for the faculty member to attend the University sponsored Orientation Program.

Reminders will be sent out by the Office of Regulatory Compliance, Human Resources, and various individuals within the School of Dental Medicine regarding training that is required to be completed annually.

If required training is not completed within set deadlines, employees may be removed from the clinic or other daily responsibilities until all training is completed.

If individuals have any questions or concerns regarding required training, they can contact the School of Dental Medicine’s Compliance Officer, Mr. Brian Davis, Associate Dean.
1.13 Faculty Credentialing Policy

Title: School of Dental Medicine Faculty Credentialing Policy
Source: Dean’s Office
Effective Date: February 1, 2010
Action Required: Complete all credentialing prior to hire; complete all re-credentialing within required timeframe; update all expiring documents with Office of Clinical Operations

Background: To stay consistent with best practices established by the University of Colorado Hospital for clinical faculty credentialing, the School of Dental Medicine revised the credentialing process for its faculty. The revised credentialing for all faculty members will ensure that the SODM is granting faculty appointments only to highly qualified individuals.

Policy Statement: All individuals seeking a faculty appointment at the University of Colorado School of Dental Medicine are required to be credentialed by the School’s Office of Faculty Affairs and Development.

Re-credentialing of faculty will be performed every two years to ensure faculty members remain in good standing with state and federal regulatory agencies, as well as professional liability carriers.

Required documentation for initial appointment credentialing includes:
- Completed Colorado Health Care Professional Credentials Application
- Copy of a current, active Colorado Dental/Dental Hygiene/Medical License or Colorado Academic License
- Copy of a current DEA License
- Copy of a current BLS Certification
- Copies of diplomas and certificates of training
- Updated curriculum vitae/resume

From information provided in the Colorado Health Care Professional Credentials Application, the Office of Faculty Affairs will perform the following:
- Request peer evaluations from the peer references listed
- Verify all degrees and training
- Request a claims history report from professional liability carriers
- Verify past employment
- Request information through the National Practitioner Data Bank (NPDB)
- Verify dental/dental hygiene/medical licenses in other states

Re-credentialing documentation will include:
- Completed Colorado Health Care Professional Credentials Application
• Copy of a current, active Colorado Dental/Dental Hygiene/Medical License or Colorado Academic License
• Copy of a current DEA License
• Copy of a current BLS Certification
• Copies of diplomas and certificates of training
• Updated curriculum vitae/resume

Re-credentialing will also entail:
• Requesting a claims history report from professional liability carrier
• Requesting information through the National Practitioner Data Bank
• Verifying dental/dental hygiene/medical licenses in other states

If any adverse events appear on the NPDB report, licensure, or professional liability, the Credentialing Committee will review the details and determine if the individual should be forwarded to the Promotion and Tenure Committee for appointment.

Expiration dates for Colorado dental/medical licenses, DEA licenses, BLS certification, and professional liability will be kept in axiUrn. The Office of Faculty Affairs will be responsible for reviewing reports on a monthly basis and for sending notifications of upcoming expiration dates to appropriate faculty members.
1.14 Faculty, Staff, and Student/Resident Clinical Privileges

Title: Faculty, Staff, and Student/Resident Clinical Privileges
Source: Office of Clinical Operation
Effective Date: January 1, 2008

OVERVIEW:

All faculty, students and staff must have current approval for clinical activities granted by the Office of Clinical Operations ("clinical privileges"). Clinical privileges shall be granted and monitored by the Office of Clinical Operations in accordance with the criteria outlined in this section.

Clinical privileges may be suspended or revoked at any time by the Office of Clinic Operations due to unprofessional conduct or to protect the health, safety or welfare of patients, faculty, students or staff. Students may appeal the suspension of privileges to the Student Performance Committee. Faculty and staff may appeal the suspension of privileges to the Dean.

FACULTY CLINICAL PRIVILEGES:

Faculty must have:

- A current faculty appointment;
- A completed and signed Colorado Health Care Professional Credentials Application;
- A current active Colorado Dental License or Colorado Academic Dental License;
- A current DEA License;
- A current BLS Certification;
- A Medicaid Number;
- Professional liability coverage through the University Trust or a private carrier;
- TB Titer;
- Hep B vaccination or antibody positive or informed waiver;
- Annual Influenza vaccination or informed waiver;
- Completed all required University and School of Dental Medicine training located in SkillSoft.

Copies of these documents will be kept on file in the Dean’s Office.

All requests for information from the National Practitioner’s Data Bank will be made directly by the Office of Faculty Affairs. Review of responses will be done with the utmost confidentiality and maintained in the Office of Faculty Affairs. Any hits on the NPDB, dental licenses, and/or professional liability will be reviewed by the School of Dental Medicine’s Credentialing Committee, who will make recommendations on retention of privileges.
STUDENT AND RESIDENT CLINICAL PRIVILEGES:

Students and residents must have the following:
- Students and residents must be currently enrolled in a program at the School of Dental Medicine;
- Students must have passed Part 1 of the National Boards;
- Hep B vaccination or antibody positive or informed waiver;
- TB Titer;
- Basic Life Support: All students and residents must have BLS certification prior to direct patient care;
- Influenza vaccination annually;
- Required training within didactic courses/Skillsoft (HIPAA, Bloodborne Pathogens, Chemical Waste);
- Students/residents must be in good standing with the Office of Academic Affairs.

STAFF CLINICAL PRIVILEGES:

Staff employees must have the following:
- The University must employ staff members in good standing, or be participating in a working interview as approved by OCO;
- Basic Life Support - All clinical staff and clinic-related staff must have current BLS certification when participating in clinical activities;
- TB Titer;
- Hep B vaccination or antibody positive or informed waiver;
- Completed all University and School of Dental Medicine required training located in SkillSoft;
- Annual Influenza vaccination or informed waiver.
1.15  Student Malpractice Coverage for Community Volunteer Activities

Title:  Guidelines for Ensuring Malpractice Coverage for Community Volunteer Activities and Student Career Development Activities in Clinical Settings

Source:  Office of the Dean

Effective Date:  January 6, 2015

Background
As a public entity, the University of Colorado’s defense and indemnity of its employees, students, residents and volunteers is outlined in state statute, the Colorado Government Immunity Act (CGIA). The CGIA provides that the University of Colorado will indemnify and defend its employees against claims or lawsuits arising out of any act or omission that occurs during the performance of that employee’s duties and within the course and scope of the employee’s employment, except where those acts are willful and wanton. The CGIA also provides that the University will indemnify and defend any health care practitioner-in-training (student, intern, resident or fellow) who is enrolled and matriculated in a University of Colorado program for acts or omissions that occur within the course and scope of the individual’s responsibilities as a student or trainee. The CGIA also protects health care providers and others who provide authorized volunteer service to the University.

The University can neither defend nor indemnify employees for actions that are outside the course and scope of their approved job responsibilities, nor can it defend health care trainees for activities that are outside the scope of their academic program responsibilities as approved by the University. The University does not assume responsibility for any punitive or exemplary damages awarded against its employees or trainees.

While the language of the CGIA controls coverage provided by the University of Colorado Self-Insurance Trust (“Trust”), it does not always address the numerous situations and activities that involve students, residents, fellows and faculty. In general, it can be assumed that coverage by the University will be provided to employees whose activities are formally approved by their supervisors. Enrolled students will be covered to the extent that they are properly supervised, in activities that are approved by their academic CU program. However, given the multiple fact situations and nuances, especially around “volunteering,” all faculty members, administrators, students and residents should contact the Professional Risk Management Office (303-724-RISK [7475]) or the Office of University Counsel (303 315-6617), before assuming that CGIA and Trust insurance coverage apply.

Faculty who are employees of Denver Health and Hospitals, the Veterans Administration Medical Center, National Jewish Health, affiliated ACT’s clinical training sites or another affiliated institutions should contact their respective legal offices for advice.

Clinical Volunteer Activities by Faculty Who Are Employees of the University of Colorado who participate in community-based clinical volunteer activities are covered by the University of Colorado Self-Insurance and Risk Management Trust (“Trust”), if two conditions are met:
• First, the volunteer clinical activities must fall within the course and scope of the employee’s job duties; for volunteer activities to be deemed “within the course and scope of employment,” there should be a written Memorandum of Understanding (MOU) or other document that is signed by the individual faculty member’s department chair, setting forth that this work is within the course and scope of the faculty member’s job responsibilities.

• Second, the volunteer clinical activities should be performed at a location approved by the University of Colorado School of Dental Medicine.

Notes:

• If the clinical volunteer activities are performed during the work week, the employee should not take a vacation day.

• Examples of volunteer activities that are unlikely to be covered by the Trust: participation in any volunteer activity outside of the state of Colorado, participating at COMOM, participating at a community health fair that is not a CU activity; acting as the dentist for a charity event; or providing dental supervision for a high school sports team.

• Faculty members must understand that “moonlighting” is not permitted. That is, if a University employee (other than a resident or nurse) also has an outside health care practice in addition to his or her work for the University of Colorado, then the employee will not be covered by the Trust for any clinical activities, whether within or outside of the faculty member’s scope of employment.

Clinical Volunteer Activities by Residents and Fellows

Only clinical volunteer activities that are within the course and scope of the individual’s responsibilities as a resident or fellow are covered by the Trust. The volunteer activities should be approved, in writing, by the Program Director, and the volunteer activities should count toward meeting the residency/fellowship program requirements. Residents and fellows who do not have active Colorado dental licenses and active University of Colorado faculty appointments cannot serve as the primary supervisors for a volunteer activity, or they must have individual malpractice insurance.

Clinical Volunteer Activities by Dental Students

Clinical volunteer activities performed by dental and post-doctoral students enrolled at CU are covered by the Trust if they fall within the course and scope of the individual’s responsibilities as a student.

In most circumstances, the volunteer activity will be a recognized activity within the approved curriculum, and course credit will be awarded to the student.

In situations where course credit is not given (for example, dental school “clubs,” “tracks,” “threads,” interest groups, advisory college programs and various community outreach activities), contact the Professional Risk Management Office (303-724-RISK [7475]) or the Office of University Counsel (303 315-6617) for guidance. All non-course credit volunteer activities should also be approved, in writing, by the Senior Associate Dean for Academic Affairs or the Associate Dean for Student Affairs, or their designees). In determining whether a student volunteer activity will be covered by the Trust, consideration will be given to such factors as: a) whether the volunteer work is a structured part of the dental school curriculum; b) whether course credit is given; c) the level of faculty supervision provided to the student; and d) for offsite activities, whether approval has been granted by the School of Dental Medicine.

Student Career Development Activities
“Career development” includes activities designed to promote clinical skill acquisition or career exploration and are carried out under the supervision of dentists or other licensed health care professionals. Activities can be at the shadowing level (which entails only observation and no direct clinical involvement) or at the hands-on level (which entails clinical activities, such as history taking, physical examinations and procedures). To a large extent, students are responsible for engaging in career development activities during their dental school tenure.

Career development clinical activities performed by dental students enrolled at CU are covered by the Trust if they fall within the course and scope of the individual’s responsibilities as a student. When the career development activity is part of an approved SODM course, where credit is awarded, no further approval is required.

In many situations, course credit is not given (for example, career exploration activities in a clinic, office or operating room, dental school “clubs”, “tracks (Education, Professional Leadership Research, Rural and Urban Underserved)” “threads,” advisory college and community education programs, student interest group activities, or individually-arranged clinical activities). All non-credit career development activities, whether they take place during the academic year or during academic breaks, should be approved, in writing, by the Senior Associate Dean for Academic Affairs or Associate Dean for Student Affairs or a designee.

There is no coverage by the Trust for externships or other volunteer opportunities that occur outside of the state of Colorado. For additional guidance, contact the Professional Risk Management Office (303-724-RISK [7475]) or the Office of University Counsel (303-315-6617). In determining whether a student career exploration activity will be covered by the Trust, consideration will be given to such factors as: a) whether the career development activity is a structured part of the dental school curriculum; b) whether the activity is linked to a dental school career development program; and c) the level of faculty or health professional supervision provided to the student.

Approval

These Guidelines were approved by the School of Dental Medicine. The Guidelines should be reviewed at least once every two years.

References:
1. University of Colorado School of Medicine Guidelines for Ensuring Malpractice Coverage for Community Volunteer Activities and Student Career Development Activities in Clinical Settings. January 2013
1.16 Clinic Dress Code Policy

Title: Clinic Dress Code Policy
Source: Office of Clinical Operation and Office of Quality and Patient Safety
Effective Date: October 1, 2014 (replaces policy dated 2008)

PURPOSE:

To standardize the dress of faculty, staff, students and residents in an effort to promote professional standards with regard to safety, cleanliness, comfort and image.

GENERAL POLICY:

A neat, clean professional appearance is required in all areas of the building. This requirement applies to all students, faculty, staff and residents. All articles of clothing worn in the School should be clean and in good repair.

This policy must be read in conjunction with the School's Infection Prevention and Exposure Control Plan. If a conflict arises between this policy and the School's Infection Prevention and Exposure Control Plan, the Infection Prevention and Exposure Control Plan will prevail.

IMPLEMENTATION:

COORDINATION

The Senior Associate Dean for Clinic Operations and Professional Practice shall be responsible for coordinating the selection of clinical attire for each class prior to participation in clinical activities.

I. CLINIC GARMENTS AND APPEARANCE

A. Outer Garments

The decision to determine the proper outer garments typically rests upon whether the planned patient contact involves a potential for splatter. In order to err on the side of safety and to allow for ease of monitoring, the use of outer garments will be based on whether the provider is providing treatment to the patient, regardless of the potential for splatter. Treatment procedures are defined as any time the provider has the potential to contact saliva or blood of the patient, either directly (e.g., gloves) or indirectly (e.g., through instruments). Treatment procedures do not include chair side patient interviews and instruction. When providing treatment the UCSDM guidelines for personal hygiene and appearance as stated in the school's Infection Prevention and Exposure Control Plan are intended to maintain asepsis in the clinic environment and protect clinicians from exposure to infectious agents. In addition, the correct use of protective attire will also
reduce the unintended transfer of infectious agents to the home environment. The following guidelines apply as appropriate to all clinic personnel - male and female - including faculty, pre and post-doctoral students, international students, residents, staff with patient contact, and any clinic employees who are likely to contact contaminated materials or surfaces.

1. Required Personal Protective Equipment (PPE) for Patient Treatment: Correctly worn masks, gloves, eyewear and gowns provide an important level of protection from infectious materials that may contact mucous membranes of eyes, mouth, nose and non-intact skin. The following barrier techniques will be practiced routinely in all clinics of the UCSDM including the simulation clinic (with the exception of disposable gowns), as part of standard precautions and are required for the treatment of all patients.

a. Masks: Selected masks will have an intermediate rating of 98 % particle filtration at .1 micron and must be worn for all patient treatment. The mask must cover the nose and mouth and be correctly adjusted to stay in place. The mask collects aerosols and contaminated material during treatment. It should not be worn under the chin between uses as this allows the contaminated outer surface to touch the face, mouth, etc. Masks become saturated over time and must be changed a minimum of every 60 minutes or more frequently for high aerosol procedures such as ultrasonic instrumentation. Student clinicians will wear a fresh mask for each patient.

b. Gloves: Nitrile or Nonlatex Gloves will be used in the UCSDM and are a single use item, with a fresh pair to be used for each patient. Wear cuff of glove over cuff of lab coat or gown. Torn or compromised gloves will be replaced immediately and hands washed prior to regloving. Contaminated gloves must be removed when leaving the treatment cubicle and/or clinic treatment area. Upon return to treatment area, hands must be decontaminated with soap and water wash or if no visible soils, use alcohol rub, then fresh gloves may be donned upon returning to patient treatment. Surfaces should not be touched with gloved hands during treatment sessions unless barrier protected.

c. Eyewear: Protective eyewear must be worn during patient treatment and includes goggles, prescription eyewear, or faceshields. (Faceshields do not take the place of masks.) Protective eyewear including prescription glasses must have side-shields or eyewear "wraps" that offer side protection. Patients must also wear protective eye-wear during all procedures including screening exams. All eyewear for clinicians and patients must be cleaned between patients with soap and water or if visibly soiled with splatter, cleaned and disinfected.

d. Gowns and lab jackets: Protective clothing must be worn over scrubs or street clothes during clinic patient treatment sessions and any tasks generating potentially infectious aerosols such as instrument processing. Note: Scrubs are considered street clothes and must be covered by protective gowns or jackets in the clinical setting. Protective gowns or lab
coats are intended to limit the transfer of soils and contamination in two directions: from street clothes to patient treatment zones; and from aerosols and debris generated in the patient treatment zone that would otherwise be transmitted outside the facility, especially to home and family. Students will wear disposable gowns. Gowns and lab coats must be changed daily or more often if visibly soiled. Faculty and staff will wear approved clean lab coats or disposable gowns over scrubs during all clinic sessions when involved in patient care or while working in clinics where patient care is actively ongoing. Lab coats must cover street clothing where aerosols are most likely to contaminate. Neckties are a known vector of contamination and should be covered if worn.

2. Restrictions and removal of PPE: Gowns, masks, and gloves must NOT be worn outside patient treatment areas. Gowns and lab coats should be removed prior to eating. Cloth lab coats should be turned inside out when hung up in non-treatment areas. Contaminated gowns may NOT be worn inside any of the laboratories. Do not wear gloves while manipulating items at rotary grinding or polishing lathes in the labs. Appropriate containers will be provided for the collection of contaminated jackets/laundry.

3. Recommended PPE for decontamination of dental unit treatment operatory: Gloves, masks, eyewear and gowns are required while cleaning and disinfecting environmental surfaces in treatment units. Utility gloves or double gloving are the preferred level of hand protection during dental unit cleanup and for surface cleaning and disinfecting. Disinfectant chemicals may compromise the integrity of some glove products. There is also the risk of sharps exposures during treatment area cleanup.

4. Required PPE for receiving and processing contaminated instruments in dispensary areas and Central Processing: Receiving and handling contaminated instruments, including those contained within cassettes, trays and baskets, is an exposure prone procedure. Heavy duty puncture resistant utility gloves, masks, protective eyewear and gowns must be worn when receiving and handling contaminated instruments, equipment and supplies.

5. PPE in dental laboratory areas: Protective eyewear must be worn in dental laboratories. Masks must also be worn when grinding, using rag wheels or any other procedures likely to product dust and aerosols or when shields and dust collection devices are not installed. Gloves should NOT be worn while working at rotary devices. It is preferred that gowns or lab coats used during patient treatment be removed prior to entering dental labs. Gowns must be removed if visibly soiled. Required PPE for Simulation Clinic: Correctly worn masks, gloves and eyewear must be worn during all simulation clinic activities. Required PPE for the Technique Lab: Correctly worn eyewear must be worn during all technique lab activities.
6. PPE for Oral Surgery including implant and osseous involved procedures: Sterile gloves will be worn by clinicians and assistants during all oral surgery and periodontal surgery procedures in addition to general PPE required for all patient contact.

7. Disposable lab gowns as approved and provided by the Office of Clinic Operations will be worn during all treatment procedures. The outer garment will have a high neck and protect the arms if splash and splatter are reasonably anticipated. Gowns should be changed for each clinic session or more often if visibly soiled.

B. Personal Appearance and Hygiene for Patient Treatment Procedures:

1. Secure hair away from the face and restrain from entering the treatment field.

2. Beards or mustaches will be covered by face mask or shield.

3. Jewelry on fingers, hands, arms or ears must not interfere with the effective use of gloves and masks. Jewelry on the hands and arms is discouraged during clinical sessions.

4. Nails must be clean and short. Artificial nails are known to harbor soils and microorganisms and are not permitted.

5. Intact healthy skin is a key element of infection control for health care workers.
   a. Use lotions to maintain skin health, wash frequently and at appropriate times, and inspect skin frequently for cracks and injuries that could increase risk of infectious agent transmission.

6. Shoes worn in patient treatment areas must be clean and have solid closed toes.

7. Neckties, scarves and necklaces should be covered by PPE during aerosol producing procedures.

8. Scrubs must be clean.

9. Designated CU Dental T shirts distributed through School of Dental Medicine are permissible alternative to scrub shirts on Fridays only.

C. Other Garments to be worn during Patient Treatment

In addition to approved outer garments as listed in Section II.A, students will be required to wear full surgical scrubs for all clinical patient care, whether or not there is a potential for splatter.

1. Style and Color
   The Office of Clinic Operations will be responsible for coordinating the style and color of scrubs for each class prior to their entry into the clinic.

2. Undergarments
Undergarments, shirts or blouses must be fully covered by the student’s scrubs.

3. **Footwear**
   a. Dress or athletic shoes are acceptable, but they must be clean and in good repair.
   b. Shoes must protect and cover the foot (i.e.: open toe or exposed dorsum of the foot is inappropriate).
   c. Heel height should not exceed 2 inches.
   d. Nylons or socks must be worn at all times.

4. **Glasses and Protective Eyewear**
   a. Regular prescription or safety glasses must be worn during all clinical procedures with a potential for splatter of saliva or blood. Glasses should protect the student on the side through wrap-around styling or a side-shield.
   b. Other appropriate eye protection includes a full face shield used in conjunction with a mask or a combination mask/eyeshield system.

5. **Jewelry**
   a. Chain type necklaces and stud-style earrings may be worn during all clinical procedures.
   b. Smooth (wedding band style) rings may be worn if the operator wears gloves. Ring styles which may puncture rubber gloves must be removed.

6. **Security Badges**
   Each student/resident/staff/faculty member will be assigned a security badge which is to be worn as a part of all clinical attire. If you lose your badge, please report it to the Office of Academic and Student Affairs and campus security for a replacement. *Note: There will be a fee for each replacement.*

II. **DRESS CODE FOR NON-TREATMENT ON THE CLINIC FLOOR LEVELS**

Students who are present in the building, and are not involved in patient care, should be appropriately dressed in either:

A. **Surgical Scrubs as described in Section II; or**

B. **Street Clothes**
   1. Both men and women may wear regular slacks, jeans or cords that are clean, neat and in good repair;
   2. Women may wear either skirts or dresses that are full and long enough to allow for modesty and comfortable movement;
   3. Men are required to wear a dress shirt;
   4. Women are permitted to wear a variety of blouse styles that are in good taste;
   5. First Floor attire with an approved outer garment as described and limited in Section V.C.
   6. **NOT PERMITTED** - Shorts, gym or sweat clothing, t-shirts or halter tops.
III. PERSONAL HYGIENE

A. Hair
   1. Hair should be neat, clean, and out of the field of operation. Surgical caps are required during surgical procedures.
   2. Shoulder length hair must be tied back at the nape of the neck so that it does not require handling during the treatment procedure.
   3. Short hair around the face, such as long bangs or "feathers" must be kept off the face.
   4. Facial hair must be kept neat, clean and well-trimmed.

B. Fingernails
   1. Hands and fingernails must be kept immaculately clean.
   2. Fingernails must be kept trimmed and well-manicured.

C. Personal Cleanliness
   1. Body hygiene is required so that offensive body odors are avoided.
   2. Preventive measures should be taken to maintain favorable oral hygiene and to prevent breath odors. Eating strong foods (garlic, onions, etc.) on clinic days should be avoided.
   3. Strong perfumes, colognes or after-shave lotions should be avoided.

D. Make-up
   Women are expected to wear a minimal amount of make-up. Moderation should be exercised due to the close proximity of patients during treatment.

IV. DRESS GUIDELINES FOR CLASSROOM/LAB ACTIVITIES

A. Due to the presence of visitors in the School, the street attire described above in Section III is preferred.

B. A more casual attire is permissible in these areas with the following limitations:
   1. Shorts, cutoff, T-shirts or halter tops, gym or sweat clothes are not permitted.
   2. Clean shoes and socks must be worn.
   3. A clean, non-clinical lab coat should be used for laboratory work.
   4. Jeans that are clean and in good repair are permitted, but not encouraged.

C. Any student who enters the patient care area, which includes the reception areas, clinical hallways, and the treatment clinics, must wear at least a clean laboratory coat over acceptable street clothing. This provision is intended to facilitate use of the appointment system, dispensary, and consulting with faculty. It is not to be construed as a waiver of clinical attire requirements.
V. **DRESS GUIDELINES FOR SIMULATION CLINIC**

Students will follow the same dress guidelines for the simulation clinic as for the regular clinic, with one exception: disposable outer gowns will not be worn in the simulation clinic. Students may wear laundered lab coats or scrubs while working in the Simulation Clinic.

VI. **ENFORCEMENT**

The spirit of the dress code is intended to nurture the professional image of the dental students and the image of our school. In addition, the stated guidelines provide for both student and patient safety. It is hoped that all students will cooperate by complying with the code without enforcement being necessary. Recognizing that not all students share this point of view, enforcement shall be the responsibility of the supervising faculty who is authorized to take appropriate action in order to achieve compliance. These actions may include the following:

A. Warnings

B. Denials of access to clinics, classrooms or laboratories.

C. Reduction of grades where appropriate.

Students/residents have the right to appeal any disciplinary actions to the Senior Associate Dean of Clinics and Professional Practice.
1.17 Inclement Weather Policy

Title: Inclement Weather Policy
Source: Dean’s Office
Effective Date: November 29, 2012 (Revised 1/25/2013) (REVISED: 12/13/2013)

Policy:

To be consistent with the University of Colorado Anschutz Medical Campus’ policy regarding the campus remaining open during periods of inclement weather, the CU School of Dental Medicine’s educational and clinical operations will make every effort to remain open in the event of inclement weather. The decision to stay open and/or to cancel specific clinical operations or didactic classes, will be determined by the School’s administrative committee (see Appendix A) and communicated to the students, faculty, and staff by email distribution and website announcement.

When the School’s clinical operations remain open, personnel and students are expected to be at work/school. If faculty and staff are unable to make it in, they will be required to take a vacation day. Students who are unable to attend regularly scheduled clinical assignments and/or didactic classes will need to inform their coordinators, clinic managers, rotation program directors and course directors prior to the start of the work day.

Didactic classes will be held unless the course director or Associate Dean of Academic Affairs deems it necessary to cancel individual or all classes. Every effort will be made to conduct classes and course attendance policies outlined in the syllabus will be adhered to if the class is not cancelled. However, recognizing the varying severity of local weather and driving conditions within the Greater Metro Denver area, students will be given the opportunity to make up missed course work on days of severe inclement weather.

Protocols:

Inclement weather situations with advance warning:

When possible, the School’s administrative committee (see Appendix A) will meet on the day preceding the storm to determine the potential impact of the storm on our educational and clinical operations. An email will be sent communicating any possibility for closure.

The morning of the storm, the administrative committee will reconvene by conference call to make an assessment of the extent of the storms impact throughout Greater Metro Denver taking into consideration road and school closures throughout the area and their impact on our programs and operations.

Inclement weather situations without advance warning:

In the event that a weather situation unfolds during normal business hours, the administrative team should convene to discuss the forecast and impact on didactic and clinical schedules. Decisions should take into consideration the start of a significant wave of patient visits (e.g. prior to 9 am and
Regardless of the timing or method for discussion, the administrative team should determine one of three courses of action:

1. All educational and clinical activities will operate on a regular schedule;
2. All educational and/or clinical activities will be on a delayed start, early departure;
3. Only emergency care services will be provided between 8:00 am – 5:00 pm with after hour care by the resident(s) on call. General Practice Residents will cover emergency clinical operations.

Should option 2 or 3 be selected, then an announcement will be made via email, on Facebook, and announced via email and on the website. Announcements should only be made that are agreed upon by the administrative team, at the time determined by the administrative team.

When the School’s educational and clinical operations remain open, faculty, staff, and students are expected to be at work/school. In the case of emergent care only, the staffing requirement will be core personnel (see Appendix B).

**Clinical Operations when School is Open**

In an effort to ensure continuous clinical care, a core group of faculty and staff have been identified to make certain that each of their areas are functional on inclement weather days. This core group will be responsible for communicating with those faculty and staff listed as primary and secondary core personnel to confirm that one or both of these individuals will be able to make it to campus.

If faculty, staff, or students are unable to make it in on an inclement weather day in which the School is open, absences must be reported per the following:

1. Faculty must inform their department chairs and/or program directors;
2. Staff must inform their supervisors, back-up staff, and program directors/department chairs;
3. Students must inform their clinic coordinator, clinic manager, rotation program director, or course director, as appropriate per their daily schedule;
4. Department chairs must inform the Associate Dean of Clinical Operations.

**Canceling Didactic Classes when School is Open**

If a course director considers cancelling a didactic class when the School is open, he/she must first contact their department chair to determine if someone else is able to cover their class. If not, and the class is to be cancelled, it is the course director’s responsibility to send an email to the entire class in a timely manner, keeping in mind that individuals give themselves additional time to get to campus during bad weather.

**Closing of Clinical Operations and Didactic Classes**
In the event of a storm with very significant snowfall or rain, the Sr. Associate Dean for Clinics and Professional Practice and the Sr. Associate Dean for Academic Affairs will consult about clinic and didactic class closure before 5:00 AM. They will alert the Director of Communications who will ensure that:

1. An announcement will be made via email to all faculty, staff, and students prior to 5:30 am on the day of the storm (when possible);
2. The main phone line, as well as each of the clinic direct lines, will be forwarded to x46901; and
3. The message at x46901 will inform anyone calling the School that the building is closed due to inclement weather.
4. The Director of Communications will use the Easy Markit communication tool to send email and text messages to patients scheduled for the day.

The Director of Communications will place an announcement on the School’s website announcing a delayed opening or closure.

_Draft message prior to projected weather event:_

With the thermometer dropping and snow predicted, we wanted to remind you to fill up your gas tank on your way home tonight and give yourself extra time tomorrow to make it to campus. We expect to operate on a normal schedule. If you do choose to stay home while the school operates on a normal schedule, you will be required to take a vacation day.

Should conditions prompt any schedule adjustments, information will be sent to your university email, posted on the [SDM Facebook](#) page, and/or the [SDM Weather](#) page.

To track weather on the campus, please visit the [National Weather Service](#).

As always, please take precautions to stay safe and stay warm!

_Draft messages_

_Inclement weather situations with advance warning:_

**Email:**

Due to the hazardous weather, the CU Dental Clinics will close and academic classes will be cancelled starting at 2 pm today, Thursday, December 1<sup>st</sup>. Should faculty or staff leave prior to 2 pm, you will be required to take vacation time for that amount of time. At this point, we will reopen for normal clinic and academic schedules tomorrow, Friday, December 2<sup>nd</sup>. If you are part of the essential clinical personnel, you are required to stay unless your supervisor tells you differently. Should you have questions about weather conditions, please continue to check your email and visit [www.ucdenver.edu/sdmweather](http://www.ucdenver.edu/sdmweather).

**Facebook:**

Due to hazardous weather, the CU Dental Clinics and all academic classes are cancelled for today, Thursday, December 1<sup>st</sup>. Please check with your patient coordinator or instructor to
determine when clinic or classes will be rescheduled. Stay safe, and please continue to monitor ongoing weather impact at www.ucdenver.edu/sdmweather.

Easy Markit:

Due to hazardous weather, the CU Dental Clinics are closed today, Thursday, December 1st. A clinic staff will call to reschedule your appointment. If you are experiencing an emergent or urgent issue, the CU Dental Clinics Emergency Clinic will remain open until 5 pm. If this is a life threatening situation, please go to your nearest Emergency Room.

Voice Mail:

The CU Dental Clinics are CLOSED, today, Thursday, December 1st due to hazardous weather. A clinic staff will call to reschedule your appointment. If you are experiencing an emergent or urgent issue, the CU Dental Clinics Emergency Clinic will remain open until 5 pm. If this is a life threatening situation, please go to your nearest Emergency Room.

Web:

DATE
HEADLINE (ensure that

We are closely monitoring current weather conditions across the Denver and Aurora Metro area.

The National Weather Service is forecasting …

Monday night snow and winds will continue. New snow accumulation of two to four inches possible.

For Tuesday, a chance of snow before noon, then a chance of rain and snow. Cloudy, with a high near 42. Chance of precipitation is 50%. New snow accumulation of less than a half inch possible.

Should conditions prompt any schedule adjustments, information will be available on this website and on our toll-free phone line 877-463-6070.

**Inclement weather situations without advance warning:**

Email to faculty, staff and students:

Due to the hazardous weather, the CU Dental Clinics will close and academic classes will be cancelled starting at 2 pm today, Thursday, December 1st. Should faculty or staff leave prior to 2 pm, you will be required to take vacation time for that amount of time. At this point, we will reopen for normal clinic and academic schedules tomorrow, Friday, December 2nd. If you are part of the essential clinical personnel, you are required to stay unless your supervisor tells you differently. Should you have questions about weather conditions, please continue to check your email and visit www.ucdenver.edu/sdmweather.
Facebook:

Due to the hazardous weather, the CU Dental Clinics and academic classes are closed as of 2 pm today, Thursday, December 1st. At this point, we will reopen for normal clinic and academic schedules tomorrow, Friday, December 2nd. Stay safe and check back for further messages!

Easy Markit:

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The National Weather Service is forecasting …

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Should conditions prompt any schedule adjustments, information will be available on this website and on our toll-free phone line 877-463-6070.
II. Health and Safety
2.1 Safety Policies Overview

The School of Dental Medicine has adopted policies concerning the health and safety of our school as summarized below. Complete copies of the University of Colorado Environmental Health and Safety policies are available on the EHS website at http://www.ucdenver.edu/hazmat

**Eye Protection Required:** Colorado law requires that appropriate eye protection must be provided to all employees, personnel, students, and visitors where hazardous conditions may exist.

**No Eating or Drinking in Laboratory, Clinic or Clinical Support space:** Eating or drinking is not permitted inside a laboratory, dental clinic, clinic support space or any space where hazardous materials (radioactive, chemical, or biological) are present. Drinks may be consumed in the Technique Lab and Simulation Clinic but they must be in a closed container. A physical barrier from work areas where hazardous materials are used must separate areas where food or beverages may be consumed.

**Children Prohibited in Laboratories:** Children under the age of 18 are prohibited from entering laboratory or clinic areas or other areas where hazardous materials or conditions may be present unless such entry is the context of a scheduled, approved, and properly supervised by departmental staff.

**Flammable Liquid Storage Policy:** Flammable liquids must be properly stored inside fire rated storage cabinets in order to comply with fire codes and to protect the School of Dental Medicine from potential fires.

At the Anschutz Medical Campus (AMC) including the School of Dental Medicine, clinical and laboratory areas may store a maximum of 2 gallons of flammable liquids outside of a rated flammable liquid storage cabinet. As a reminder, the 2-gallon limit includes waste and non-waste flammable liquids.

Flammable liquids may not be stored inside walk-in coolers, refrigerators or freezers. Up to one pint of alcohol may be stored inside a refrigerator if the container is stored inside a sealed plastic secondary container.

**Chemical Waste Training:** All personnel must successfully complete the School of Dental Medicine’s Chemical Waste Management training online within 30 days of the date of hire. In addition, the Supervisor or PI must provide and document on-the-job training for those employees that directly handle hazardous material and waste. (Complete EHS’s Employee’s Hazardous Waste OJT Training Checklist). New employees must be under the direct supervision of a trained employee whenever handling chemical waste until all of the required training has been successfully completed. In addition, all employees, students, and residents are required to complete the Chemical Waste Management refresher training every year.

**Blood borne Pathogen Training:** Blood borne pathogen training is required for all School of Dental Medicine personnel due to the risk for exposure to blood borne pathogens in the clinical environment. All personnel must complete the School of Dental Medicine Blood Borne Pathogen online training within 30 day of the date of hire and the refresher training each year.
2.2 Hazardous Material Management Plan

Introduction to Hazardous Chemical Waste Regulations

The Resource Conservation and Recovery Act (RCRA) hazardous waste regulations apply only to chemicals, which have become a waste. Laboratory and clinical use chemicals become chemical wastes if the chemicals are: spent, expired, surplus stock, or are unused chemicals, which no longer have a legitimate use. The hazardous waste regulations do not apply to chemical reagents that are actively being used and stored in the laboratory or dispensaries for legitimate laboratory or clinical purposes.

In Colorado, the Colorado Department of Public Health and Environment (CDPHE) enforces the RCRA hazardous waste regulations. The university and School of Dental Medicine must comply with these regulations and is subject to compliance inspections by CDPHE without warning. Non-compliance with hazardous chemical waste regulations may result in citations or enforcement actions being issued against the university and the School of Dental Medicine along with significant fines and/or criminal penalties.

School of Dental Medicine personnel who are involved in the use of hazardous materials are responsible for properly collecting all of the chemical wastes generated from laboratory and clinical use and disposing of them through EHS.

Overview of Chemical, Biological/Infectious, and Household Waste Disposal Procedures.

Chemical Waste:

All School of Dental Medicine personnel involved in the use of hazardous materials are required to collect chemical wastes in empty chemical reagent containers and dispose of them through EHS.

To manage chemical wastes, follow the five-step procedure below:

1. Collect the chemical waste in an empty chemical reagent bottle, which is chemically compatible with the waste to be collected;
2. Seal the reagent waste container with its original lid;
3. Complete a UCD Hazardous Waste label and place it over the existing reagent label as soon as the first drop of waste is added to the waste container;
4. Keep the chemical waste container closed at all times except when adding waste to it;
5. Inspect every chemical waste container weekly for leaks, and document your inspection results in your SAA Inspection log.

To obtain chemical waste labels, contact the hazardous materials group at 303-724-0111 and provide your name, phone number, mail stop, and the number and size of chemical waste labels required (large-5”x 4”, or medium-3”x 4”).

Empty chemical reagent containers that once held a hazardous chemical can be disposed of into the regular garbage once the containers are empty.
To request that chemical waste be picked up from the School of Dental Medicine, fill out and submit the appropriate Chemical Waste Disposal Request Form.

**Biological / Infectious Waste:** Complete instructions for the proper segregation and disposal of biomedical or infectious wastes are found in the EHS website at [http://www.ucdenver.edu/hazmat](http://www.ucdenver.edu/hazmat) in regulated medical waste management plan.

Biomedical waste cannot contain any hazardous chemicals or radioactive materials. If you have a mixed waste stream consult with the EHS Biosafety Officer prior to generating these wastes.

School of Dental Medicine personnel should collect biomedical wastes in point-of-use receptacles at the dispensary on each clinic floor. Point-of-use containers should be lined with a red bag and labeled to indicate they are for biomedical wastes only.

Individual red bags must be tied or taped shut and placed into the appropriate red or yellow biomedical waste tubs for final disposal. Red tub wastes will be treated by autoclaving and yellow tub wastes will be treated by incineration.

Needles and sharps must be collected in appropriate sharps containers. When full, the sealed sharps containers are disposed of in the appropriate red or yellow biomedical waste tub.

Once a tub is full, the red bag must be tied or taped shut and the lid placed on the tub. EHS personnel will pick up full tubs and mark them with the appropriate barcode label and resupply the lab with empty tubs, lids, and red bags.

Contact EHS at 303-724-0111 for assistance.

**Amalgam Waste:** School of Dental Medicine in accordance with Metro Wastewater Reclamation District and the American Dental Association (ADA) best management practices adhere to the following guidelines:

1. School of Dental Medicine has installed model MRU10-30 Amalgam Separator which meets ISO 11143 specifications. Separator tanks are changed out once a year by qualified SODM staff and sent back to vendor for recycling.
2. Each clinical chair is equipped with a chair side trap. These traps are inspected and replaced weekly or as needed by School of Dental Medicine staff in accordance with manufacturers instructions. The complete trap is handled as regulated waste and disposed in a proper amalgam waste container.
3. Pre-clinical amalgam is collected in SAA collection sites and containers are inspected weekly utilizing the SAA log. The containers are inspected for leakage and proper labeling.
4. School of Dental Medicine is using vacuum collection in all clinical areas.
5. School of Dental Medicine uses pre-capsulated, single use amalgam.
6. Operation and maintenance on the amalgam holding tank is done on an annual basis by University of Colorado Facilities Department in accordance with set guidelines. A maintenance log will be maintained by the Facilities Department documenting all required maintenance.
7. School of Dental Medicine conducts weekly inspections on the amalgam tanks to ensure proper function and that there are no leaks. All inspections will be documented in a weekly
inspection log. In addition, the School of Dental Medicine will maintain a log of when the canisters were changed out including the invoices of the recycled amalgam.

8. Training: All appropriate clinical support personnel are trained on the proper handling and disposal of amalgam waste.

**Household Waste (Trash):** Household waste (paper, cardboard, plastic, etc.) is collected in regular garbage cans or wastebaskets.

Do not discard any of the following with regular household waste:

- Chemicals, radioactive materials, or biomedical waste.
- Unused orange autoclave bags, red bags, or containers marked with either radioactive or biohazard warning labels.

The janitorial staff is responsible for picking up household waste.

**Hazardous Materials Warning Labels:** Placing a hazardous material warning label on the outside of the container or affected area should always indicate the presence of a hazardous material. All School of Dental Medicine personnel must become familiar with these warning labels so that the proper safety precautions may be taken. When a container or area is marked with a hazardous material warning label, you should always take the proper precautions to prevent contaminating yourself or your equipment. Do not use containers or bags marked with hazardous material warning labels to store non-hazardous materials. If you are unfamiliar with a container or a piece of equipment which has a hazardous material warning label, you should not use or handle it until you are properly instructed by your supervisor.

**Hazardous Chemical Warning Labels:** Containers or equipment that have chemicals present will be marked with hazardous chemical warning labels. Hazardous chemical containers are sometimes marked with warnings such as “Flammable,” "Corrosive," "Reactive," or "Toxic" or they may be labeled with a variety of U.S. Department of Transportation warning labels.

**Biohazard or Infectious Agent Warning Labels:** Materials that have the potential to cause disease are marked with a biohazard label. Infectious materials are also collected in red or orange bags, colored buckets, red plastic tubs, or cardboard boxes labeled with the BIOHAZARD or INFECTIOUS symbols.

**Identification of Universal Wastes**
Universal wastes are regulated wastes that you might not recognize as chemical wastes. Universal wastes must be properly collected and disposed of through EHS although there are instances where they may also be picked up by UCD Space and Asset Management.

The following universal wastes must be collected by School of Dental Medicine personnel and disposed through EHS: pharmaceuticals, and mercury containing switches and devices (thermometers, blood pressure cuffs, barometers, etc.).

Contact UCD Space and Asset Management (303-315-2249) to properly dispose of surplus computers or computer peripherals (monitors, printers, CPUs, keyboards, mice, etc.), laboratory
equipment (including all equipment containing circuit boards), or furniture.

UCD Facilities Management (303-724-1777) will properly collect fluorescent bulbs from building lights but other mercury containing bulbs from equipment (fluorescent bulbs, HID lamps, etc.) should be disposed of through EHS.

**DEA Controlled Substances Management and Disposal:** If you are a holder of a DEA controlled substances registration, you need to register your DEA registration with our reverse distributor group by sending a copy of the registration via email to jerman.lopez@ucdenver.edu, via fax (303-724-0388), or via campus mail (F-484). In addition, when you no longer have a use for any controlled substances on your registration our reverse distributor group can assist you in disposing of the substances according to the law and also provide you with the paperwork for your records to show you’ve disposed of your controlled substances in accordance with all applicable laws.

**Empty Chemical Reagent Container Disposal Procedure:** Empty chemical reagent containers that once held a hazardous chemical can be disposed of into the regular garbage once the containers are empty. In addition, empty aerosol containers may be disposed of into the regular household trash.

**Satellite Accumulation Areas:** A Satellite Accumulation Area (SAA) is defined as any laboratory or room where chemical waste containers are stored. As long as School of Dental Medicine properly manages their chemical waste containers according to the rules provided in this section they will be in compliance with environmental regulations.

All chemical wastes generated and stored in the SAA must be managed according to specific rules provided in this section. The University and the School of Dental Medicine is inspected by the CDPHE on a regular basis to determine whether personnel are complying with the rules for managing their chemical waste containers. Non-compliance with the following chemical waste container rules may result in significant monetary fines and penalties for the University and School of Dental Medicine.

**General Guidelines for Collecting Chemical Waste:** To manage your chemical wastes, follow this five-step procedure:

1. Collect the waste in an empty chemical reagent bottle, which is chemically compatible and has no cracks, dents, or rust.
2. Seal the container with its original lid. Do not use corks or rubber stoppers.
3. Complete a UCD Hazardous Waste label and place it over the existing reagent label as soon as the first drop of waste is added to the container.
4. Keep the chemical waste container within eyesight at all times, otherwise you must place the container inside a locked room or a locked storage cabinet.
5. Inspect the chemical waste container weekly and document the results in your Satellite Accumulation Area Inspection Log.

**Labeling Requirements** Each chemical waste container must be labeled with an EHS hazardous waste label as soon as the first drop of waste has been added to the container. To obtain chemical waste labels contact the EHS and provide your name, campus box number, and the number and size of labels required (5”x 5” or 3” x 4”). The labels will arrive within a couple of days through campus mail. You can also request them from the hazardous materials specialists when they pick up your
When labeling the empty chemical reagent container, ensure that the following information is complete and accurate:

1. Cross out existing information on the chemical reagent container;
2. Attach the UCD waste label securely (over existing reagent label);
3. Complete all sections of the chemical waste label:
4. Name of PI, building name, room # and phone #;
5. Spell chemical names completely - no abbreviations or chemical formulas;
6. Provide chemical concentrations to the best of your ability.

**Quantity Storage Limits** You may store only limited quantities of chemical wastes in the SAA area. Remember:

Never accumulate more than a total of 1 gallon of any chemical waste in the SAA area.

At the School of Dental Medicine, we prefer that you do not accumulate more than 1 gallon of hazardous chemical waste in the SAA area in order to remain in compliance with fire codes and to reduce the potential for large spills or exposures.

**Segregation of Chemical Wastes and Reagents:** Incompatible chemical wastes must be properly segregated from one another to prevent hazardous chemical reactions. When incompatible chemicals are mixed together, the chances for undesired chemical reactions to occur increase significantly. Here are some important segregation rules that must be followed when storing incompatible chemical containers together:

1. Do not store oxidizers with flammable liquids
2. Do not store acids with bases
3. Do not store water-reactive chemicals next to aqueous materials or corrosives
4. Do not store cyanides or sulfides next to strong acids

**Important note:** Whenever you have incompatible chemical waste or reagent containers they must be stored inside separate storage cabinets, otherwise they must be placed inside plastic pails or trays to protect from co-mingling of incompatible materials should any of the containers leak.

The following guidelines should be used when collecting chemical wastes:

1. Keep halogenated solvents (solvents containing chlorine, bromine, fluorine, or iodine) separate from non-halogenated solvents.
2. Clean flammable and combustible solvents (alcohols, acetone, acetonitrile, xylene, etc.) may be collected together in the same waste container.
3. Acids must be collected separately.
4. Bases must be collected separately.
5. Oxidizing wastes must be collected separately.

**Aisle Space Requirements:** To facilitate the cleanup of chemical spills, always maintain at least 3 feet of aisle space to reach the chemical waste containers stored in your area

Do not store laboratory supplies, carts, or equipment in front of the cabinet where your chemical
waste containers are stored since this will violate the aisle space requirement.

Do not store laboratory supplies, carts, or equipment in front of emergency showers and/or eyewash stations in order to facilitate their use in emergency situations.

**Security Requirements:** You are responsible for the waste you generate, even if someone else handles it. Chemical waste containers must always be under your control. The waste container must be under visual observation at all times. If no one is present, chemical waste containers must be under lock and key. This ensures that new or untrained employees do not commingle incompatible wastes into your waste container.

**Weekly Inspection of Chemical Waste Containers:** Chemical waste containers will develop leaks. As such, chemical waste containers must be inspected weekly for leaks. If any issues are found during the weekly inspection or at any other time the issues should be immediately resolved. Inspect every chemical waste container for the following issues:

1. Waste containers are in good condition with no leaks;
2. Waste container is closed with a proper lid;
3. Hazardous waste labels are securely attached and properly filled out;
4. No incompatible chemical wastes stored together;
5. No excessive quantities accumulating (No more than 1 quart)

Inspection results must be documented weekly on the SAA Inspection Log and be made available during inspections. Save inspection logs for 3 years.

**Chemical Waste Pick Up Request:** To request chemical waste be picked up from your area you must complete and submit a Chemical Waste Disposal Form to EHS. EHS personnel will pick up chemical waste containers within 2 weeks after the Chemical Waste Disposal Forms are received for the AMC campus.

**Sink Disposal Guidelines for Chemical Waste:** The Federal Clean Water Act requires wastewater contaminated with toxic chemicals to be pretreated prior to discharge into the sanitary sewer. Do not pour hazardous chemical wastes down sink or floor drains. All wastes which are poured into the sinks and drains at the university go directly into the main sewer lateral connection without any pretreatment. There are no special filters, holding tanks, neutralization processes, or pretreatment of any kind for wastes discharged into sinks and drains located at any of the campuses.

**Emergency Response Procedures:** Every person at the School of Dental Medicine must know how to respond to air quality hazards, hazardous waste spills, or uncontrolled releases of hazardous materials. School of Dental Medicine personnel cannot safely clean up many hazardous substance spills because they lack the appropriate personal protective equipment (PPE) and specialized training. In such an incident, EHS should be notified immediately at 303-724-0345 for assistance. For hazardous chemical spills that personnel cannot clean up safely, evacuate the affected area and notifying EHS is the proper response procedure.

**Planning for Spills and Emergencies** Principal Investigators or Supervisors are required to provide and document on-the-job training to employees that handle or work with hazardous materials. Examples of the information that should be provided to employees include the following:

1. Laboratory personnel must know where the shutoff switches are located for
laboratory equipment.
2. Know the location of the nearest eyewash, safety shower, fire pull station, and type and location of the nearest fire extinguisher.
3. Know two separate evacuation routes from the laboratory. Pre-designated “muster” locations should be established where lab personnel can congregate and be accounted for during an emergency.
4. Elevators must not be used in cases of fire or catastrophic chemical releases.
5. Laboratory personnel may cleanup incidental chemical spills only if the spill is small and they possess the knowledge and PPE required to clean up the spill safely.

**Incidental Chemical Spills** An incidental chemical spill is one that you can handled by School of Dental Medicine personnel (or with the help of a coworker) without negatively impacting your health. Typically, incidental chemical spills consist of small spills (1 pint or less) of common chemical reagents that are not very hazardous.

Consider the following issues below before attempting to clean up an incidental chemical spill on your own.

1. Are you familiar with chemical spilled and cleanup procedures?
2. Do you have the right spill cleanup materials and protective equipment?
3. Does the spilled chemical have low toxicity?
4. Does the spill present an inhalation hazard?
5. If the spill is a flammable liquid, is there enough (> 1 gallon spilled) that a significant fire could start?
6. Has anyone been injured or chemically exposed?
7. Does the spill have the potential to impact the environment?

**Emergency Response Chemical Spills:** Whenever School of Dental Medicine personnel have spills of hazardous chemicals that they are unfamiliar with, or the quantity spilled (1 gallon or more) is too large to cleanup without special protective equipment, they need to request outside assistance and the spill is considered an emergency response spill.

Here are some criteria that will trigger an emergency response spill:

1. Any chemical spills where you are not familiar with the chemical properties or physical hazards or lack appropriate cleanup supplies or equipment.
2. Spill of 1 gallon or more of a flammable liquid (flashpoint < 140 degrees F).
3. Compressed gas cylinder leaking flammable or toxic gas.
4. An employee has spilled a large amount of chemical onto him/herself.
5. The spill has the potential for environmental release (e.g., down a sink drain, evaporate up fume hood, or spilled outdoors).
6. The substance has an NFPA rating of 3 or 4 for toxicity or flammability.

Follow the procedure below during an emergency response spill:

1. Warn others and evacuate the immediate area of the spill.
2. Close the door behind you and post an employee by door to warn others of the spill.
3. For fires or large-scale toxic, flammable, or toxic gas releases pull the fire alarm and evacuate the building.
4. From a safe location call 911 for assistance or on the campus phone system call (303) 724-4444.
5. Provide your name; call back number, building name and location, name of chemical spilled and quantity released.
6. Wait for the emergency responders to show up and provide them with details of the incident.

**Air Quality Concerns:** For concerns about air quality and building odors, School of Dental Medicine personnel should contact the SODM Facilities Director or Facilities Dispatch at 303-724-1777. Facilities will involve EHS as needed. In a case of a severe odor situation follow the same procedures as an emergency response spill.

**Personal Decontamination:** In an event has occurred where a School of Dental Medicine been exposed to a chemical immediately call EHS at 303-724-0345 or in case of an afterhours incident call the University Police at 303-724-4444.

For exposures to the skin with toxic chemicals immediately flush with water for 20 minutes. Use eyewash for the eyes, or a sink for small areas of the body. Place any contaminated clothing into a sealed plastic bag for later evaluation and disposition.

Do not use chemical or mechanical methods that may damage the skin and worsen the exposure. Use only mild soap or detergent and warm water.

As a general rule, with the exception of performing the initial emergency actions necessary to stabilize or abate the spill, any person involved in any chemical incidents must ensure that EHS is informed immediately by telephone:

**Household Trash Guidelines:** There are three types of wastes (household, chemical, biomedical) generated at the School of Dental Medicine. Each one of these wastes is managed by an independent set of environmental regulations. Properly segregating these wastes is extremely important because each one of them must be sent to a separate waste disposal facility.

Municipal (sanitary) landfills accept household waste, which are considered non-hazardous and are collected in standard wastebaskets or trashcans. Sanitary landfills are not permitted to bury wastes that are considered hazardous. The following wastes cannot be placed into the household trash at the university:

**Glass containers:** Uncontaminated glassware of any kind cannot be discarded in the regular trash because of the potential for injury to the custodial staff. Collect all types of uncontaminated glassware in a sturdy cardboard box that has a lid. Seal the lid to the box securely with tape. Mark the lid of the box clearly with the words “Scrap glass”. The janitors will pick up and dispose of properly prepared boxes of scrap glass by placing it directly into the trash compactor.

**Empty Chemical Reagent Containers:** Empty chemical reagent containers that once held a hazardous chemical can be disposed of into the regular garbage once the containers are empty. Empty aerosol containers may be disposed of into the regular household trash.

**Chemical Spill Debris** Collect all chemical spill debris (paper towels, rags, etc.) in a properly labeled chemical waste container and have them picked up by EHS.
**Asbestos Containing Materials** Old bench tops, oven liners, fume hood liners, cabinet liners, gloves, floor tiles (especially 9 inch tiles) and outdated ceiling tiles may contain asbestos containing materials which are prohibited from disposal into the trash. Dispose of all asbestos containing materials through EHS.

**Liquid Wastes Regardless of Toxicity** No liquid wastes of any kind (including sterile water) may be placed in the trash, even if they are in leak-proof plastic containers.

**Surplus, Broken, or Outdated Laboratory Equipment** Surplus or broken refrigerators, freezers, centrifuges, incubators, GCs, and all other related laboratory equipment cannot be discarded until it has been properly decontaminated from radioactive isotopes, biological materials, and hazardous chemicals by School of Dental Medicine personnel. To initiate the disposal process complete the Medical/Scientific Equipment Disposal Request form and submit it to the UCD Space and Asset Management in order to have your surplus laboratory equipment green tagged by EHS and then picked up for disposal.

**Surplus Computers, Monitors, Printers, CPUs:** Surplus computers and computer related equipment cannot be discarded into the household trash because they contain excessive levels of heavy metals. To initiate the disposal process complete the Computer, Peripheral and Other Office Equipment Disposal Request and submit it to the UCD Space and Asset Management in order to have your surplus computers picked up for proper recycling.

**Spent Fluorescent/UV Light Tubes:** Collect spent fluorescent light tubes and discard them through the EHS because they contain mercury. If a spent ultraviolet fluorescent light tube removed from a biosafety cabinet has been potentially exposed to infectious materials, make sure the tube has been wiped down with an appropriate disinfectant. All spent fluorescent tubes will be discarded through EHS.

**Sharps** Collect syringes, needles, razor blades, and scalpels in a plastic sharps bucket separate from those that have been contaminated with hazardous materials. Never discard sharps into a scrap glass box.
2.3 Radiation Use Policy

Title: Radiation Use Policy
Source: SDM Division of Radiology
Effective Date: September 2005; Revised 2007; Revised 2012
Action Required: Sign document and returned to Division of Radiology

PURPOSE:
The following policy has been developed in the interest of establishing a consistent standard concerning the use of ionizing radiation within the School of Dental Medicine. This radiation use policy complies with the Federal Radiation Control for Health and Safety Act of 1968, the Consumer-Patient Radiation Health and Safety Act of 1981, and the Rules and Regulations Pertaining to Radiation Control from the Colorado Department of Public Health and Environment. The primary goal of this policy is to assure the safe effective use of ionizing radiation and to minimize the potential risk from adverse biological effects to patients, students, faculty, and staff.

1. Deliberate exposure of an individual to dental radiographic procedures for training or demonstration purposes shall not be permitted unless there is a documented diagnostic need for the exposure by a member of the University of Colorado School of Dental Medicine faculty.

2. No operator (faculty, student or dental auxiliary) shall hold an image receptor in place for the patient during the exposure. The use of receptor holding devices, bite tabs, or other positioning devices should be used to position the receptor during exposure.

3. The operator must stand at least 1.8 meters (6 feet) from the patient and behind the barrier provided for each x-ray exposure cubicle in the School of Dental Medicine. The operator shall be positioned outside the path of the useful beam and be able to directly observe the patient during each exposure.

4. The tube housing, the cone, or the position indicating device for wall mounted x-ray machines must never be hand held during the exposure. If equipment is not stable, report the problem to the radiation protection supervisor for the School of Dental Medicine, and use another unit.

5. Radiographic machines designed for use with an intraoral image receptor shall limit the source-to-skin distance to not less than 18 centimeters (7 inches).

6. Only shielded open-end position indicating devices will be used in order to minimize scatter radiation.

7. When a cylindrically collimated x-ray machine is being used, the circular beam shall be limited to no larger than 7.0 centimeters (2.75 inches) at the end of the cylinder. When rectangular collimation is used, the useful beam at the end of the collimator shall not have a diagonal measurement of greater than 7.0 centimeters (2.75 inches).

8. Only digital image receptors shall be used. Traditional intraoral film of speed rating “F” may be used in emergency situations.
9. Each dental x-ray machine shall contain filtration of 2 mm of aluminum equivalent if operated at less than 70 kilovolt peak (kVp), and 2.5 mm of aluminum equivalent if operating at 70 kVp or above.

10. Leaded aprons will be used on all x-ray patients of the School of Dental Medicine as an additional precaution to prevent unnecessary scatter radiation exposure to the body of the patient. Thyroid shields shall be used in all situations, except when diagnostic information will be lost by their use (panoramic and some extraoral radiographic procedures).

11. Periodic radiation protection surveys and inspections will be made according to State Regulations. All recommendations by the radiation safety officer concerning collimation, filtration (HVL), beam alignment, roentgen output, radiation leakage, etc., will be implemented immediately.

12. All operators will follow prescribed exposure techniques. Appropriate exposure values will be mounted on the wall of each x-ray exposure cubicle or designated by the control panel of the x-ray machine. Instructions for scanning digital receptors will be available in the Oral and Maxillofacial Radiology area.

13. As a general policy, all newly admitted patients to the School of Dental Medicine must have adequate oral and maxillofacial radiographic examinations to assist in diagnosis prior to treatment in the school’s clinics. In all situations, the need for radiographs shall be determined by using high-yield selection criteria as the basis of professional judgment. The following shall be adhered to in regards to criteria for exposure:

   a. All radiographic imaging shall be prescribed in by a licensed dentist.
   b. Imaging ordered on a routine basis or for screening purposes will not be permitted.
   c. A radiographic examination shall not be ordered before the patient's medical and dental history has been reviewed and an initial extraoral and intraoral evaluation has been completed.
   d. If prior radiographs are available, they should be evaluated by a faculty member before new images are prescribed. Only those additional views needed for complete diagnosis and treatment planning should be exposed. The faculty member will determine if sufficient time has passed, since the patient's last radiographic examination, to warrant a new examination.
   e. Imaging should be completed only on patients capable of compliance or under appropriate sedation.
   f. Subsequent follow-up (recall) radiographic examinations for School of Dental Medicine patients will be based on the diagnostic need of the patient as determined by the faculty dentist after a thorough health history review and oral examination of the patient.
   g. Imaging obtained for administrative purposes only, including those for insurance claims or legal proceeding, should not be made.
   h. Images of patients shall not be made merely for the purpose of training or demonstration.
   i. The following shall apply to dental board examination patients:
      1) Request for images for all board examination patients shall be ordered by a licensed dentist.
      2) Images on patients should not be made for testing purposes alone. Images acquired should contribute to the proper diagnosis and treatment of the patient.
3) Images made on site for, or as part of, board examinations shall be made in compliance with the School of Dental Medicine’s radiation use guidelines.

4) The type and number of images needed shall be dictated by the oral and maxillofacial disease clinically evident or suggested by the history or other tests.

5) Images should not be required at specific time intervals to document treatment progress for board certification purposes. Rather, the clinical progress as monitored by the candidate (and his or her mentor in the case of a student) should be used as a guide to the need for imaging.

j. Newly admitted adult patients will generally receive a radiographic examination to determine a baseline for the patient. This may include a panoramic image, bitewings, selected periapicals, or a series of full mouth radiographs (FMX).

k. Edentulous patients may receive a complete edentulous periapical series, a panoramic image, or a combination of occlusal and periapical images as deemed appropriate by the faculty dentist. Nevertheless, edentulous surveys will usually contain fewer image receptors than a comparable FMX of dentate patients.

l. Patients under 12 years of age may receive either a complete child periapical survey and bitewings, a panoramic image with bitewings and selected periapical views (if indicated), bitewings only, bitewings and selected periapicals and occlusals, or no images if none are indicated. The complete child periapical survey will vary depending on the age of the child; however, all child surveys will contain fewer images than the adult periapical survey.

m. The radiation exposure of endodontic patients for pre-operative and post-operative images will be kept to a minimum level consistent with clinical requirements. The limits of exposure in each case will be determined by the professional judgment of the faculty dentist. Where possible, a single image at each stage of the endodontic procedure will be acquired. Multiple images from different angles may be acquired on a restricted basis and only when the information to be gained is considered to significantly enhance the diagnosis and treatment. When multi-angle projections are required, documentation of their need will be made in the treatment record by the supervising faculty.

n. Emergency patients will receive only those images needed to diagnose and treat the immediate emergency problem.

o. The Dental Radiographic Selection Criteria Panel’s recommendations shall be followed in regards to radiographic examination of pregnant patients.

Quoting directly, "Accordingly, there appears to be no rationale to preclude a properly justified dental radiographic examination because of pregnancy. In some cases, radiography may be arbitrarily deferred during pregnancy for purely psychological reasons." Appropriate protective shielding of the patient will always be used.

14. Radiation monitoring of operator exposure will include the following:
a. All members of the faculty and staff who regularly use x-ray equipment will wear film badge monitors at all times while at work.

b. Records of monthly, quarterly, yearly, and total cumulative exposures will be kept as a permanent record and will be available for inspection by the employee.

c. These employees should not receive more than 50 mSv each year, the radiation protection guide value. Quarterly readings above 10 percent of the radiation protection guide or 1.25 mSv will be investigated.

d. Operators who are pregnant should not be exposed to more than 5 mSv during the term of their pregnancy.

15. Documentation of all images and radiation exposures will be maintained in the patient's electronic record. The patient's treatment record should include the date, prescription detailing type and number of images and any remakes necessary. The number of images acquired should also be entered.

16. The School of Dental Medicine will have a Quality Assurance Program designed to produce images of consistently high quality with minimal exposure. This program will consist of the following:

a. Projection Techniques

1) Before students will be allowed to acquire images on a patient, they will have didactic instruction in oral and maxillofacial radiology plus laboratory instruction in acquiring images on a mannequin.

2) There will be direct supervision of all students during their first clinical experiences in radiology.

3) All radiographic examinations will be reviewed for errors by faculty or staff immediately after they have been scanned or acquired. When practical, the patient will not be dismissed until indicated remakes have been completed. Students who must remake 4 or more images will be directly supervised and instructed by faculty and / or appropriate staff member.

4) Receptor holders and alignment devices will be used to aid students in the correct alignment of the position indicating device, the receptor, and the area of interest.

b. The x-ray equipment in the School of Dental Medicine will be inspected by an official of the institution at a frequency that complies with current federal and state regulations. The results of these tests and any corrective measures taken will be maintained by the School of Dental Medicine radiation supervisor. If during the routine use of any x-ray machine, an error is noted in its operation, the machine will immediately be put out of service until the appropriate corrective repairs can be made. Any suspected malfunction should be reported to the radiation supervisor so that appropriate corrective measures may be instituted.

c. All digital processing systems shall be maintained and operated in such a manner that insures optimum diagnostic quality of images. The receptors should be inspected on a
regular basis and any damaged or inoperable receptors will be removed from patient care activities.

17. Radiographic procedures will be completed following institutional infection control guidelines. All patients will be treated as potentially infectious and the following will be adhered to:

1) Since potentially infectious patients may have no evidence of a problem, the patient's medical history will be evaluated for indications of infectious disease.

2) Protective gloves, masks, and eye wear will be worn during receptor and tube placement and during digital processing to minimize risks to the operator and the patient.

3) Operators will wash their hands as they enter the clinic and after removing their gloves at the completion of the procedure.

4) Supplies and receptors will be kept on a covered work surface.

5) Receptor holders will be sterilized prior to patient use and left unopened until the procedure begins. Disposable items and supplies will be used whenever practical.

6) The control panel, tubehead, exposure button, and position indicating device will be covered with disposable plastic wrap. Any other surface likely to be touched during the radiographic examination will also be covered. At the completion of the procedure, all surfaces will be wiped down with the appropriate disinfectant.

I have read and understand the CU School of Dental Medicine’s Radiation Use Policy.

_____________________________                      _________________
Print Name                                     Date

_____________________________
Signature
2.4 Immunization Policy

Title: University of Colorado School of Dental Medicine Immunization Program and Policy: Student, Staff and Faculty Immunization Requirements and Compliance.

Source: Adapted from Immunization policy from Office of the Provost

Effective Date: December 1, 2013

Action Required: Continuous updating of vaccination information to Office of Clinical Operations of Office of Student Affairs

Introduction
This policy addresses immunization requirements and describes the process for ensuring and certifying compliance with basic and expanded immunization requirements for current and newly enrolled students, employees and faculty at the University Of Colorado School Of Dental Medicine. The State of Colorado has established basic immunization requirements for students at institutions of higher education. The Joint Commission (TJC), using standards established by the Centers for Disease Control (CDC), additionally mandates that all students in health care professions whose training includes clinical settings and patient contact must present evidence of immunization for or immunity to an expanded list of communicable diseases. The scope of this policy applies to all dental health care workers (DHCW) including students, staff and faculty.

Policy Statement
All dental health care workers (DHCW), which includes continuing and newly enrolled students, employees and faculty at the University of Colorado School of Dental Medicine must comply with the basic immunization requirements as described in this policy. Students who do not comply with the immunization requirements described in this policy may not be allowed to enroll in succeeding terms and/or be assigned to clinical sites until the requirements are met. Employees and faculty at the University of Colorado School of Dental Medicine may not be allowed to work or continue to work until the requirements are met. Student immunization records are protected information under the Family Educational Rights and Privacy Act (FERPA). Health information contained in some immunization records also may be protected information under the Health Insurance and Portability and Accountability Act (HIPAA). These records are, therefore, be stored and maintained in a secure manner.

Immunization Requirements for Enrolled Dental Students and Dental Health Care Workers at University of Colorado School of Dental Medicine
1. School of Dental Medicine Office of Clinical Operations and Office of Student Affairs collaboratively are responsible for:
   a. Updating the Immunization Certification Form when new CDC guidelines are issued;
   b. Informing new students of the immunization requirements and distributing the certification form (hard copy or electronic format) in admissions materials;
   c. Setting deadlines for submitting the completed forms -- typically prior to matriculation but no later than the end of the student’s first semester;
   d. Reviewing the submitted immunization forms and following up with non-compliant DHCW;
   e. Monitoring annual TB testing if required of continuing students.
2. All DHCW School of Dental Medicine are required to submit documented proof of the following immunization for or immunity prior to matriculation and the start of their first term for students or first day of employment for employees and faculty:

   a. MMR
      - Documentation of the two vaccination series. There must be at least 28 days between the first and second vaccine. Two separate dates must be recorded.
      - Documentation of a positive titer.
      - **DHCW born after January 1, 1957** must provide documented proof or a self-signed statement that they have received two rubeola (measles), two rubella (German measles), and two mumps vaccinations **OR** two combination MMR vaccinations (measles, mumps, and rubella).
      - **DHCW born before January 1, 1957** must provide documented proof or a self-signed statement that they have received one rubeola (measles), one rubella (German measles), and one mumps vaccination **OR** one combination MMR vaccination (measles, mumps, and rubella).

   b. Hepatitis B; one of the below:
      - Documentation of the three vaccine series. There must be at least 1 month between the first and second vaccine and 4-5 months between the second and third vaccine. Three separate dates must be recorded.
      - Documentation of a positive titer (HBSAB).
      - Documentation that negative titer may be present after three vaccine series.

3. Tuberculin Skin Test (Mantoux Purified Protein Derivative - PPD); one of the below:
   - For someone who has never been tested, or if it has been over a year since their last test, the two step testing method is required. Placement of 2 separate PPD skin tests 7 to 14 days apart. Two separate dates and results of skin test required for reporting.
   - For someone who has had a PPD done within the last year, 1 PPD skin test results are required.
   - Positive PPD test: Physician documentation of a negative chest x-ray then annual symptom questionnaire to be completed by student in lieu of further testing.
   - International students who have received the Bacille Calmette-Guerin Vaccine (BCG), submit a physician’s report of a negative chest x-ray. PPD will appear as a false positive.

4. Varicella, one of the below:
   - Documentation of a positive titer.
   - Documentation of a two vaccine series. Two separate dates must be recorded.
   - Documentation of childhood disease.

5. Tetanus/ TD/TDAP
- Documentation of vaccine; date must be recorded (required within last 10 years). Renewal every 10 years. List most recent date of vaccination or booster received.

6. Polio for international students; for domestic students it is not required but strongly encouraged. One of the below:
   - Documentation of the 4 vaccine childhood series (can be oral). Four separate dates required.
   - Documentation of a 3 vaccine adult catch-up IPV series. Three separate dates required.

7. Seasonal Influenza, annual requirement:
   - Vaccination date required. Due to seasonal availability this must be completed annually by December 1st. Trivalent (Inactivated) Influenza Vaccine (TIV) or Live Attenuated Influenza Vaccine (LAIV) is accepted.
   - H1N1 Influenza vaccine is currently not required, but highly encouraged.

Exemptions:
Self-identified medical, religious, and personal exemptions to the requirements are allowed by law. Students who submit exemptions on the Certificate of Immunization form are subject to the prevailing state regulations governing quarantines in case of outbreaks and university policies related to forfeiture of tuition and fees. Exemptions by signed waiver may subject the student to academic restrictions regarding lab, clinical placement and the student may be unable to complete the program/degree requirements.

- Medical Exemption. The physical condition of the student is such that immunization would endanger life or health or is medically contraindicated due to medical condition.
- Personal Exemption. The student (person) himself/herself (or parent/legal guardian) is an adherent to a personal or religious belief opposed to immunizations.

Note:
- All exemptions will be reviewed by Office of Clinical Operations. Decision will be communicated in writing to the appropriate individual.
- Annual tuberculin skin testing also is mandatory for all DHCW and who have not previously tested positive.

8. DHCW who do not meet posted deadlines for submitting certification forms and completing any other requirements (e.g., annual TB testing) in a timely fashion will not be allowed to register in their first and/or subsequent term and/or be assigned to clinical settings and responsibilities until the required information has been submitted.

9. If the DHCW assigned to clinical settings needs other medical tests, procedures, or equipment to meet compliance requirements related to their training (e.g., annual TB tests, CPR, TB mask fit, etc.), it will be communicated to them in writing. Unless otherwise
arranged, students are responsible for obtaining and paying for those medical services not covered by their insurance plans.

10. Clinical training program students in all years of their studies are responsible for complying with immunization regulations and supplying (if requested) to affiliated health care facilities any records of their physical examinations, immunization status, and other medical tests and other forms of required documentation (related to, for instance OSHA, HIPAA, and TJC requirements).

Deadlines for submitting documentation
Students pre-enrollment into clinical program- Last Friday of June
Staff and Faculty- Before first day of work.
Influenza- December 1st

References:

Colorado Department of Public Health and Environment rules on student immunizations:
http://www.cdphe.state.co.us/regulations/diseasecontrol/100902infantimmunizationprogram.pdf

Centers for Disease Control Recommendations on Health Care Personnel Immunizations:

Joint Commission Accreditation and Patient Safety Standards:
http://www.jointcommission.org/

Health Center at Auraria immunization requirement website:
http://www.mscd.edu/healthcenter/immunization/
2.5 Influenza Vaccination Policy

Title: Influenza Vaccination Policy
Source: SDM Office of Clinical Affairs (Quality and Patient Safety) Office of Student Affairs, Deans Office
Effective Date: December 1, 2013
Action Required: Flu Vaccination Information submitted to Office of Clinical Operations or Office of Student Affairs

POLICY:
School of Dental Medicine has a vital interest in maintaining a safe, healthy and professional environment for its employees and public. To protect staff, patients, visitors and families from acquiring and spreading seasonal influenza disease all staff will be required to receive an annual influenza vaccination.

Annual Influenza vaccination is required and is available to all healthcare personnel at the School of Dental medicine which includes students, employees, volunteers, and faculty.

TIME FRAME:
New Dental healthcare personnel/providers/workers (DHCW) will be required to obtain the vaccine as part of their pre-enrollment, pre-employment physical, or show proof of having received the vaccine for that influenza year. Medical and religious exemptions will be accepted and all declinations should be received by Dec 31st.

Each year when the “seasonal” influenza vaccine becomes available, all DHCW are required to obtain the vaccine unless exemption has been granted.

INFLUENZA VACCINATION PROGRAM:

A. DHCW who are vaccinated must provide proof of immunization to School of Dental Medicine. Proof of immunization may include a signed physician’s note, or documentation of immunization.

B. Exemption to immunization will only be granted for medical contraindications or religious beliefs; and must be re-submitted annually.
   - DHCW requesting exemption due to medical contraindications must provide proof of medical contraindications such as a letter or signed statement from their local primary healthcare provider.
   - DHCW requesting exemption due to religious beliefs must provide proof such as a letter from religious entity.

C. Proof of Immunization
   - Students should submit proof of Immunization to Department of Student affairs.
   - Employees, Volunteers and Faculty should submit proof of immunizations to faculty affairs and or Clinical operations Department
WAVERS AND DECLINATIONS:

Only DHCW providing proper written documentation supporting the contraindications or supporting other qualifying exceptions listed below will receive a waiver from this policy. All requests for exemptions will be reviewed and approved by the Department of Quality and Patient Safety in conjunction with Sr. Associate Dean for Clinical Affairs. Tracking of immunization will be done in AxiUm. On an Annual basis Quality and Patient Safety Department will track compliance with the policy for the entire school and report to any appropriate agency as needed.

If granted a waiver from this policy, the individual may be required to wear a surgical mask when in direct contact with patients and in common areas including, but not limited waiting areas, all clinical areas and clinics (including those off-site) . Such masks shall be in addition to other standard personal protective equipment.

1. Approved contraindications or other exceptions include:
   a. Persons with documented severe allergies to eggs unless an egg free vaccine is available;
   b. Persons with documented severe allergies to other components of the Influenza vaccine;
   c. Persons with a history of Guillain-Barre Syndrome within six weeks following a previous dose of influenza vaccine;
   d. Persons with a qualifying religious exception; and
   e. Persons with another qualifying exception.

If a staff member with a contraindication still desires to receive the influenza vaccine, the staff member should discuss the situation with their primary healthcare provider. If the primary healthcare provider administers the influenza vaccine, the staff member must provide vaccine receipt documentation to the assigned Clinical operations department designee.

2. Waiver requests must be submitted to Director of Quality and Patient safety and or Clinical Operations Designee and should be accompanied by the proper written documentation.

3. Approvals of medical waiver requests and religious waivers will be communicated to the requester in writing. This communication should also include information regarding influenza signs, symptoms and precautions including the use of personnel protective equipment in common areas, patient rooms and treatment areas.

4. Denials of medical waivers requests will be communicated to the requester by clinical operations department in writing. Denials of religious waivers will be communicated to the requester by the human resources department. This communication should also include information that noncompliance with this policy could lead to discipline up to and including termination.

5. Approved Exemption
a. DHCW with an approved exemption from taking the influenza vaccine are requested to remain at home if they experience flu-like symptoms.

b. DHCW with an approved exemption that work in a patient care area should communicate to their team coordinator that they cannot receive the annual flu vaccine and must complete an annual declination form.

c. Self-identified medical, religious, and personal exemptions to the requirements are allowed by law. DHCW who have approved exemptions are subject to the prevailing state regulations governing quarantines in case of outbreaks and university policies related to forfeiture of tuition and fees and usage of sick leave.

**Procedure for Failure to Comply with Vaccination Requirement**

All DHCW must have received the annual influenza vaccine or received an approved exemption by the date determined annually in accordance with the CDC guidelines. Failure to comply with vaccine protocol by December 31st will result in corrective action up to suspension/termination until compliance is met.

**PREVENTION**

1. Healthcare Worker Recommendations for Influenza Vaccine. All DHCW with public and patient contact should receive an annual vaccination. All DHCW should obtain the vaccine from their primary physician. Other places where the vaccine is available are pharmacies and flu clinics. In the event of an influenza vaccine shortage, the situation will be evaluated by the Dean for the entire organization. Influenza vaccine through the ID clinic or occupational clinic will be offered to health care workers based on job function and risk of exposure to influenza. Based on CDC recommendations, priority will be given to those who provide hands-on patient care with prolonged face-to-face contact with patients and/or have highest risk of exposure to patients with influenza.

2. Use of Standard Precautions, Respiratory Etiquette and Droplet precautions.

**Definition of Exposure:**

Influenza is transmitted via aerosolized or droplet transmission from the respiratory tract of infected persons. Those who are non-immunized and who have had an exposure to a patient with known or suspected influenza, room air sharing and or care within 6 feet of influenza person’s face will be considered exposed.

**Exposure Management: Refer to Exposure control Plan**

1. This will not be covered as workers’ compensation unless the DHCW develops the disease and has a documented *unprotected exposure*.

2. Non work-related exposures must follow up with their personal physician and provide a return to work note to their supervisor.
Treatment:

Prophylactic antiviral agents may be used for prophylaxis after exposure and for treatment.

Work Restrictions:

1. Work Related Exposure
   a. Exposed employee with no signs/symptoms of influenza
      i. No work restrictions
   b. Exposed employee with signs/symptoms of influenza
      i. Excluded from duty in accordance with current CDC recommendations.

2. Non Work Related Exposure
   a. Exposed employee with signs/symptoms of influenza
      i. Excluded from duty in accordance with current CDC recommendations.
   b. Non-work related exposures must follow up with their personal physician and provide a return to work note to their supervisor.

References:

- CDPHE, Standards for Hospitals and Health Facilities, Chapter II-General Licensure Standards 6CCR 1011-1, Chap 02, Part 10-Influenza Immunization of Hospital Healthcare Workers.
- OSAP influenza toolkit
- University of Colorado Health Policy
- Medical Declination and Release Form
- Religious Declination and Release Form
**Influenza Vaccination Medical Declination and Release Form**

*All employees who cannot receive an influenza vaccination must complete the following documentation.*

All Medical Declination forms will be reviewed by the Director of Quality and Patient safety and must be completed by the employee's primary physician by Dec 31st.

My employer or affiliated health facility, University of Colorado Denver (UCD), has recommended that I receive an influenza vaccination in order to protect myself and the patients I serve.

I understand that because I work in a health care environment I may place others at risk (patients and co-workers) if I work while infected with the influenza virus.

I understand that since I have a contraindication to influenza vaccination that I may be required to wear a mask during the influenza season (dates to be determined and communicated by Department of Quality and Patient Safety).

<table>
<thead>
<tr>
<th>Employee Name (print)</th>
<th>Employee/ Staff ID number</th>
</tr>
</thead>
</table>

**Signature** | **Date Signed** | **Department**

**To be filled out by employee’s Primary Healthcare Provider:**

I have evaluated the above staff member and can verify that this employee has a medical contraindication to influenza vaccination.

This employee has one or more of the following contraindications as checked:

- Documented severe allergy to eggs or egg products.
- Documented severe allergic reaction to other components of the influenza vaccine.
- Personal history of Guillan-Barre Syndrome within 6 weeks of receiving influenza vaccine.
- Other: (please explain- most medical conditions are not contraindications for influenza vaccination

________________________________________________________________________


Healthcare Provider Name (print):

____________________________________________________________________________________

Healthcare Provider Contact information (phone):

Signature of Healthcare Provider: ___________________________  Date: ______________________

**School of Dental Medicine Verification:**

____________________________________________________________________________________

Infection Prevention and Control Officer/Designate (Print Name)

Signature ___________________________  Date ______________________
Religious Declination and Release Form
(To be completed in front of Human Resource Department/ Compliance Officer)

My employer or affiliated health facility, University of Colorado Denver, is requiring all staff to receive an influenza vaccination.

__(Initials) I understand that because I work in a health care environment, that coming into work while infected with the influenza virus may place employees and our patients at risk.

__(Initials) I am requesting a religious exemption to receiving the influenza vaccination.

__(Initials) I agree to enter into the interactive process in an attempt to eliminate this potential work-religion conflict. I understand that during this interactive process, I may be asked questions about my religious beliefs regarding the influenza vaccination and other vaccinations.

__(Initials) I understand that this religious exemption may be granted should it be determined that my request is not unreasonably burdensome to my employer, e.g., is not disruptive to the workplace and/or does not decrease productivity.

__(Initials) I understand this religious exemption, if granted, is only effective for this current influenza season.

---

Employee Name (print)  Employee/ Staff ID number

Signature  Date Signed

Employee’s Manager  Manager’s Phone Number

__(Initials) I understand that I am receiving a religious exemption to receiving the mandatory influenza vaccine. As a part of this exemption, I agree to wear a mask during the influenza season.

__(Initials) I understand my supervisor will be made aware of my requirement to wear a mask.

__(Initials) I understand that my failure to wear a mask as required may result in disciplinary action up to and including termination.

Employee Signature:  Date:

---

Approved  Not Approved

---

HR/Compliance Officer /Designated Officer  Date
INTRODUCTION:

The University of Colorado School of Dental Medicine (SDM) has a consistent and effective Emergency Response system that outlines actions to take in response to various environmental emergencies. All SDM staff, faculty, students and residents (SDM individuals) are to follow these actions to the best of their ability given the type and scope of an environmental emergency.

PURPOSE:

The primary purpose of this plan is to provide SDM personnel including students and residents with information that may be critical to ensure your safety or the safety of others in the event of an emergency.

POLICY:

Accidents and emergency situations can happen to anyone, at any moment. Take the time to learn the emergency procedures and contacts listed in this document. Take responsibility for your own safety and the safety of others by reporting potentially dangerous conditions or concerns to the appropriate departments. You should consider making preparations for emergency events. Learn both main and alternate paths of egress from your work areas. Most importantly, discuss this document with the SDM individuals within your department. Pre-plan your group’s actions. Make sure that everyone knows the basic procedures to follow in the event of an emergency situation.

This document contains scenario-specific response protocols and should be adhered to by all School of Dental Medicine students, faculty, and staff.

Although the emergency response procedures documented in this response plan are recommended best practices for the School of Dental Medicine, it is understood that critical cases or procedures may require a team of physicians and/or clinical specialists to maintain continuity of care during emergency situations, which may alter response efforts.

Fire

Upon discovery of a fire or if a fire alarm has been activated at the School of Dental Medicine (SDM), the following actions must be taken:

1. The building must be evacuated immediately. The following process for evacuation and rally/muster areas apply:

   - Evacuate the building by following the exit signs to the shortest and safest route. DO NOT USE ELEVATORS. Personnel will congregate at a safe distance from the building (100 feet) at the North, South, East or West exits until it is determined if the alarm is valid. Do not block Fire Department and Emergency Responder access to the building. The most senior faculty or staff member on each floor will ensure that all individuals evacuate. If present, an SDM departmental safety representative will assist in the complete evacuation.
Building and Campus officials in conjunction with the Fire Department will check the alarm panel to determine the location and validity of the alarm.

If the alarm is determined to be valid, all individuals, including patients and visitors, will move to one of the following mustering (gathering) points:
- Primary: Anschutz Medical Campus Building L28 ED 2 South room 1102
- Secondary: Anschutz Medical Campus Fulginiti Pavilion
- (See instructions below for persons in wheelchairs, who are sedated, or who are undergoing an oral surgery procedure.)

All individuals must stay out of the building and at one of the exit locations until an all clear is given by the Fire Department or designated emergency personnel. DO NOT re-enter the building until the Fire Department or designated emergency personnel advise you that it is safe to reenter.

Keep clear of emergency vehicles.
All individuals that are in wheelchairs, use walkers or need assistance walking downstairs, will immediately go to the north or south stairwells and wait further instructions. SDM personnel should wait with these individuals until the nature of the emergency is determined. If the alarm is valid, these individuals will begin to evacuate with the assistance of Fire Department personnel or University of Colorado Denver / Anschutz Medical Campus Police Department (CU Police). If individuals are in immediate danger any available person may assist in evacuation.

Individuals who are sedated, but not undergoing oral surgery at the time of the alarm, may be evacuated by wheelchair or gurney through one of the exits or will shelter in place to wait further instructions and assisted evacuation.

During this time surgical procedures may continue at the discretion of the Oral Surgeon. Once the alarm is determined to be valid, the Oral Surgeon and Oral Surgery staff will stop the procedure. The Rapid Response Team will assist in medical management and the preparation of patient evacuation to either the primary or secondary mustering point outlined above. The patient’s student or resident will accompany the patient.

The Oral Surgeon or Emergency Responders may determine that once the patient is moved from the building, that EMS will be called to transfer the patient.

Once the alarm is determined to be valid or at the direction of the Fire Department or Emergency Responders, SDM Administrative leadership will account for all personnel that were in the building utilizing SDM recall list and the AxiUm patient accountability report. All unaccounted for or injured individuals will be reported to Fire Department or Emergency Responders.

2. If you discover a fire and an alarm has not been sounded the following action must be taken:

- Notify others in the immediate area to evacuate the building as outlined above. If a person is on fire, attempt to extinguish the fire by using a fire extinguisher, Stop-Drop-Roll technique or by smothering the fire.
- Sound the alarm: Pull the nearest fire alarm pull box (usually at or near an exit door). If you are rescuing a person and cannot access a pull station, shout FIRE!
- Contain the fire by closing doors, including those leading into hallways.
- Evacuate or you may attempt to extinguish the fire if it is safe to do so.

When responding to a fire, remember the RACE acronym: Rescue, Alarm, Confine, Evacuate or Extinguish.

To use a fire extinguisher, remember the PASS acronym: Pull, Aim, Squeeze, and Sweep. (Pull the pin, Aim the hose at the base of the fire, Squeeze the handle, and Sweep the hose across the base of the fire.)
Severe Weather/Tornado

In the event that the National Weather Service issues a severe weather or tornado warning, the University will notify the School of Dental Medicine by the public address system in the building, by campus email or the University of Colorado Anschutz Medical Campus Emergency Notification System (Campus ENS). When a severe weather announcement is made do not assume that it is safe to remain in the building or to shelter in place. Take the following actions immediately:

- Keep calm. Do not run or panic.
- Evacuate to the lowest point of the building. In the School of Dental Medicine, the lowest point is the basement. All individuals that are in wheelchairs, use walkers or need assistance evacuating may use the elevators.
- The most senior faculty or staff member on each floor will ensure that all individuals evacuate. If present, an SDM departmental safety representative or their designee will assist in the complete evacuation.
- If you can’t get to the evacuation point move to an interior location away from windows and glass, face the wall, and preferably, cover the back of your neck.
- The Oral Surgeon and Oral Surgery staff and the Rapid Response Team will stay in the 1st floor clinic hallway in support of ongoing surgical procedures, sedated patients and evacuation. IF YOU ARE NOT DIRECTLY INVOLVED IN ORAL SURGERY PATIENT CARE YOU MUST EVACUATE.
- The Rapid Response Team may be required to assist in medical management and evacuations on other floors.
- Remain in evacuation area until CU Police, University officials or Emergency Responders give an “all clear”.

Blizzard/Heavy Snow/Flooding Heavy Rain

To be consistent with the University of Colorado Anschutz Medical Campus’ policy regarding the campus remaining open during periods of inclement weather, the School of Dental Medicine will make every effort to remain open in the event of inclement weather. The decision to stay open, delay, and/or to cancel specific clinical operations or didactic classes, will be determined by the School’s Executive Decision Committee and communicated to the SDM individuals by email distribution and website announcement. Notices regarding Campus closures and delays can be obtained through the Emergency Notification System (Campus ENS) or the University Emergency Information Line at 877-463-6070. In addition, announcements will be made via campus email accounts. Patients will be notified through EasyMarkit. For specific guidance on attendance, didactic class closures, clinic closures and any postponements, refer to the Inclement Weather policy.

Active Shooter

An active shooter is an armed person who has used deadly physical force on individuals and who may continue to do so while having unrestricted access to additional victims. These situations are dynamic and evolve rapidly, demanding immediate deployment of law enforcement resources to stop the attack or shooting and mitigate harm to additional victims. In general, how you respond to an active shooter will be dictated by the specific circumstances of the encounter. Be aware that there could be more than one shooter involved in the situation.

1. If an active shooter is outside your building take the following actions:
   - Seek sanctuary by proceeding to a room that can be locked and/or barricaded.
   - Close and lock all windows and doors and turn off all lights.
   - If possible, get down on the floor and ensure that no one is visible from outside the room.
If it is safe to do so (active shooter will not hear or see you), press a panic button in your area to notify police and ALSO call CU Police, from a campus phone by dialing 9-1-1 or 303-724-4444 from any phone. Advise the dispatchers of the events and inform him/her of your location.

If you can’t speak, leave the line open so that the dispatcher can listen to what is taking place. Normally, the location of a 9-1-1 call (x44444) on a campus phone can be determined by the dispatcher without speaking.

Silence cell phone ringers and decrease the brightness of your cell phone screen.

Remain in place until the police, or a University official with proper identification, gives the “all clear”.

2. If an active shooter is in the same building:

- If you can do so safely, exit the building.
- Or, seek sanctuary by proceeding to a room that can be locked and/or barricaded. Close and lock all windows and doors and turn off all lights.
- If possible, get down on the floor and ensure that no one can see you from outside the room.
- If it is safe to do so (active shooter will not hear or see you), press a panic button in your area to notify police and ALSO call CU Police from a campus phone by dialing 9-1-1 or 303-724-4444 from any phone. Advise the dispatchers of the events and inform him/her of your location.
- If you can’t speak, leave the line open so that the dispatcher can listen to what is taking place. Normally, the location of a 9-1-1 call on a campus phone can be determined by the dispatcher without speaking.

3. If an active shooter enters your clinic, office or classroom:

- If possible, run away from the shooter, preferably out of the building or to a room that can be locked and/or barricaded. Otherwise, if possible, hide under a desk, or behind a door, barricaded w/furniture or other structure. If you are hiding, turn off your cell phone ringer and decrease the brightness on your cell phone screen.
- Try to remain calm and if it is safe to do so (active shooter will not hear you or see you), press a panic button in your area to notify police and ALSO call CU Police from a campus phone by dialing 9-1-1 or 303-724-4444 from any phone. Advise the dispatchers of the events and inform him/her of your location.
- If you can’t speak, leave the line open so the dispatcher can listen to what is taking place. Normally, the location of a 9-1-1 call on a campus phone can be determined by the dispatcher without speaking.
- Attempting to overpower the shooter with force should be considered a very last resort after all other options have been exhausted.
- If the shooter leaves the area, proceed immediately to a safer place and try not to touch anything that was in the vicinity of the shooter.
- No matter what the circumstances, if you decide to flee during an active shooting situation, make sure you have an escape route and plan in mind.
- Do not attempt to carry anything while fleeing.
- Move quickly, keep your hands visible, and follow the instructions of any police officers you may encounter.
- Do not attempt to remove injured people; instead, leave wounded victims where they are and notify authorities of their location as soon as possible.
- Do not try to drive off campus until advised it is safe to do so by CU Police or University officials.
At the direction of the CU Police or Emergency Responders, SDM Administrative leadership will account for all personnel who were in the building utilizing the SDM recall list and the AxiUm patient accountability report. All unaccounted for or injured individuals will be reported to CU Police or Emergency Responders.

**Bomb Threats**

All bomb threats called into the School of Dental Medicine are considered real until proven otherwise. When receiving a bomb threat take the following action:

- Remain calm.
- Try to get as much information as possible from the caller/suspect or about the situation. Examples include:
  - Location of the bomb, package or object.
  - What the caller said and description (gender, type of voice etc.).
  - Exact time the bomb threat was made.
- Try to document or recall exact wording used by the caller; this can provide critical information needed by the police. Be as thorough and specific as possible.
- **DO NOT USE A CELL PHONE.** (Use of a cell phone could detonate the bomb.) Contact CU Police from a campus phone at 9-1-1 or any phone 303-724-4444 and report the incident.
- Provide the dispatcher with as much information as possible.
- You may need to have another person call the CU Police or 9-1-1 if you are still on the phone with the suspect.

If directed by CU Police, by ENS Alert or overhead announcement, evacuate the school to one of the following areas:

- Primary location: Anschutz Medical Campus Building L28 ED 2 South room 1102
- Secondary location: Anschutz Medical Campus Fulginti Pavilion

Do not reenter the building until the “all clear” is given by CU Police or University officials.

If the bomb threat is determined to be valid or at the direction of the Fire Department or Emergency Responders, SDM Administrative leadership will account for all personnel that were in the building utilizing SDM recall list and the AxiUm patient accountability report. All unaccounted for or injured individuals will be reported to Fire Department or Emergency Responders.

**Suspicious Package**

- If you discover a suspicious package or object, **DO NOT** touch or move it.
- **DO NOT** use your cell phone as this may activate an explosive device contained within the package.
- Contact CU Police from a campus phone by dialing 9-1-1 or 303-724-4444.

If directed by the CU Police, by ENS Alert or overhead announcement, evacuate the school to one of the following areas:

- Primary location: Anschutz Medical Campus Building L28 ED 2 South room 1102
- Secondary location: Anschutz Medical Campus Fulginti Pavilion
**Abduction Situation**

If a School of Dental Medicine faculty, staff or student witnesses or otherwise becomes aware that a person has been abducted from the School or campus, take the following actions:

- If it is safe to do so, press a panic button in your area to notify police and ALSO call CU Police from a campus phone by dialing 9-1-1 or 303-724-4444 from any phone. Advise the dispatchers of the events and inform him/her of your location.
- If known, provide the following information:
  - Descriptions of the abductor(s) and the missing person(s),
  - The location of the abduction and the direction of flight,
  - The type of vehicle involved and the license plate number.
  - Describe any weapons seen.

If heard, relay the exact wording used by the abductor to the CU Police. The exact wording may provide critical information needed by the police. Be as thorough and specific as possible.

Protect the area where the abduction occurred so that law enforcement personnel can process it for evidence. Do not discuss details of the abduction with any other person unless requested by the CU Police, Aurora Police or other law enforcement officers.

At the direction of the CU Police or University officials, SDM Administrative leadership will account for all personnel that were in the building utilizing SDM recall list and AxiUm patient accountability report.

**Hostage Situation**

If a School of Dental Medicine faculty, staff or student witnesses or otherwise becomes aware of a hostage situation on campus, take the following actions:

- If it is safe to do so, press a panic button in your area to notify police and ALSO call CU Police from a campus phone by dialing 9-1-1 or 303-724-4444 from any phone. Advise the dispatchers of the events and inform him/her of your location.
- If known, provide the following information:
  - Location of the incident, suspect(s), and hostage(s)
  - Description of the suspect(s)
  - Number, conditions, and descriptions of suspect(s) and hostage(s)
  - The demands of the suspect(s) involved and any weapon(s) seen or believed to be present
  - Description of any vehicle and license plate number. Description of any weapons seen

If heard, relay the exact wording used by the suspect. The exact wording used may provide critical information needed by the police. Be as thorough and specific as possible. The person reporting a hostage or barricade incident should remain on the line with police dispatchers as long as safely possible.

At the direction of the CU Police or University officials, SDM Administrative leadership will account for all personnel that were in the building utilizing SDM recall list and the AxiUm patient accountability report. All unaccounted for or injured individuals will be reported to CU Police or University officials.
**Missing Person, Child, Infant**

If a School of Dental Medicine individual becomes aware that a person, child, or infant is missing they will take the following actions. (A missing person could be a patient, visitor, faculty member, student, staff member, or resident).

- If it is safe to do so, press a panic button in your area to notify police and ALSO call CU Police from a campus phone by dialing 9-1-1 or 303-724-4444 from any phone. Advise the dispatchers of the events and inform him/her of your location.
- Overhead page a CODE Pink to notify the School of a missing person, child or infant. When a CODE Pink is announced, the School is to go immediately into lock-down.
- SDM personnel in the area will station themselves at all entrances/exits and stairwells on each floor. All exit routes are to be monitored, to include exits from interior corridors to waiting areas.
- In the case of a missing infant, all bags will be checked before the person is allowed to exit. In the case of a missing child, SDM personnel should establish that any child leaving the building has not been disguised or is being forcefully removed.
- If someone insists on leaving the premises, do not try to stop them, but make note of their physical description, the direction of their departure from the building and a description of their vehicle, if seen.
- Personnel on each floor will search bathrooms, clinical and non-clinical areas for the missing person. Spaces under desks, in radiology reading rooms (dark areas), office spaces that are not in use or are used infrequently will be searched. In the case of a missing infant or child, all cabinets in the area will be searched.
- Once the CU Police arrive, they will provide further direction.

**Emergency Release of a Chemical or Substance**

If an emergency release of an uncontrollable, highly toxic, flammable or unknown substance occurs at the School of Dental Medicine the following action must be taken:

- Evacuate the immediate area of all persons. DO NOT use elevators.
- Close the doors as you leave your area to contain the material, if possible. Do not endanger yourself by staying in the building to close the doors.
- Once outside the building, continue to a safe distance (a minimum of 100 feet or more when directed by emergency personnel).
- Keep clear of emergency vehicles.
- If it is safe to do so from your area and without delaying evacuation, press a panic button to notify police and/or from a safe location away from the area of the release call CU Police from a campus phone by dialing 9-1-1 or 303-724-4444 from any phone. Advise the dispatchers of the events and inform him/her of your location.

Provide the following information to the police dispatcher, if known and as it becomes available:

- The exact location of release and the area(s) affected.
- Injuries due to exposure, number (and names, if known and requested by dispatch) of person(s) affected, and conditions/symptoms.
- Hazardous product(s) released and amount released.
Where the caller will meet Emergency Responders and a contact number to reach the caller.

If directed by CU Police, Emergency Responders, or SDM leadership, all individuals will report to one of the following muster locations:
- Primary: Anschutz Medical Campus Building L28 ED 2 South room 1102
- Secondary: Anschutz Medical Campus Fulginiti Pavilion

At the direction of the Fire Department or Emergency Responders, SDM Administrative leadership will account for all personnel that were in the building utilizing the SDM recall list and the AxiUm patient accountability report. All unaccounted for or injured individuals will be reported to CU Police or Emergency Responders.

Incidental Release of a Chemical or Substance

If an incidental release of a relatively small, easily controlled known material occurs at the School of Dental Medicine, personnel causing the spill will initiate cleanup, immediately. SDM personnel trained in hazardous containment will lead the clean-up efforts. The following actions must occur:

- Ensure proper personal protective equipment (PPE) is worn by personnel initiating clean up and that proper equipment is used.
- Call the SDM Facility Director at 303-724-7141 and the University Environmental Health & Safety (EHS) Department at 303-724-0345 for advice and follow-up. EHS will notify the CU Police dispatcher.
- If there is no response from SDM Facilities Department or the spill or fumes are getting worse, press a panic button in your area to notify CU Police AND call CU Police on a campus phone by dialing 9-1-1 or 303-724-4444 from any phone. Advise the dispatchers of the events and inform him/her of your location.

Provide the following information to the CU Police 9-1-1 dispatcher, if known or as it becomes known:

- The exact location of release and the area(s) affected.
- Injuries due to exposure, number (and names, if known, and requested by dispatch) of person(s) affected, and conditions/symptoms.
- Hazardous product(s) released and amount released.
- Where the caller will meet Emergency Responders and a contact number to reach the caller.

In the event that a campus or building evacuation is required in the School of Dental Medicine, move quickly, but in an orderly fashion to the nearest exit. DO NOT USE ELEVATORS.

- Close the doors as you leave your area to contain the material, if possible. Do not endanger yourself by staying in the building to close the doors.
- Once outside the building continue to a safe distance (a minimum of 100 feet or more when directed by emergency personnel).
- Keep clear of emergency vehicles.
- If directed by CU Police, Emergency Responders, or SDM leadership, all individuals will report to one of the following muster locations:
  - Primary: Anschutz Medical Campus Building L28 ED 2 South room 1102
  - Secondary: Anschutz Medical Campus Fulginiti Pavilion
At the direction of the Fire Department or Emergency Responders, SDM Administrative leadership will account for all personnel that were in the building utilizing the SDM recall list and the AxiUm patient accountability report. All unaccounted for or injured individuals will be reported to the CU Police or Emergency Responders.

**Earthquake**

In the event of an earthquake on the SDM campus or nearby location, all SDM individuals will take the following actions:

- Keep calm. Do not run or panic.
- All individuals will evacuate to a safe location out of the building. Be aware of and avoid downed power lines, broken glass and other debris.
- Help and direct patients, visitors and others to the closest exit.
- DO NOT use elevators.
- The Oral Surgeon and Oral Surgery staff along with the Rapid Response Team will help with medical management or evacuation of sedated or oral surgery patients.
- The Rapid Response Team may be required to assist in medical management and evacuations on other floors.
- If directed by CU police, Emergency Responders, or SDM leadership, all individuals will report to an alternate muster location defined by Emergency Responders.

At the direction of the Fire Department or Emergency Responders, SDM Administrative leadership will account for all personnel that were in the building utilizing SDM recall list and the AxiUm patient accountability report. All unaccounted for or injured individuals will be reported to CU Police or Emergency Responders.

**Air Quality**

For concerns with air quality, building odors, and building projects, School of Dental Medicine individuals should contact the Facility Director at 303-724-7141. The Director will coordinate with appropriate campus officials to address such issues. University Environmental Health & Safety and University Risk Management will be contacted as needed.

**Power Outages**

Utility service interruptions, inoperable or disabled elevators, information services or telecommunications problems, and numerous other potential disruptions may occur in the School of Dental Medicine. In order to protect and maintain the physical facilities of the school, safety of individuals as well as to expedite repairs, please note the following actions:

For building outages, or to report damage during normal business hours:

- Contact the School of Dental Medicine Director of Facilities at 303-724-7141 or call the University of Colorado Denver (CU Denver) Facilities Operations Desk at 303-724-1777.
For building outages, or to report damage after hours or during weekends:

- Call the CU Denver Facilities Operations Desk at 303 724-1777. This number will prompt you to leave a message for the CU Denver facilities shift personnel.
- If a CU Denver representative does not return your call within 10 minutes call CU Police at 303-724-4444 from any phone and the dispatcher will contact the appropriate CU Denver Facilities Operations representative.
- In an emergency, move to a safe area and call the CU Police by dialing 9-1-1 from a campus phone or 303-724-4444 from any phone.

Since power outages are usually short in duration, the Facilities Director will contact the Facilities Operations Desk for further advice or instruction if the outage is expected to last longer than 10 minutes.

For CU Denver Information Services or Telecommunications outages contact School of Dental Medicine IT Department at 303-724-7119 or Anschutz Medical Campus and University Office of Information Technology, OIT (Campus IT) at call 303-724-4357.

**Elevator Outages or Personnel Trapped inside the Elevator**

Most elevators have direct communication to the CU Police by pushing a button on the interior panel. If persons are trapped in an elevator, call CU Police from a campus phone at 9-1-1 or at 303-724-4444 from any phone. **Do not attempt to open the elevator door yourself.**

CU Police and Facilities Operations personnel will respond and evaluate the situation. If they cannot open the doors, the Fire Department will be called to assist.

**Police Assistance**

For assistance, call CU Police by dialing 9-1-1 from a campus phone or 303-724-4444 from any phone.

**Escort to parking lots**

CU Police will provide escorts to and from parking lots upon request, by calling 9-1-1 from a campus phone or 303-724-4444 from any phone.

**DRILLS AND TRAINING:**

Emergency drills and emergency preparedness training exercises are conducted by the School of Dental Medicine. Refer to Appendix B for the Schedule. All faculty, staff, students and residents are required to participate when present during the drill or training exercise. You are expected to cooperate with all evacuation requirements whether during a drill or actual event.

Failure to participate in drills or training events may result in disciplinary action.
REVIEW AND APPROVAL:

The SDM Emergency Response Plan is vetted by members of the Infection Control and Life Safety Committee and the Sr. Associate Dean for Clinics and Professional Practice. Final approval of the SDM Emergency Response Plan is conducted by the SDM Operations Committee, Faculty Senate and SDM Executive Committee. The SDM Emergency Response Plan will be reviewed on an annual basis or sooner, as needed.
APPENDIX - A

CONTACT PHONE NUMBERS AND NOTIFICATION SYSTEM

<table>
<thead>
<tr>
<th>Contact</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Campus 9-1-1</td>
<td>Call 9-1-1 from any campus phone or 303-724-4444 from any phone</td>
</tr>
<tr>
<td>Campus Police</td>
<td>Call 9-1-1 from any campus phone or 303-724-4444 from any phone</td>
</tr>
<tr>
<td>Aurora 9-1-1 Dispatch or Police</td>
<td>9-1-1 from cell phone</td>
</tr>
<tr>
<td>University of Colorado Anschutz Campus Emergency Management (Emergency Information)</td>
<td>1-877-463-6070</td>
</tr>
<tr>
<td>University of Colorado Anschutz Campus Environmental Health and Safety</td>
<td>303-724-0345</td>
</tr>
<tr>
<td>School of Dental Medicine Facility Director</td>
<td>303-724-7141</td>
</tr>
<tr>
<td>University of Colorado Anschutz Campus Facilities Operations Desk</td>
<td>303-724-1777</td>
</tr>
<tr>
<td>School of Dental Medicine Information Technology (IT)</td>
<td>303-724-7119</td>
</tr>
<tr>
<td>University of Colorado Anschutz Campus Office of Information Technology (OIT)</td>
<td>303-724-4357</td>
</tr>
<tr>
<td>Dr. Johnson, School of Dental Medicine Sr. Associate Dean of Clinics &amp; Professional Services</td>
<td>303-724-6976</td>
</tr>
<tr>
<td>School of Dental Medicine Office of the Dean</td>
<td>303-724-7100</td>
</tr>
</tbody>
</table>

Anschutz Medical Campus Emergency Notification System (Campus ENS):

To sign up for Campus ENS go into your employee portal at www.my.cu.edu and do the following:

- Under “Quick Links” (left hand column of page), click on “Personal Information”
- On the pop-up screen, click on “Change Phone Numbers” and add your cell phone number (choose “Cellular” as the phone type in the drop down list)
APPENDIX – B

SCHEDULE OF DRILLS AND TRAINING

Note: actual events count as a drill

Fire drills: twice per year

Tornado drills: twice per year at the beginning of the season and during (spring through fall)

Missing person, child, infant: one per year

Active Shooter: SDM coordinate w/UCH EM to run a table-top drill one per year

Bomb Threat/Suspicious Package: one per year
## DRILL ASSESSMENT FORM(S)

### School of Dental Medicine Emergency Response Critique

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Drill/Actual</th>
<th>Type of Event</th>
<th>Observer</th>
<th>Evacuation Yes/No</th>
<th>Emergency Supplies Used Yes/No</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Procedure Criteria

<table>
<thead>
<tr>
<th>Procedure</th>
<th>Grade</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>The first person aware of the event notified campus police immediately with appropriate information.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The emergency announcement was heard in all areas of the building.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Directed patients and visitors to the designated evacuation area.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Knew appropriate evacuation route from immediate location.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Did not push or crowd and kept traffic to the correct stairwells and corridors.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Assisted persons with disabilities if present.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Followed instructions of Emergency Response Personnel and moved to the facility evacuation area.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Time frame to evacuate the building.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Did not re-enter the building until all clear was given by emergency personnel.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Account for all Faculty, Staff and Students as required.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Account for all patients utilizing accountability report.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sedated patients evacuated to nearest medical facility.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Communicated needs for additional personnel to assist in evacuation of sedated patients.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Notified Emergency Response Personnel when all individuals are accounted for.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Grading Criteria

<table>
<thead>
<tr>
<th>Grade</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>Not applicable to this situation or not being observed.</td>
</tr>
<tr>
<td>1</td>
<td>Criteria met. Personnel responded appropriately. Policy and procedure followed.</td>
</tr>
<tr>
<td>2</td>
<td>Criteria not met. Personnel responsible were immediately informed on correct policy and procedure. Problem was solved.</td>
</tr>
<tr>
<td>3</td>
<td>Criteria not met. Additional action required.</td>
</tr>
</tbody>
</table>
III. Patient Care and Management
3.1 Standards of Care

OVERVIEW:
The following standards of care are designed to guide faculty, staff and students in the delivery of patient care at the University of Colorado School of Dental Medicine. These guidelines are in no way meant to abridge the professional judgment of faculty as to what is feasible, achievable and in the best interest of patients in any particular situation. These standards have been developed with the knowledge that patients have the right to decide what treatment they wish to accept, and the faculty has the right to decide if the School is able to provide reasonable care with-in conditions set by the patient.

STANDARDS of CARE

1. We ensure that patients are good candidates for care in our educational Comprehensive Care Program setting by providing a screening exam to determine if the patient’s dental care needs are within the scope of the student clinics.
2. We recognize the diversity of our patients and their individual needs.
3. We provide our patients with an Informed Consent to Treat document and allow time for questions to be asked and answered.
4. We maintain a complete electronic health record for each patient that includes a health history that is updated once per year.
5. We maintain and store patients’ Protected Health Information (PHI) securely in accordance with the Health Insurance Portability and Accountability Act (HIPAA).
6. We will ensure that our patients are fully informed of the costs of their treatment by providing an individualized treatment plan to every comprehensive care patient.
7. Emergency dental services are available at the CU School of Dental Medicine five days a week during clinic hours with call coverage available after hours.
8. We provide patients with access to care that occurs in a timely fashion based on their specific treatment needs.
9. We prepare faculty, staff, and students to provide care in the event a patient has a medical emergency in the clinics.
10. We follow up-to-date instrument and patient care safety standards.
11. We will ensure that patients are evaluated on a yearly basis to assess for any new oral disease or conditions including cavities.
12. We will ensure that patients receive preventative care.
13. We will ensure that patients receive appropriate follow-up care.
14. We will ensure that patients receive lasting care.
15. We are committed to patient satisfaction. We take each patient concern seriously and will work with our patients to find solutions.
3.2 Patient Rights and Responsibilities

OVERVIEW:
The patient rights and responsibilities are contained in the Patient Rights and Responsibilities brochure (See Appendix A, English and Appendix B, Spanish).

The Patient Rights and Responsibilities brochure is provided to each new patient as a part of the new patient documentation, which is either mailed or emailed to the patient. The Patient Rights and Responsibilities brochures are also found throughout SDM at the front desk and other information centers. In addition, the Rights and Responsibilities are rotated on digital displays found throughout SDM.

PATIENT RIGHTS AND RESPONSIBILITIES

Rights

1. Receiving treatment regardless of race, color, religion, gender, age, national origin, or individual disability.
2. Having access to interpreter services, upon request, when you do not speak or understand the language.
3. Receiving considerate, respectful care at all times and under all circumstances.
4. Receiving advance knowledge of the anticipated/estimated cost of treatment, and the opportunity to request and receive an itemized, detailed explanation of the total bill for your care.
5. Participating in informed decisions concerning your health care; knowing about and accepting or refusing participation in research projects affecting your health and treatment.
6. Obtaining complete and current information concerning your diagnosis, treatment, and any known prognosis. (If it is not medically advisable to give a patient this information, it should be given to a legally authorized individual).
7. An understanding of your treatment plan and giving informed consent. You, or your legally authorized representative, has the right to:
   a. An explanation of the recommended treatment or procedure.
   b. An explanation of the risks and benefits.
   c. An explanation of the alternatives with the risks and benefits.
   d. An explanation of the consequences if no treatment is pursued.
   e. Refusing any drug, test, procedure or treatment. You also have the right to request treatment. However, you may not demand treatment considered medically unnecessary or inappropriate.
8. Receiving treatment that meets the standard of care in the profession, that is evidence based and integrates the best research evidence, with patient needs and values, and the knowledge and experience of the dental profession and our faculty.
9. Having access to emergency care.
10. Having patient care consistent with your total needs and in an appropriate sequence.
11. Having reasonable safety insofar as the clinic practices and environment are concerned.
12. Knowing the identity and professional status of all individuals providing services to you.
13. Being informed of the School’s rules and regulations applicable to your conduct as a patient.
14. Having continuity of care and completion of your treatment, and being informed of any continuing health care requirements following treatment.

15. Confidentiality of all communication and clinical records related to your care, including:
   a. To have any discussion or consultation involving your care conducted discreetly.
   b. To limit access to your dental record to individuals directly involved in your treatment, and including those who monitor its quality.
   c. Have all communications and other records pertaining to your care, including the source of payment for treatment, treated as confidential.

Responsibilities

Follow University of Colorado School of Dental Medicine rules and regulations affecting patient care and conduct as outlined below:

1. Follow the treatment plan recommended by the School and approved by the patient in a timely manner.
2. Attend, on time, all scheduled appointments and give at least 48-hours’ notice if you need to cancel an appointment.
3. Provide accurate, current, and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to your health and dental health.
4. Make it known that you clearly understand a proposed course of treatment, and what is expected of you by giving your informed consent. Feel free to ask questions if you do not understand any directions or information given to you.
5. Assure that the financial obligations for your dental care are fulfilled as promptly as possible. This includes making payment at the time of treatment, as well as providing accurate insurance information and asking questions you may have concerning your bill.
6. Be considerate and respectful of the rights of other patients and of School personnel.
7. Remember you are responsible for the outcome if you refuse treatment or do not follow instructions.
3.3 Health Insurance Portability and Accountability Act (HIPAA)

The School of Dental Medicine follows the University of Colorado Office of Regulatory Compliance (ORC) Policies on Health Insurance Portability and Accountability Act (HIPAA).

All HIPAA policies, form, and other information can be found on the Office of Regulatory Compliance website at: http://www.ucdenver.edu/academics/research/AboutUs/regcomp/hipaa/Pages/policies-forms.aspx

Below you will find the ORC’s General Rule regarding HIPAA.

HIPAA Policy 1.1

Title: General Rule: Uses and Disclosures of Information
Source: Office of Regulatory Compliance
Prepared by: Assistant Vice Chancellor for Regulatory Affairs
Approved by: Vice Chancellor for Research
Effective Date: July 1, 2013
Replaces: 02/26/03
Applies: All UCD campuses

I. Introduction

A. Purpose
The purpose of this policy is to outline the general circumstances under which a UCD faculty member, employee, student, trainee or volunteer with access to protected health information (PHI) may use or disclose protected health information (PHI) under the Privacy Rule of the Health Insurance Portability and Accountability Act (HIPAA).

B. Reference
45 C.F.R. § 164.502(a) and § 164.506

C. Applicability
It is the responsibility of anyone who uses or discloses PHI in any capacity at UCD to follow this policy. This includes faculty, staff, students, trainees, volunteers, etc.

II. Policy

A. Permitted Uses or Disclosures of Protected Health Information (PHI)
UCD faculty, employees, students, trainees, or volunteers are not permitted to use or disclose protected health information (PHI) except in the following circumstances:

• The individual who is the subject of the PHI, requests his/her own information;
- For the treatment, payment or health care operations of UCD;

- For the treatment activities of a health care provider (other than UCD); or,

- For the payment activities of another covered entity or health care provider (other than UCD).

- For activities listed below, if the covered entity (CE) and the UCD each have or had a relationship with the individual whose information is being used or disclosed to the CE and the information pertains to the relationship described above:
  - Use or disclosure is for the purpose of health care fraud and abuse detection or compliance;
  - Conducting quality assessment and improvement activities, including:
    - Outcomes evaluation and development of clinical guidelines, provided that the obtaining of generalizable knowledge is not the primary purpose of any studies resulting from such activities;
    - Population-based activities relating to:
      - Improving health or reducing health care costs
      - Protocol development
      - Case management and care coordination
      - Contacting of health care providers and patients with information about treatment alternatives;
  - Reviewing the competence or qualifications of health care professionals;
  - Evaluating practitioner and provider performance and health plan performance;
  - Conducting training programs in which students, trainees, or practitioners in areas of health care learn under supervision to practice or improve their skills as health care providers;
  - Training of non-health care professionals;
  - Accreditation;
  - Certification;
  - Licensing; or
  - Credentialing Activities

- Incidental disclosures that are incident to a use or disclosure otherwise permitted or required by this policy and provided that the UCD faculty, employee, trainee, student or volunteer has complied with the requirements of the Minimum Necessary and Safeguard Policies.
3.4 Patient Application, Screening and Acceptance into the School of Dental Medicine

OVERVIEW:
To ensure adequate learning experiences for all students and residents, the School of Dental Medicine has a centralized screening process for all potential patients interested in Comprehensive Care treatment. During the screening process, faculty will first determine if a patient’s treatment needs are appropriate for pre-doctoral/ISP students to perform. If too complex, the patient may be referred to the General Practice Residency program or Faculty Practice for examination, or the patient may be referred for care outside of the School of Dental Medicine. The following outlines the steps individuals will experience in becoming a patient at the School.

APPLICATION PROCESS:
Patients who wish to become patients in the School of Dental Medicine call the School’s main phone number (303-724-6900) or the CU Dental Team Care Clinic’s number (303-724-2273) and are given an appointment for screening. Patients are appointed in the order in which they call. Screening is accomplished at minimal charge to the patient and does not guarantee acceptance into one of the School’s programs.

At the screening appointment, the patient learns about the School’s clinics and about the aspects unique to the academic mission of the School, such as time commitment, fees, and length of time to complete care. Staff, students and faculty emphasize these features during the screening process.

SCREENING APPOINTMENT:
The University of Colorado School of Dental Medicine conducts screenings throughout the year. Full-time faculty members supervise the screening process. The screening appointment is not a thorough diagnostic examination, but rather a short appointment to determine an individual’s potential as a patient. Acceptance depends upon patient needs and desires, as well as suitability as a patient in one of the School’s programs.

Acceptance into one of the School’s programs depends on several factors, including but not limited to understanding of the special nature of a school program, realistic expectations, procedures appropriate to student abilities, availability of time and resources to obtain care in a timely fashion. Reasons for non-candidacy may include, but are not limited to, the following:

- Dental needs are too complex for our dental students:
  - Complicated restorative dental treatment needs
  - Severe periodontal (gum) disease
  - Multiple difficult fillings and/or esthetic considerations
  - Many cavities, significant root decay, cavities on most or all teeth requiring immediate attention
Multiple crowns/caps existing, replacement of many teeth with implants and/or full mouth rehabilitation
No or negative ridge remaining after your teeth were extracted, for fabricating a denture
Severely worn teeth/loss of vertical dimension (loss of mouth space for replacement teeth)
Possible bone reshaping surgery and/or multiple extractions needed
Multiple root canal treatment needs, retreatments, or cut a hole through a previously made crown

Medical condition is deemed too complex or unstable:
Severe Heart Disease
Severe Diabetes (or other Endocrinopathies)
Severe Blood Disease
Severe Kidney problems
Severe Seizures (Epilepsy)
Active Tuberculosis (TB)
Severe joint pain/problems
Bisphosphonate Use (Brittle bone treatment)
Other

Time constraints
Financial limitations

The patient is informed of their acceptance or non-acceptance at the end of the screening appointment and is provided with a letter explaining the same, see below:
SCREENING ACCEPT LETTER:

Dear Patient,

Welcome to the University of Colorado School of Dental Medicine! During our screening process today, you have been *preliminarily* accepted as a patient in the CU Dental Team Care Clinics. As a patient in the CU Dental Team Care Clinics, you will be treated by a dental team – made up of dental faculty supervising your care, a dental student, and highly experienced dental technicians. Let us take the opportunity to inform you of what to expect next:

**Appointments and Treatment Planning**

- You will be matched with a dental student who will call you to schedule your first appointment. You should be contacted by your student within one week. If you do not hear from your student, please call 303-724-2273 to let us know.

- At your first appointment, you will need to bring approximately $110. This amount will cover the cost of a comprehensive examination and necessary initial x-rays. Please note: additional x-rays may be needed in the future and are not included in the initial fee.

- The comprehensive examination may take several, 3-hour appointments but you will only be charged once for this series of appointments. This in-depth examination ensures that the dental faculty member has the opportunity to supervise and help your student develop the treatment plan that is most appropriate for you. This also provides the teaching opportunity necessary for the student to learn. It is important that these visits be completed in a timely manner. Should you fail to complete the series of appointments required for your initial examination and choose to re-start at a later date, you will need to start the process over with a new student and additional fees will apply. Appointments are scheduled from 9 am – 12 noon or 2 pm – 5 pm, Monday through Friday.

- Based on the findings of the comprehensive examination, you will meet with your CU Dental Team faculty and dental student to discuss the recommended treatment plan. No treatment will be provided until your treatment plan is complete and you have approved of your plan. At this crucial point, it may be decided that your dental needs are better served in another setting than our student comprehensive care clinic. If we determine that we cannot provide the necessary dental care for you in an efficient manner, we will make the appropriate referral for you.

- Treatment outside the scope of the CU Dental Team Care Clinics may be referred to another CU Dental Clinic or a specialist outside the school.
Payments
- Once treatment begins, you will need to pay as treatment is provided. Multiple visit procedures, such as crowns and dentures, can be paid in 2 installments. The first half at the initiation of the procedure and the second half at the delivery appointment. You may elect to make additional payments on your treatment plan any time during treatment, as the school does not provide payment plans. Should you have questions about insurance plans, our payment office would be happy to assist you. You are encouraged to understand your own insurance limitations and the costs for each treatment before your next scheduled visit.

Urgent/Emergency Care
- Prior to being assigned to a dental student, you can be treated in our emergency clinic for any urgent dental needs. After you have been assigned to a CU Dental Team, you will first call your dental student or call your patient care coordinator between 8 am – 5 pm. For emergencies between 5 pm and 9 pm, please first try your dental student. If you are unable to reach your dental student, or between the hours of 9 pm and 8 am, please call 720-848-0000.

Welcome again to the University of Colorado School of Dental Medicine. We encourage you to know your rights and responsibilities and to review the Welcome to CU Dental Clinics/Patient’s Rights and Responsibilities. We hope this will be a successful relationship and we look forward to providing you with the best dental care possible.

Sincerely,

University of Colorado School of Dental Medicine
Dental Team Care Clinics
SCREENING NON-ACCEPT LETTER:

Dear Patient,

During the screening process you participated in today, the faculty determined that we cannot meet your dental needs in the CU Dental Team Care Clinics at this time. The reason(s) are as follows:

☐ Your dental needs are too complex for our dental students:
  ☐ Complicated restorative dental treatment needs
  ☐ Severe periodontal (gum) disease
  ☐ Multiple difficult fillings and/or esthetic considerations
  ☐ Many cavities, significant root decay, cavities on most or all teeth requiring immediate attention
  ☐ Multiple crowns/caps existing, replacement of many teeth with implants and/or full mouth rehabilitation
  ☐ No or negative ridge remaining after your teeth were extracted, for fabricating a denture
  ☐ Severely worn teeth/loss of vertical dimension (loss of mouth space for replacement teeth)
  ☐ Possible bone reshaping surgery and/or multiple extractions needed
  ☐ Multiple root canal treatment needs, retreatments, or cut a hole through a previously made crown

☐ Your medical condition is deemed too complex or unstable:
  ☐ Severe Heart Disease
  ☐ Severe Diabetes (or other Endocrinopathies)
  ☐ Severe Blood Disease
  ☐ Severe Kidney problems
  ☐ Severe Seizures (Epilepsy)
  ☐ Active Tuberculosis (TB)
  ☐ Severe joint pain/problems
  ☐ Bisphosphonate Use (Brittle bone treatment)
  ☐ Other ______________

☐ Time constraints:____________________________________________________

☐ Financial limitations:_________________________________________________

☐ Other:_______________________________________________________________________________
____________________________________________
_______________________________________

If you ever need emergency services, we have an urgent care clinic located on the first floor of the dental school. Our Emergency and Urgent Dental Care Clinic is open Monday-Friday when the dental school is in session. Patients are seen on a first come first serve basis. The main doors of the School open at 8 a.m. and the Urgent Care/Emergency Clinic begins seeing patients at 9 a.m. It is recommended that patients arrive early to register as the clinic sometimes fills to capacity due to high demand. The basic Emergency and Urgent Dental Care Clinic fee is $56.00 which includes a limited diagnostic exam, medical review and a radiograph of the area of concern. Any additional procedures such as extractions or root canals will incur additional fees. Every attempt has been made to keep our fees as low as possible.
The purpose of the Emergency and Urgent Dental Care Clinic is to provide relief of emergency problems, such as pain, swelling, bleeding or trauma. Treatment is provided by third and fourth year dental students under the supervision of School of Dental Medicine faculty. Please call 303-724-6900 for additional information.

The University of Colorado School of Dental Medicine sincerely thanks you for your interest and time spent in our dental student program.

**STEPS IN THE SCREENING PROCESS:** (Also see Section 3.4: Screening and Status)

When a patient calls for an appointment, initial demographic information is entered into the electronic database, hereinafter referred to as axiUm. The status of the patient is entered as “New Screening” upon being appointed. A patient information packet is either mailed or emailed to the patient. The patient information packet contains:

1. Welcome letter
2. Patient Rights and Responsibilities Brochure
3. General Information and Consent for Treatment form
4. Dental and Medical History Form
5. Directions, map, and parking information

On the day of the appointment, patients are registered and are given the option to review a copy of the HIPAA and General Information and Consent for Treatment form, after which they provide an electronic signature. Patients are also given the option to obtain a copy of the HIPAA form and another copy of the General Information and Consent for Treatment form (a first copy was mailed or emailed to the patient prior to the appointment). Each patient is appointed for one hour, during which an abbreviated medical history is taken, chief complaint and patient expectations are determined, and a brief, non-invasive examination is conducted by the dental student. Screening faculty members review the findings, and make a final determination regarding acceptance or non-acceptance, and approve the findings in axiUm. Appropriate examination and radiographs are ordered and approved in axiUm. (See Section 2.5.)

If a patient is accepted for treatment, he/she is given a letter which reviews and reiterates the information that has been discussed, and which states the dollar amount needed for the subsequent examination and films. Patient status in axiUm will be changed to “Accepted,” and the name will be placed in a pool for future assignment to a student.

If a patient is not accepted, he/she is given a letter that states the reason. If appropriate, the patient is referred for screening in the General Practice Residency. Otherwise, information about alternative sites/programs is provided. Patient status in axiUm will be changed to “Not Accepted,” which means the patient cannot be screened again except in special circumstances.

The following medically compromised patients are not routinely accepted for treatment by UCSDM students unless stable and coordinated with patient’s physician (referral to GPR is appropriate):

1. severe cardiopulmonary disease (uncontrolled hypertension, MI/CVA within the previous 6 months)
2. severe congestive heart failure/arrhythmia/insufficiency, in need of IV antibiotic coverage)
3. severe endocrinopathies (uncontrolled diabetes of any type)
4. hematological diseases (all types of hemophilia and coagulation disorders, leukemias, anticoagulant therapy)
5. severe renal insufficiency (post renal transplant, hemodialysis)
   a. severe uncontrolled convulsive disorder (epilepsy)
   b. active tuberculosis – referral to GPR while active

The following dentally compromised patients are not accepted for treatment:

1. Fixed Prosthodontics: Patients with severely worn dentition requiring full mouth rehabilitation.
2. Removable complete dentures: No or negative ridge, for whom implants are not feasible. Also, patients whose expectations appear unrealistic.

Time Commitment and Availability

Fees in the student and resident programs are approximately 30-50% less than fees charged in private practice. The lower fees are in exchange for the increased amount of a patient's time that is required for treatment by a student. Patients who are accepted for treatment are expected to be able to meet at least one 3-hour appointment per week. Patients must also have a flexible schedule, and should be available for several different clinic sessions in a given week (AM or PM).

Payment Policy

Payment for services is required as they are rendered. Advanced payment of 50% of the total fee is required for laboratory-fabricated restorations and denture services. All major credit cards and personal checks are accepted. Most dental insurance plans and Medicaid are honored.

Patient Scheduling

Patients should give 48 hours-notice if they cannot keep an appointment. Patients who fail to meet appointments 2 or more times may be discontinued from the program.
3.5 Patient Screening Procedures and Status

OVERVIEW:
As outlined in Section 3.3, all potential Comprehensive Care patients for the School of Dental Medicine are screened through a centralized clinic to determine if a patient’s treatment needs are appropriate for pre-doctoral/ISP students to perform. If too complex, the patient may be referred to the General Practice Residency program or Faculty Practice for examination, or the patient may be referred for care outside of the School of Dental Medicine. The School’s Orthodontics Residency Program conducts its own screening for potential orthodontic patients.

The following outlines student and faculty responsibilities when assigned to the Screening Clinic.

SCREENING FORM:
Students and faculty use a template screening note in axiUm intended to reduce the time needed to identify potential treatment needs and desires, medical issues that may have an impact on treatment, and the patient’s desired timing of treatment (based on the patient’s schedule flexibility and finances). This information is intended to allow the patient to be treated to the level and at the pace that he/she desires, as well as to provide guidance for the students regarding their patient management responsibilities.

The following information is collected in axiUm during the initial screening appointment: (See sample axiUm Screening Template note Appendix B.)

- Chief Complaint, stated in the patient’s own words; history of Chief Complaint
- Summary of medical history, allergies and medications (Abbreviated to determine critical information. A more detailed medical history is taken in the medical/dental history form in Axium and then reviewed by the assigned provider as part of the Oral Diagnosis.)
- ASA type, the need for a medical consultation, and determination of urgency of dental needs
- Vital signs
- Patient availability, patient’s ability to fund treatment
- Patient expectations of treatment and outcomes

Following the interview, an extraoral and intraoral examination is performed to assess potential needs as well as an oral cancer screening examination.

The student then presents the patient to the covering faculty. The student and the faculty will review the information and make a determination. The faculty member will examine the patient. The patient is notified of the outcome, (accepted to CUDT clinics, internal referral, or referred to outside provider).

After reviewing the above information, the following derived information is also entered into the template note in Axium, by the student with the guidance of the covering faculty:

- Anticipated treatment needs codes.
- Determination of acceptance or non-acceptance written in the faculty comment section (allows for text entry to further explain or expand on the findings/determinations of the screening process).
- Disposition of patient (accepted to CUDT clinics, internal referral, or referred to outside provider).
- An entry for “Next visit” in which the student writes plan for next visit.
After the completion of the template note, if the patient is accepted:

- The anticipated treatment needs are populated in the patient’s record;
- The comprehensive examination (simple, moderate, complex) is planned;
- The “caries risk assessment” form is planned;
- The appropriate radiographs are planned:
  - Full mouth series radiographs or
  - Panoramic radiographs or
  - Individual periapicals or bitewing radiographs, as indicated for the individual patient.

Depending on the outcome of the screening appointment, status for all screened patients will be updated in axiUm to “Accepted” or “Not accepted”:

- Records of patients with a status of “Accepted” are matched in axiUm, by the Screening Coordinator, using the Patient Assignments module in axiUm. Once assigned to a student, the patient status is updated to “Active.” This is done by the Screening Coordinator.
- Records of patients with a status of “Not Accepted” are placed in a pool in axiUm which is unavailable for rescreening. Exceptions may be noted in the record to allow rescreening if problems such as medical issues or availability, noted initially, have been resolved. This is done on a case-by-case basis.

PATIENT STATUS:

Current status designations available in axiUm are as follows:

- Accept: Patients accepted at screening.
- Active: Patients assigned for active treatment to a student.
- Board patient: Patients who were screened by student candidates solely for licensing board examinations.
- Delay: Patients who have requested delay in treatment.
- Discontinued: Patients who have been dismissed from the program. Not to be reinstated without special consideration, if at all.
- Emergency: Patients whose initial visit to the school is for emergency care.
- Inactive: Patients whose treatment is discontinued for a variety of reasons, including but not limited to, moving out of the area, treatment complete at this site, no further treatment desired.
- Limited Care: Patients who have only one or two items requiring treatment, or who need definitive treatment such as endodontic procedures and stabilization. No comprehensive care is rendered without screening.
• Not Accepted: Patients who were determined at screening to be not a good match for the pre-doctoral program

• Screen: New patients who are interested in becoming patients at UCSDM

STUDENT AND FACULTY PARTICIPATION IN SCREENING:

Third- and fourth-year dental students, as well as first- and second-year students in the International Student Program, are assigned to a rotation, with a minimum of six students assigned to each session. There are 8 chairs per session and 12 patients scheduled per session. One or two faculty members from the Restorative Department are assigned to each session.

Sessions occur 4 days per week (8 sessions). Since all patients have been entered into axiUm, they are temporarily assigned to specific students for the day. Once the session is completed, the patients seen are no longer part of the student’s patient pool, unless the patient’s needs match the student’s needs. This will be determined by the Screening Coordinator, in communication with the student’s Clinic Care Coordinator and the Axium “request” queue.

If students have a family member, friend, or patient referred by one of their own patients, or someone they have treated while on a rotation and wish to continue treating comprehensively, they may request an “overflow” chair for a session. These chairs make use of the time available from patients who fail to show for screening. Such patients will be assigned to the student who requested the chair and screened the patient.
3.6 Acceptance of Medically Compromised Patients

Title: Acceptance of Medically Compromised Patients
Source: Department of Surgical Dentistry
Effective Date: January 1, 2008

PURPOSE:
To minimize risk to the medically compromised patient during dental treatment in the student program.

GENERAL POLICY:
It is the intent of the University of Colorado School of Dental Medicine to provide safe, quality dental care to a broad range of patients in an educational environment. The focus of the pre-doctoral clinic is to provide students with fundamental experiences in various aspects of dentistry.

Patients who represent a high risk to themselves during routine dental treatment are not admitted to the pre-doctoral clinic. Patients who desire oral care may present with medical/oral health conditions that are best managed in a treatment environment other than an undergraduate training program. Extremely complex patients (medically and/or dentally complex) are most safely treated in a graduate program or the outpatient/inpatient hospital environment.

IMPLEMENTATION:
Patients are screened as described in Section 3.3 and 3.4 This includes health history, personal interview, and a brief clinical examination. In the screening scale, the ASA status has been rated for screening purposes as I, II, IIIa, IIIb, and IV. The IIIa status is described as medically compromised but stable, and would be accepted if all other screening criteria are met. If some question remains, but the patient is otherwise stable for acceptance, a medical consult may be sent with the patient, who would bring the completed form to the initial comprehensive examination.

Other medical consults may be done as part of the comprehensive examination procedure.

The following guidelines are to be used in this decision making process:

A. The following types of medically compromised patient problems should NOT be routinely admitted for care in the undergraduate program at UCSDM unless the patient has had an appropriate consultation and dental care is coordinated with the patient’s physician.

1. Severe Cardiopulmonary Disease
   a. Uncontrolled hypertension (above 140/90)
   b. Previous MI less than 6 months
   c. Severe congestive heart failure
   d. Severe cardiac insufficiency
e. Severe cardiac arrhythmias  
f. Previous CVA less than 6 months  
g. Patients in need of IV antibiotic coverage during appointments.  
h. Patients dependent on full-time oxygen delivery  

2. **Severe Endocrinopathies**  
a. Uncontrolled diabetes of any type.

3. **Hematological Diseases**  
a. All types of hemophilia and other coagulation disorders  
b. All types of leukemias  
c. All anticoagulant therapy patients  

4. **Severe Renal Insufficiency**  
a. Post-renal transplant  
b. Hemodialysis  

5. **Severe Convulsive Disorder (Epilepsy)**  
a. unstable seizure history  
b. seizures within one year  

6. **Active Tuberculosis** – Referral to GPR while active.  

B. Hypertensive patients cannot be admitted if their blood pressure exceeds 140/90 without a written medical consultation with the patient's physician, or faculty approval.  

C. Medically compromised patients who are accepted should be carefully monitored as to their clinical progress within the undergraduate program. Supervising faculty should minimize the length and number of appointments for medically compromised patients whenever possible within the constraints of the educational program.
3.7 Treatment of the Pregnant Patient

Title: Treatment of the Pregnant Patient
Source: Department of Applied Dentistry
Effective Date: January 1, 2008

PURPOSE:

To establish guidelines for treatment of pregnant patients

GENERAL POLICY:

Female patients of child bearing age who are pregnant or who may be pregnant may have treatment at the UCSDM. The dental care provider should consult with the patient's physician (primary health care provider) prior to providing dental care to the patient. Pregnant patients without a primary health care provider should seek care prior to receiving dental care. Referrals to the OB-GYN clinics at University Hospital may be arranged.

High risk pregnancy patients shall not be treated in the undergraduate clinic, and should be referred to the General Practice Residency for treatment. High risk pregnancy is defined as a pregnancy in which the mother is compromised by a systemic disease (i.e., diabetes mellitus, drug or alcohol addiction, hypertension, bleeding disorders, cardiovascular disease, lung disease, cancer, etc.) or the patient has a history of miscarriage, preterm (premature) labor, or spontaneous abortion. In general, treatment should be directed towards preventive care and the control of active disease to prevent the transmission of caries-causing bacteria to the infant after birth.

IMPLEMENTATION:

Patient Admission

1. Pregnant patients can be accepted for comprehensive care.
2. High risk pregnant patients should be referred to the General Practice Residency for treatment.

Treatment Planning

1. The UCSDSM protocol for health data collection will be used to evaluate the patient's health status. Prior to prescribing medications, female patients of child bearing age should be questioned regarding the possibility of being pregnant, and post-partum patients should be questioned regarding breast-feeding.
2. Medical consults should be obtained prior to treatment. Telephone consultation should be obtained if written consultation is not feasible. Telephone consults must be documented in the treatment notes in the patient's axiUm record, and should be followed up with a written consult which will be scanned into the Attachments section of the electronic health record.
3. Patients without a primary health care provider (physician, nurse practitioner, nurse-midwife) should be referred to the University Hospital OB-GYN clinics and urged to seek a primary health care provider. A copy of the written referral will be scanned into the Attachments section of the electronic health record.

4. Emergency or urgent care procedures can be entered into axiUm directly as planned procedures. For non-urgent care, the axiUm treatment planning module will be used, treatment being phased and sequenced with regard to timing suitable for the pregnant patient.

Informed Consent

The concept of informed consent is rooted in medical ethics and has been codified as legal principle. The dental patient must be provided with full information concerning risks, benefits and alternative procedures available to respond to her oral health condition. Specific consent should be obtained for any invasive/surgical procedures in compliance with the prevailing standard of care. No additional or special informed consent is necessary because of pregnancy.

Radiation Hygiene

Radiographic imaging of oral tissues is not contraindicated in pregnancy and should be utilized as required to complete a full examination, diagnosis and treatment plan.

1. Use of ionizing radiation should be restricted to the minimal number of exposures needed to diagnose and treat the patient.

2. Radiation safety procedures outlined in the UCSDM Clinical Policy Section 2.3 should be followed if radiographs are to be taken.

Treatment Guideline

1. Goal

The goal of treatment of the pregnant patient is to institute preventive measures and to control active disease, in consultation with the patient's physician to insure the safety of the mother and child. Dental treatment for a pregnant woman who has oral pain, an emergency oral condition or infection should not be delayed as the consequences of not treating an active infection during pregnancy outweigh the possible risks presented.

2. Treatment considerations

Higher anxiety levels associated with pregnancy may intensify the stress of a dental appointment. Dental care during pregnancy should accommodate these changes with short appointments, judicious use of drugs and radiographs, and avoidance of flat supine positioning.

a. Maintain optimal oral hygiene, including prophylaxis, throughout pregnancy.

b. Avoid the use of unsafe medications* during pregnancy and in the post-partum breast-feeding patient.

c. Refer high risk pregnancy patients to the General Practice Residency Clinic for triage.

d. Provide health education to the pregnant patient regarding oral hygiene, tobacco cessation, discontinuing alcohol, and nutrition.
3. **Drugs of choice**

Ideally, no medication should be administered during pregnancy, especially during the first trimester. However, drugs listed below may be given (with considerations as noted) if needed, unless otherwise contraindicated by the patients' medical history or by the patient's physician. A medical consultation is necessary prior to prescribing any medication to a pregnant or potentially pregnant patient.

a. **Analgesics:** Acetaminophen and codeine (avoid in first trimester) are the drugs of choice.

b. **Antibiotics:** Penicillin and non-estolate erythromycin are the drugs of choice for oral infections.

c. **Anesthetic:** Local anesthetics such as lidocaine and mepivacaine with vasoconstrictor are acceptable.

d. **Nitrous oxide** analgesia is generally not acceptable during pregnancy in the dental school setting. However, nitrous oxide may be used in rare instances when topical or local anesthetics are inadequate and in consultation with the prenatal care provider.

e. **Sedative agents** and medications utilized in conscious sedation are not acceptable during pregnancy in the dental school setting.
Pharmacological Considerations for Pregnant Women

Pharmacological Considerations for Pregnant Women

The pharmacological agents listed below are to be used only for indicated medical conditions and with appropriate supervision.

<table>
<thead>
<tr>
<th>Pharmaceutical Agent</th>
<th>Indications, Contraindications, and Special Considerations</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Analgesics</strong></td>
<td></td>
</tr>
<tr>
<td>Acetaminophen</td>
<td>May be used during pregnancy.</td>
</tr>
<tr>
<td>Acetaminophen with Codeine,</td>
<td></td>
</tr>
<tr>
<td>Hydrocodone, or Oxycodeine</td>
<td></td>
</tr>
<tr>
<td>Codeine</td>
<td></td>
</tr>
<tr>
<td>Meperidine</td>
<td></td>
</tr>
<tr>
<td>Morphine</td>
<td></td>
</tr>
<tr>
<td>Aspirin</td>
<td>May be used in short duration during pregnancy; 48 to 72 hours. Avoid in 1st and 3rd trimesters.</td>
</tr>
<tr>
<td>Ibuprofen</td>
<td></td>
</tr>
<tr>
<td>Naproxen</td>
<td></td>
</tr>
<tr>
<td><strong>Antibiotics</strong></td>
<td></td>
</tr>
<tr>
<td>Amoxicillin</td>
<td>May be used during pregnancy.</td>
</tr>
<tr>
<td>Cephalexin</td>
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<tr>
<td>Clindamycin</td>
<td></td>
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<tr>
<td>Metronidazole</td>
<td></td>
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<tr>
<td>Penicillin</td>
<td></td>
</tr>
<tr>
<td>Ciprofloxacin</td>
<td>Avoid during pregnancy.</td>
</tr>
<tr>
<td>Clarithromycin</td>
<td></td>
</tr>
<tr>
<td>Levofloxacin</td>
<td></td>
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<tr>
<td>Moxifloxacin</td>
<td></td>
</tr>
<tr>
<td>Tetracycline</td>
<td>Never use during pregnancy.</td>
</tr>
<tr>
<td><strong>Anesthetics</strong></td>
<td></td>
</tr>
<tr>
<td>Local anesthetics with epinephrine</td>
<td>Consult with a prenatal care health professional prior to using intravenous sedation or general anesthesia.</td>
</tr>
<tr>
<td>(e.g., Bupivacaine, Lidocaine, Mepivacaine)</td>
<td></td>
</tr>
<tr>
<td>Nitrous oxide (30%)</td>
<td>May be used during pregnancy when topical or local anesthetics are inadequate. Pregnant women require lower levels of nitrous oxide to achieve sedation; consult with prenatal care health professional.</td>
</tr>
<tr>
<td><strong>Over-the-Counter Antimicrobials</strong></td>
<td>Use alcohol-free products during pregnancy.</td>
</tr>
<tr>
<td>Cetylpyridinium chloride mouth rinse</td>
<td></td>
</tr>
<tr>
<td>Chlorhexidine mouth rinse</td>
<td>May be used during pregnancy.</td>
</tr>
<tr>
<td>Xylitol</td>
<td></td>
</tr>
</tbody>
</table>
3.8 Faculty Supervision Policy

Title: Faculty Supervision Policy  
Source: Dean’s Office  
Effective Date: January 1, 2008

PURPOSE

To control treatment of UCSDM patients in an effort to prevent unauthorized care being rendered without proper supervision.

GENERAL POLICY:

Students are not permitted to administer any drugs or to proceed with any stage of patient care without the direct supervision of appropriate faculty. Failure to comply with this policy may result in disciplinary action by the Student Performance Committee and/or the Office for Clinical Operations.

IMPLEMENTATION:

A. WHEN FACULTY SUPERVISION IS REQUIRED

Faculty supervision is required for all clinical procedures at the School of Dental Medicine.

B. INITIATION TREATMENT/PERMISSION TO PROCEED

1. Students are required to receive permission to proceed with a treatment service from the assigned supervising faculty member prior to initiating any stage of treatment. Students may seat their patient 5 minutes prior to the formal start of the clinic session, and may proceed with verbal interactions with the patient including medical history review, informed consent and patient education.

2. The faculty grants formal permission by giving a start check in axiUm. (Faculty may give verbal permission to start and follow-up with a start check in axiUm.)

3. Students are not authorized to proceed and faculty members are not authorized to grant permission to proceed if any of the following are present.
   - An unsigned and/or undated health questionnaire (updated within the last year);
   - An absence of an approved treatment plan for treatment (exceptions for diagnosis, urgent care);
   - An absence of documented informed consent (signed and dated by patient);
   - A locked dental record (exceptions may be approved in writing in the treatment progress notes by the faculty of the Office of Clinical Operations)
   - Failure to follow UCSDM infection control procedures.
4. Limited Treatment Plans - In the event that it becomes advisable to proceed with treatment before a comprehensive complete treatment plan can be approved, supervising faculty may approve limited treatment. Limited care treatment plans should be documented in the axiUm patient information system and signed by the patient.

C. FACULTY AVAILABILITY

Supervising faculty are required to be available for students during the entire clinic session. It is the responsibility of the supervising faculty to provide alternative supervision if he or she will be temporarily unavailable.

D. COMPLETION OF TREATMENT/PATIENT DISMISSAL

Students are required to receive permission from supervising faculty prior to the final dismissal of the patient from the clinic. Supervising faculty have the discretion to determine whether a final faculty clinical evaluation is necessary prior to the patient's dismissal.

E. FACULTY AXIUM SWIPE CARDS (University Badges)

At no time should a faculty member handover his/her University badge, which act as axiUm swipe card, to students or residents.

F. TREATMENT DOCUMENTATION

Students are responsible for timely documentation of all treatment they have provided to the patient. Progress notes should be written during the same session that treatment is provided, or as soon thereafter as possible. Supervising faculty are responsible to be available to review and approve completed progress notes during each session.
3.9 Student/Resident Responsibilities for Assigned Patients

OVERVIEW:

Students and residents at UCSDM develop a pool of patients who will allow a varied and rich experience in providing dental treatment. Adhering to the concept of patient-centered comprehensive care, students and residents have responsibilities as clinicians in the management and appropriate treatment of the patients assigned to them, as well as specialty residents who have been co-assigned through the internal referral process as a dental care provider (i.e. Graduate Periodontics Residents). In such instances, the resident and student must remain in constant contact regarding the progression of treatment in the specialty area, as the student remains the primary dental care provider for the patient.

GPR RESIDENTS

General Practice Resident patient pools are assigned through transfers from the previous GPR class, new patients, and referrals from the School of Dental Medicine’s Screening Clinic. It is the responsibility of each resident to ensure that his/her patients are treated in a timely manner and in accordance with the standards of care outlined in section 3.1 of this manual and with the patient-centered comprehensive care model. Through external referrals, residents may also provide limited treatment to appropriate patients.

ORTHODONTIC RESIDENTS

Orthodontic resident patient pools are assigned through transfers from the previous graduating class, new patient screening, and referrals from the School of Dental Medicine’s various clinics (ADC, Heroes, Healthy Smiles). It is the responsibility of each resident to ensure that his/her patients are treated in a timely manner and in accordance with the standards of care outlined in section 3.1 of this manual.

GRADUATE PERIODONTICS RESIDENTS

Graduate Periodontics resident patient pools are assigned through transfers from the previous graduating class, and referrals from the School of Dental Medicine’s CUDT clinic or external referrals. It is the responsibility of each resident to ensure that his/her patients are treated in a timely manner and in accordance with the standards of care outlined in section 3.1 of this manual. Graduate Periodontics residents are also responsible for ensuring continuous communication with students when patients are assigned to them from the CUDT clinic.

CUDT STUDENTS

Each student is assigned to a group which is comprised of ten students in the same class. A Comprehensive Care faculty member is designated as the Practice Leader, and one of the Clinic Care Coordinators is also assigned to the group. The Practice Leader also serves as the student’s advocate. In Team and Practice meetings as well as in individual advocate meetings, the students, faculty member and coordinator work together to ensure that appropriate and timely care is provided to each patient and that each student obtains a sufficient variety of experiences to become a competent beginning General Dentist.
New Patients - "New Patients" are those patients who have not been previously assigned to a dental student for Comprehensive (or Limited) care.

Student Responsibility:
1. Review patient’s Electronic Health Record (EHR) prior to scheduling.
2. Schedule patient for Comprehensive Oral Examination within 2 weeks of assignment.
3. Complete Oral Diagnosis and Treatment Plan within 4 weeks of assignment.
4. Contact Practice Leader or coordinator within one week if unable to comply with OD obligations in a timely manner, or if case is inappropriate for the student’s clinical educational experience.
5. Document management or scheduling problems using the Contact Notes in axiUm.

Transfer Patients - "Transfer Patients" have been previously assigned and treated by another UCSDM student.

Student Responsibility:
1. Review patient records and planned treatment/sequencing in axiUm prior to scheduling.
2. Schedule patient as appropriate, consistent with treatment plan, or within 2 weeks.
3. Contact Practice Leader or coordinator within one week if unable to comply with scheduling obligations in a timely manner, or if case is inappropriate for clinical educational experience.
4. Document management or scheduling problems using the Contact Notes in axiUm.

Shared Patients - "Shared Patients," also referred to as “co-assigned patients,” are those new or transferred patients who are permanently assigned to more than one student provider. The secondary student(s) providing treatment are termed “secondary provider(s).” See below for co-assignment responsibilities.

Guidelines for Shared Patient Assignments/Co-Assignments:
1. A student may schedule an assigned patient with another student, but must have the approval of his/her Team or Practice Leader.
2. Team and/or Practice Leaders will approve the co-assignment with the consent of the patient and based on the best interests of the patient (e.g., timing of treatment, skill level of student provider, etc.).
3. The assigned student remains responsible for the overall management of his/her patient’s timing of treatment and quality of care.

Primary Student Responsibilities for Assigned Patients
The following are responsibilities of the primary assigned student:

1. Appropriately Sequenced and Timely Treatment - Appropriate appointment intervals may vary and depend on several factors, most significantly the quantity and quality of each patient's treatment needs, and the patient's availability relative to the student's clinic schedule. In general, all active patients should be seen for one appointment every two weeks. In the early part of the student’s
clinical education this treatment interval is extended. Students should document in the patient treatment notes and in the Contact Notes any reasons for delays in appointing active patients for more than three weeks, and review with Group Leader, and if necessary, send appropriate letters.

2. Standard of Care - Students are responsible to provide care consistent with the School's Standard of Care document (see section 3.1 and the Dental Clinical Education Manual).

3. Emergency Care - Students must be available for each assigned patient's emergency care. During regular school hours, emergency care may be provided by another student in the same Group if the primary student is unavailable. After hours, the School makes available 24-hour emergency care for all patients of record (see Emergency Dental Care Policy and Procedures, Section 3.13).

4. Periodontal Maintenance and Periodic Examination - Students are responsible to provide timely periodontal maintenance therapy and periodic examinations to all assigned patients, according to appropriate recall intervals. This includes those patients who are still in active treatment under an incomplete treatment plan.

5. Transfer and Case Disposition - All active patients must be transferred appropriately, with all data in axiUm up-to-date and signed. The Group Leader for the transferring student must review each patient’s records regarding work completed at UCSDM by student, periodic examination and periodontal maintenance, and sign off on the transfer, before the patient can be transferred.

Secondary Provider Responsibilities for Assigned Patients

Patients, who are assigned to a program (e.g., comprehensive care group, pediatrics, special care clinic, etc.) or to a student, may be co-assigned to be appointed by another student, termed a “student associate.” It is anticipated that these appointed patients will provide approximately 25% of the students’ clinical experience.

Students share in the responsibility of treating the assigned patients, and are expected to manage their co-assigned patients consistent with the patient’s classifications. The following are responsibilities of the secondary provider:

1. Review patient EHR and treatment plan with primary assigned student and/or program faculty prior to seeing patient to confirm timing and sequencing of care.
2. With patient and covering faculty present, confirm timing, sequencing and appropriateness of scheduled treatment.
3. Provide treatment as appropriate.
4. Provide follow-up care as needed, related to the treatment provided.
5. Coordinate rescheduling of patient with appropriate primary student provider or program faculty/staff.
6. Document management or scheduling problems using the Contact Notes in axiUm.
Special Assignment/Block Rotation Patients

1. Students are required to attend all block rotation assignments and be prepared to treat all appointed patients.
2. Program staff members are responsible for scheduling and appointing patients based on the program block schedule.

Student Appointment Requests for Patients

1. Students request appointments for their own assigned patients through axiUm.
2. Student responsibility:
   If a student is scheduled to be in clinic or on rotation (OS, Emergency, Pedo, etc., in the clinic rotation block schedule), but has no patient available, or if a patient fails to appear for a scheduled appointment, the student must check in with his/her Patient Care Coordinator. The Coordinator an emergency patient whose primary student is unavailable. If no patient needs to be seen, the student may do other things, but is still expected to be available in the building if needed.
3.10 Informed Consent

OVERVIEW

It is the policy of University of Colorado School of Dental Medicine to provide dental care that preserves the autonomy and dignity of all patients. This requires that the faculty, residents, students and staff recognize that health care is provided on the request of and for the benefit of the patient. Therefore, patients have the right to be informed about the material aspects of their care and treatment prior to their consenting to undergo treatment.

Consent affirms that the patient has the sole authority to determine what specific medical or dental treatment, if any, they will allow to be performed upon their body.

NO PROCEDURE MAY BE PERFORMED, EVEN IN AN EMERGENCY, IF THE PATIENT OR THEIR REPRESENTATIVE OBJECTS TO IT.

A dental procedure performed without the patient’s consent is considered by law to be a battery, which may subject the dentist and/or the School to legal liability. This is applicable either when the dentist treats the patient without obtaining consent or when the dentist properly obtains consent for one procedure and performs a substantially different one.

In addition, even though consent may be obtained, the consent process may be so deficient that it would be considered negligence. Under this theory, the dentist has an affirmative duty to the patient, based on the dentist-patient relationship, to disclose relevant material facts and risks of treatment, and thereafter to obtain the patient’s voluntary, competent and knowledgeable consent.

DEFINITION:

Informed consent is the active documented, shared decision-making process between the dentist, or dental hygienist, and the patient. Although dental auxiliaries and other staff may assist, it is the dental or dental hygiene faculty, residents and students who must obtain the informed consent. There are four basic elements, which must be satisfied: (1) The patient must be an adult patient (or emancipated minor patient) or parent or legal guardian of the patient, (2) The patient or surrogate must be competent (“sound mind”), (3) The decision must be an informed decision and (4) The decision must be made voluntarily by the patient or surrogate.

Satisfying the Elements of Consent

1. Adult Patient, Emancipated minor or guardian
   a. Adult: A person 18 years of age or older.
   b. Emancipated minor: A minor fifteen years of age or older who is living separate and apart from his or her parent(s) or guardian(s) and is managing his or her own financial affairs, regardless of the source of income.
   c. Any person who has contracted a lawful marriage.
   d. Parents or legal guardian for minor. If parents are divorced, the parent with legal custody must give consent. If the parents have joint custody, then either parent may sign. Foster or stepparents may not consent without documented authorization.
e. Substitute decision-maker for incompetent adult, in order of priority:
   i.  An agent appointed in a medical durable power of attorney.
   ii. A court-appointed guardian.
   iii. A proxy decision-maker under Colorado Law.
   iv. Consult with Office of Clinic Operations Faculty to clarify status of any substitute decision-makers prior to treatment

2. Competent
   Generally, any decisions related to the patient’s capacity to consent to treatment should be made by the patient’s physician. A patient is competent to consent to treatment, or refuse treatment, if they have the mental capacity to make an informed decision about the proposed treatment. This capacity consists of:
   a. The ability to comprehend information relevant to the treatment decision which is being made,
   b. The ability to deliberate in accordance with the patient’s own values and goals, and
   c. The ability to communicate with caregivers.

3. Informed Decision
   The patient must be able to make a knowledgeable decision, based on the information presented in terms a lay person can understand, including:
   a. The nature of the treatment provided;
   b. The purpose of the treatment;
   c. The benefits to be reasonably expected;
   d. The risks involved as well as their probability of occurrence;
   e. Expected treatment outcomes;
   f. Treatment alternatives, including no treatment, and their benefits and risks.
   g. If the patient does not speak English, no treatment should be rendered without first obtaining an interpreter for the consent process.

4. Voluntary Decision
   The consent must include an offer to answer any questions and an instruction that the patient is free to accept or reject the procedure.

Methods of Obtaining Consent

Written Consent – Written on the appropriate form should be obtained whenever possible.
   • General Consent – General consent for treatment is gained for patients (1) in the application and screening process, and (2) in oral diagnosis and treatment planning process and/or (3) in the emergency clinic.
     a. General consent is documented by patient electronic signatures in axiUm for the General Consent Form, Interim Treatment Plans and Treatment Plans.
     b. Specific Consent – Specific Consent is obtained for certain procedures and is documented on specified forms or by a signature in axiUm for:
        • Endodontic Treatment
        • General Consent for Treatment
Telephone Consent - If it is not possible to obtain written consent, telephone consent may be used with approval from Office of Clinic Operations faculty or covering faculty. Consent by telephone must be witnessed and documented in the treatment notes in axiUm, indicating the exact time and nature of the consent given. Telephone consents must be witnessed by two individuals, including at least one supervising faculty member. Immediate steps should be taken to procure confirmation in writing as soon as possible, and which, once received, will be scanned into the Attachments section of the patient’s EHR in axiUm.
3.11 Oral Diagnosis and Treatment Planning Process (CUDT Clinics)

**Screening Appointment**
- Medical history review and screening clinical examination during screening session (dental and medical history form and axiUm screening form are completed and entered in axiUm [see Section 2.5, Appendix C Screening Scale])
- Treatment needs categorized into axiUm sortable format
- Acceptance per stated criteria
- Coordinators to make appropriate assignment to next available student (with regard to patient treatment needs and student experience needs)

**First Oral Diagnosis (OD) Appointment/Head & Neck Exam**
(2.5 - 3 Hrs.) Radiology/OD and/or Diagnostic Faculty
- Begin OD (Health History interview with patient, reviewed and signed in axiUm with covering Faculty)
- Radiographs (taken in Radiology clinic)
- Gather other diagnostic data and record in axiUm
- Review head and neck radiograph findings and other data with covering faculty, obtain electronic signature from covering faculty
- Determine need for specialty consults
- Impressions and facebow/bite registration for mounted study models

**Second Oral Diagnosis Appointment (if needed)**
(2.5 - 3 Hrs) Restorative Department Faculty
- Complete remaining data entry, review and obtain electronic signatures from covering faculty
- Specialty consults determined and/or completed
- Begin to identify problems for Treatment Plan module in axiUm

If necessary: Specialty Consult/Initial Treatment
(1-3 Hrs) Group/Spec Faculty
- Specialty Consult
- Initial Treatment with Specialty, if appropriate

**Treatment Plan Presentation**
(10-30 minutes) Restorative Department Faculty
- Faculty, student and patient
- Treatment plan options presented
- Faculty and patient: selection and approval (electronic signatures) of treatment options in axiUm
- Patient given copy of phased/sequenced treatment plan with fees
- This approval process provides informed consent for treatment

**Outside Clinic**
Radiology and/or Restorative Department Faculty Consult
- Complete, review and obtain electronic signature for Radiographic Interpretation (axiUm)
- Use films and models to begin charting findings in axiUm
- Review medical findings and medications

**Outside Clinic**
Restorative Department Faculty Consult
- Review and approve problems and diagnoses, and prepare detailed phased/sequenced treatment plan in axiUm Treatment Planning module
- Develop optional treatment plans, phased and sequenced
- Obtain faculty approval for one version for presentation
### Patient Management: Nine Steps of Case Presentation

1. **Diagnosis:** Use educational aids whenever possible.
   
   “These radiographs show…”

2. **Treatment Alternatives:** Present “no treatment” as the first alternative –
   
   “If we don’t treat at this time…”
   
   If there is a clear choice that you would feel is the best treatment, present this alternative next –
   
   “The best approach is…”
   
   Present the remaining alternatives, starting with what you feel are in the patient’s best interest –
   
   “But, there are other alternatives…”
   
   Review the versions of treatment developed in axiUm by student and faculty member.

3. **Benefits, Risks, Prognosis and Patient Responsibilities:** Don’t minimize the patient’s responsibilities, including home care, future treatment potential and finances.
   
   “Let me explain what is involved in each of these choices…”

4. **Verify Patient Understanding:** Ask the patient to repeat back the alternatives, risks, responsibilities, etc.
   
   “Can you tell me in your own words what I have just described to you…”

5. **Clarify Patient Emotions:** As you note verbal and non-verbal cues from the patient, ask them how they feel about their choices. Resist the temptation to change the patient’s values at this time.
   
   “How do you feel about these alternatives…you seem concerned about…”

6. **Discussion:** Give the patient every opportunity to get any more information from yourself or the faculty.
   
   “Is there anything else you need to know to make a decision…”

7. **Treatment Decision:** Ask the patient to decide on a treatment alternative. Do not challenge his/her choices at this time. At best you will “sell” him/her on treatment he/she is not yet ready for, and it will many times result in “buyer’s remorse” that will be demonstrated through missed appointments, failure to pay and/or general dissatisfaction in treatment.
   
   “Based on everything we have talked about, what do you believe would be the best treatment for yourself…”
   
   At this time, the axiUm versions can be modified and consolidated to reflect the patient’s choice of treatment. Faculty approval can be obtained at this time.

8. **Post-Decision Encouragement:** Regardless of the choice of the patient at this time, give him/her positive encouragement.
   
   “Good, I think that’s a sound choice” or “That’s a good first step…” or even “I’m sorry you are unable to start treatment at this time, but at least you are aware of what your dental needs are…”

9. **Document:** Obtain the patient’s electronic signature in axiUm. Provide a printout of the sequenced treatment plan, including the patient signature, to the patient. If the patient elects not to start treatment, make sure to document this, and the reasons for refusal, in the treatment notes.

**Note:** The right of the patient to decide on his/her course of treatment is his/her non-transferable legal right. Do not allow the patient to put the responsibility of the decision in your hands (“whatever you think, you’re the dentist…”). If you allow the patient to shift the decision to the dentist, the patient no longer is assuming the risks of treatment and may not be truly committed to the treatment.

“I know it’s a difficult decision. Is there any other information I can give you so that you can decide?”
3.13 Documentation of Treatment Policy

Title: Documentation of Treatment
Source: Dean’s Office
Effective Date: January 1, 2008

PURPOSE:

To create and maintain a legal record of all diagnostic and treatment services rendered by the UCSDM and to comply with the confidentiality law of the State of Colorado.

GENERAL POLICY:

All dental records, including any part thereof, are the property of the UCSDM; however, patients retain the right to all information contained therein. Records are to be stored as follows: Paper charts are stored in the archives of the UCSDM in a manner which fulfills both the requirements of the statute of limitations and confidentiality laws of the State of Colorado. Responsibility for compliance with this provision rests with the Senior Associate Dean for Clinics and Professional Practice or his/her designee.

Active patient records exist in the axiUm electronic data base and are stored on the dedicated servers. Access to records is restricted by provider status, passwords, and electronic security systems.

IMPLEMENTATION:

1. Access to patient records in axiUm requires a sign-in procedure and a password. Level of access differs depending on the user status: staff, faculty, student, financial personnel. (See 5b below)

2. Health Questionnaires: Health questionnaires must be completed in axiUm and approved by electronic capture of the patient’s signature. Updates of the health history must be done at reasonable intervals and signed by both the patient and supervising faculty, electronically as above. Patients with a more complex and dynamic health status should have the health history updated accordingly. Students should seek the counsel of supervising faculty to determine appropriate update intervals. Medical Alerts appear on the screen for the active dental record.

3. Treatment Progress Notes: Treatment progress notes should be completed at the conclusion of each appointment as follows:
   a. Entries will be made in a note, either a “general”, “SOAP” or “Template note” format, electronically attached to the procedure(s) completed on that day.
   b. All entries by the student are date- and time-stamped by the axiUm system, and approved by supervising faculty. The supervising faculty member is responsible to sign each progress note electronically after reviewing the complete progress note.
   c. Corrections to entries must be done through the axiUm system administrator, or the Group Leader, depending on the access level required.
   d. All notes must be entered into axiUm no later than 24 hours following the conclusion of the appointment.
4. Forms: Data collection and treatment notes, attachments and forms are to be completed in axiUm in a timely manner.

5. Confidentiality:
   a. Students, faculty and staff must respect the confidentiality of patient records at all times as appropriate per HIPAA compliance.
   b. Access to the dental records should only be granted to those students, faculty and staff who are involved in the treatment of the patient, who are involved in the administration of the patient’s care (data processing, billing, etc.), who are involved in quality management, or for educational reasons as directed by faculty and shall be limited to those activities.
   c. Displayed records in the clinic and semi-public places should be shielded or minimized from view as much as practical in consideration of the clinician’s need to see the record during patient care.

6. Forgeries of faculty signatures, including inappropriate use of a faculty members’ signature card, are both illegal and a violation of the Code of Conduct of the UCSDM. Such behavior will result in criminal and/or disciplinary action by the UCSDM.

7. Requests for Duplicate Records: All dental records, including any part thereof, are the property of the UCSDM; however, patients retain the right to all information contained therein. Pursuant to C.R.S. 24-1-801 et seq., all requests for release of records must be received in writing, signed and dated by the patient or their legal guardian. No part of a patient's dental record may be released to either the patient or his/her representative unless the written release is conveyed to the UCSDM using the UCSDM records release form or in a letter signed by the patient or the legal guardian of a minor child. All records releases are managed by the Patients Advocate and the Senior Associate Dean for Clinics and Professional Practice or his/her designee. An accompanying entry in the treatment notes indicating that copies of the record have been released must be made. Original records are retained within the axiUm data base.

8. All inquiries regarding patient records should be directed to the Senior Associate Dean for Clinics and Professional Practice for appropriate disposition. The contents of a patient's record are not to be discussed over the telephone, email or fax with the exceptions to include but are not limited to consultation with other health care professionals and necessary administration or appropriate recipient(s) with the patient’s written consent.
3.14 Emergency Dental Care Policy

Title: Emergency Dental Care Policy  
Source: Department of Surgical Dentistry  
Effective Date: January 1, 2008; revised March 1, 2015

OVERVIEW:

As a resource for the community to access emergency/urgent dental care, the UCSDM not only provides emergency care to patients of record through their respective dental home within the School, but also makes available emergency/urgent care for those individuals who would otherwise not have access to dental care.

GENERAL POLICY:

The primary responsibility for emergency care and follow-up care of UCSDM patients rests with the assigned student provider or dental resident, working with covering faculty. In the event that a student provider is unavailable to provide care, patients of record may be seen in their UCSDM Comprehensive Care Groups (on call chairs), Pre-doctoral Program Emergency Clinic, or the GPR Clinic. These clinics will also provide care to patients who are not patients of record on a space available, fee for service basis. Abusive and uncooperative patients will not be treated, consistent with UCSDM policies.

Student/Resident Responsibility

Student Availability:
- Students/residents must provide their patients with after-hours number to contact in case of emergency, as well as the UCSDM dental emergency number, (303) 848-0000.
- Students/residents should not provide their own home numbers, but are required to have a means of patient contact (pager, cell phone, email).
- Students must provide after-hours contact numbers to their Patient Care Coordinators.
- Students/residents should remind their patients NOT to contact the UCH Emergency Room for dental emergencies unless they are life threatening.

During Scheduled Clinic Hours: Students/residents should be prepared to accommodate their patients’ dental emergencies within their regular clinic schedule. Program Directors, Clinic Managers, Group/clinic faculty and CU Dental Teams Clinic Care Coordinators, depending on the clinic the patient is being seen, should be consulted to assist in prioritizing these patients and to make decisions regarding needed care for the regularly scheduled patients. If the assigned student is unavailable the patient will be seen in one of the on-call clinic chairs that are available on a daily basis to manage assigned patient urgencies and emergencies.

During Scheduled Classes: Students/residents who are attending scheduled classes/lectures will not routinely be expected to provide care, and patients may be directed to contact the group coordinator/clinic manager to schedule emergency care with another student/resident in the group/program (on-call clinic chair) or Emergency Clinic.
After Hours: Students/residents should triage their patients initially by phone, and must contact the GPR resident on-call (720-848-9111) if there is potential need to see a patient after hours. If it is determined that the patient must be seen, the student should arrange to meet with the resident to provide care in the General Practice Residency Clinic.

Pre-doctoral Program Emergency Clinic Operation:
Hours: 9:00 AM – 12:00 PM; 2:00 PM – 5:00 PM; depending on availability, the first 6-8 patients are seen in each session, Monday through Friday.

Scope of Care: The Emergency Clinic is limited to evaluations and palliative treatment for patients who are in pain and/or who have swelling or trauma. The clinic is not to be used by students for comprehensive dental care. All patients of record may be seen for emergency evaluation and palliative care in an on-call chair in the comprehensive care clinic. Walk-in patients are seen on a space available basis or no more than 8 patients per session. Patients may have minor restorative treatment if time permits, or if an additional student is available in the pre-doctoral clinics. Patients may be re-appointed and/or referred for treatment in the Emergency, Oral Surgery, Screening, or General Practice Residency.

- Oral Surgery: Patients should be routinely referred to the Oral Surgery Clinic for extractions during the session. In the event that the patient cannot be seen within a reasonable time, emergency faculty may choose to provide the treatment in the emergency clinic depending on availability of students and/or treatment space.
- Endodontics: Patients may be accepted through the Emergency Clinic for treatment limited to endodontics and/or build-up of a tooth. One-half down payment must be received prior to opening the tooth, with the balance due upon completion. Assigned patients will be referred to their dental student provider or resident for endodontic treatment under endodontic supervision. In the event that UCSDM is unable to assign the patient to a student provider or resident in a reasonable period of time, the patient may be referred outside UCSDM for further dental care. All endodontic patients must provide an electronic signature in aXiUm after reviewing the Consent for Endodontic Treatment with a UCSDM representative.

Emergency Clinic Phone: (303) 724-6900 option 1

Patient Education: UCSDM staff should explain scope of services and financial policies with patients prior to scheduling appointments. Upon arrival, patients are given a copy of “Patient Rights and Responsibilities” and are required to prepay for this appointment, which includes a limited oral evaluation and a periapical X-ray.

Patient Registration: All patients must be registered in aXiUm, and have read and signed (electronically) the General Consent and HIPAA forms.

Fees: All fees must be paid at the time of service and are applied regardless of the location of treatment. Fees do not include prescriptions, medications and/or follow-up care.
Walk-in Patients: Patients must pay the emergency examination and anticipated radiographic fees prior to seating. All treatment provided is fee for service and should be handled under regular UCSDM financial policies (payment is due on the day of the appointment, 1/2 down is expected for endodontic treatment, etc.).

Patients of Record (including screened and unassigned patients): Emergency evaluation fees may not apply if the emergency is related to care rendered in UCSDM Clinics (e.g., lost temporary, post-operative complication, etc.). All other treatment is provided on a fee for service basis as described above for the walk-in patient.

Previously Discontinued or Delayed Patients
Patients who are discontinued should be treated in the clinic for 30 days following discontinuance from the program if the emergency is a result of treatment rendered at UCSDM.

Financial Discontinuance -These patients are expected to pay any anticipated fees prior to being seated in the clinic. Emergency care should be limited to short-term, acute care. After 30 days, patients who are discontinued from the program for outstanding accounts (e.g., “locked charts”) may be seen in the Emergency Clinic for treatment at the discretion of the covering faculty or the Office of Clinic Operations.

Discontinued for Other Reasons (e.g., missed appointments, etc.) – After 30 days, discontinued patients may be treated in the Emergency Clinic for treatment at the discretion of the covering faculty or the Office of Clinic Operations. Regular financial policies apply for these patients, on a fee for service basis. Patients discontinued because of disruptive or abusive behavior should not be treated.

Exceptions to Immediate Payment of the Emergency Fee
Emergency and Office of Clinic Operations faculty have the discretion to treat patients without immediate payment from time to time, most often when there are extenuating circumstances including treatment of a minor, when the patient is visibly swollen, or when failure to provide treatment would constitute a danger to the overall health of the patient.

Protocol for scheduling “On-Call” patient visits during student breaks:
During student breaks, patients will continue to have urgent and emergent needs that must be addressed. The following is the protocol for the student’s role in identifying and addressing a patient’s urgent/emergent need and the staff’s role in scheduling the patient in the appropriate SDM clinic:

Student:
If the student is in town, we expect the student to meet his/her patient at the School after contacting one of the clinic coordinators or front desk staff who will set up an appointment with the on-call faculty member on the 2nd floor.

If the student is not in town, the student should contact one of the clinic coordinators or front desk staff to schedule an appointment with another student and the on-call faculty member on the 2nd floor.
If the patient is in pain and/or has swelling, the on-call faculty member on the 2nd floor will determine if your patient needs to be seen in the Emergency Clinic.

The students should not tell their patient to walk-in without an appointment.

Students are not allowed to bring their own patients in for non-urgent care during the breaks (certain exceptions exist but must be approved and covered by faculty).

SDM Staff:

When scheduling for student who is out of town or for a patient who has contact SDM directly regarding a possible urgent/emergent need, please refer to the following questions to determine the best clinic for the patient to be seen:

1. Determine if this is a patient of record
   a. If this is a patient of record (undergoing comprehensive care treatment at SDM), proceed to the next question.
   b. If this is not a patient of record, the emergency clinic is the only option.

2. Determine the nature of problem
   a. What happened?
   b. When?

3. Ask if the patient is in pain
   a. Severe pain that must be referred to the emergency clinic includes pain that is keeping the patient awake at night, swelling, fever, etc.
   b. Pain that should be addressed in the on-call clinic includes denture soreness, sensitivity to cold due to broken temporary crown, etc.

Referring care to the Emergency Clinic

During student breaks, it's necessary to communicate with the Emergency Clinic staff if a patient of record needs care in that clinic. The Emergency Oral Surgery clinics have limited staff and student providers and therefore limited space to see patients.

If a patient needs to be seen, please send an email to the General Residency Program & Emergency Clinic Manager, the Oral Surgery Clinic Coordinator; and copy the Director of Clinical Operations and Patient Advocacy.

The email should include:

1. Patient’s name and DOB
2. Reason for ER appointment
3. Best contact number

The patient will be contacted by one of the above individuals to schedule an appointment in the Emergency Clinic.
3.15 Electronic Records/Duplicate Records

**Title:** Request for Duplicate Records Policy and Procedure  
**Source:** Patient Advocate Office  
**Effective date:** 02/01/2015  
**Applies:** All SDM Clinics

**Policy:**  
The dental record is legal documentation preserved to protect the interests of the patient, the dentist, student/resident, and the health care facility (University of Colorado School of Dental Medicine). It contains the official documentation of the dental and health care services performed by a dentist or other licensed health care professional at the UCSDM. UCSDM is the owner of the dental record, but the patient is the owner of the information contained within. UCSDM shall protect the confidentiality of that information. Release of information contained in the dental record shall be coordinated by the Patient Advocate Office. The University of Colorado Legal Office may be contacted for guidance in non-routine situations.

Patient records will be released only upon the receipt of the Authorization to Release Dental Information form (attached as Addendum A) and payment of appropriate fees. The release of patient records is managed by the Patient Advocate Office. The Authorization to Release Dental Information form must be completed and signed by the patient, patient’s legal guardian, or a legally designated representative. Questions regarding the proper release of information or legitimacy of a request should be referred to the Patient Advocate Office. Reasonable fees for duplication will apply to routine and special requests. The records will be released within 5-10 business days of receipt of the signed, completed authorization form and payment of fees.

**Procedure:**  
1. A patient’s records will be released once a completed and signed Authorization to Release Dental Information form is received by the Records Clerk.  
   a. The Records Clerk will receive notice of the records request through the electronic health record system AxiUm:  
      i. The front desk/admin staff will either complete an Authorization to Release Dental Information form electronically in AxiUm (if the patient is present) or transfer information from a paper form into AxiUm.  
      ii. The request is first forwarded to the Payment Office to enter applicable charges and receive payment.  
      iii. The Payment Office will then forward the request to the Records Clerk.  
   b. The Records Clerk will review the requests and obtain duplicate copies of the appropriate patient records.  
   c. Records related to legal matters will be forwarded to the Patient Advocate for additional
review.

2. Records eligible for release include but are not limited to: treatment notes, treatment plan, radiographs, perio chart, contact notes, attachments, and billing information.

3. Records not eligible for release include: student grades, competence, dispensing of instruments, student productivity, and lab cases.

4. The payment for duplication can be made by any method accepted in the Payment Office.

5. The Records Clerk will record which documents were released and send the records to the patient/legal guardian/legally designated representative, or inform the patient the records are ready for release. The method by which the documents are released will be recorded in AxiUm.

**Release of Records:**

1. The duplicate records can be released to the patient or an authorized individual in person, by mail, email, or to a patient’s dental office or legal representative:
   a. Records released in person: The patient must present a valid form of ID upon delivery. If the records are to be released to an authorized person, that individual must present a written and signed statement from the patient and a valid ID.
   b. Records released by mail: The Records Clerk will mail the records to the address indicated on the Authorization form.
   c. Records released by email: The Records Clerk will email the records following the University of Colorado Denver policy for encryption if the records are to be emailed outside of the school’s domain. (See University of Colorado Denver Encrypted Email Internal User Guide 2/24/2010). Only certain records can be emailed due to file transfer size limitations.

2. The records may be released to a dental office or legal representative designated by the patient. The records will be mailed or emailed as appropriate.
### Commonly Used Abbreviations

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<thead>
<tr>
<th>Abbreviation</th>
<th>Definition</th>
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<td>~</td>
<td>approximately</td>
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<td>@</td>
<td>at</td>
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<td>ac</td>
<td>before meals</td>
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<td>aob</td>
<td>alcohol on breath</td>
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<td>AP</td>
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<td>APF</td>
<td>acidulated phosphate fluoride</td>
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<td>apico</td>
<td>apicoectomy, apical root canal surgery</td>
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<td>appointment</td>
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<td>bid</td>
<td>twice a day</td>
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<td>BOP</td>
<td>bleeding on probing</td>
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<td>blood pressure</td>
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<td>b/u, BU</td>
<td>buildup</td>
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<td>C/, CD/</td>
<td>complete maxillary denture</td>
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<td>/C, /CD</td>
<td>complete mandibular denture</td>
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<td>CA, cx</td>
<td>cancer</td>
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<tr>
<td>CAD</td>
<td>coronary artery disease</td>
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<tr>
<td>CAD/CAM</td>
<td>computer-aided design, manufacture</td>
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<td>CaOH</td>
<td>calcium hydroxide</td>
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<td>car</td>
<td>caries, carious</td>
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<td>carpule</td>
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<td>CAT</td>
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<td>cc, CC</td>
<td>chief complaint</td>
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<td>CE</td>
<td>complete, comprehensive exam</td>
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<td>CEJ</td>
<td>cementoenamel junction</td>
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<td>crown lengthening</td>
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<td>chronic mouth breathing</td>
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<td>condition on discharge</td>
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<td>comp, R</td>
<td>composite, resin</td>
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<td>curve of Wilson</td>
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<td>cerebrovascular accident</td>
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<td>discontinue(d), discharge(d)</td>
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<td>dental implant</td>
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<td>diag, dg, dx</td>
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<td>Abbreviation</td>
<td>Full Form</td>
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<td>FMD</td>
<td>full mouth debridement</td>
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<td>FMP</td>
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<td>fmx, fms, FMX</td>
<td>full mouth series</td>
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<td>FPD</td>
<td>fixed partial denture</td>
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<tr>
<td>freq</td>
<td>frequen(t) (cy)</td>
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<tr>
<td>FX, fx</td>
<td>fracture</td>
</tr>
<tr>
<td>gen</td>
<td>general(ized)</td>
</tr>
<tr>
<td>GI</td>
<td>glass ionomer</td>
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<tr>
<td>Abbreviation</td>
<td>Description</td>
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<tr>
<td>gp</td>
<td>gutta percha</td>
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<tr>
<td>H, h, hr</td>
<td>hour</td>
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<tr>
<td>H, C</td>
<td>hot, cold</td>
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<tr>
<td>H&amp;P</td>
<td>history and physical</td>
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<tr>
<td>h/o</td>
<td>history of</td>
</tr>
<tr>
<td>hx</td>
<td>history</td>
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<tr>
<td>I</td>
<td>incisal, implant</td>
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<tr>
<td>I&amp;D, I/D</td>
<td>incise and drain</td>
</tr>
<tr>
<td>i.s.q.</td>
<td>no change</td>
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<td>IA</td>
<td>inferior alveolar</td>
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<tr>
<td>IC</td>
<td>informed consent</td>
</tr>
<tr>
<td>IFU/IFL</td>
<td>immediate full upper/immediate full lower denture</td>
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<tr>
<td>IM</td>
<td>intramuscular</td>
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<td>Imm</td>
<td>immediate</td>
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<td>I/O, i/o</td>
<td>intraoral</td>
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<td>imp</td>
<td>impression, impacted, improved, implant</td>
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<td>internal</td>
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<td>I/R, i/r</td>
<td>implant-retained</td>
</tr>
<tr>
<td>iv/IV</td>
<td>intravenous</td>
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<td>L</td>
<td>left, lingual</td>
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<td>LA</td>
<td>local anesthetic</td>
</tr>
<tr>
<td>LARD</td>
<td>local anesthetic rubber dam</td>
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<td>lac</td>
<td>laceration</td>
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<td>lat</td>
<td>lateral</td>
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<tr>
<td>LE/le</td>
<td>limited exam</td>
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<td>LL(Q), LR(Q)</td>
<td>lower left (quadrant), lower right (quadrant)</td>
</tr>
<tr>
<td>M</td>
<td>mesial</td>
</tr>
<tr>
<td>max</td>
<td>maxilla (llary) (mum)</td>
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<td>Abbreviation</td>
<td>Description</td>
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<tr>
<td>mdl</td>
<td>midline</td>
</tr>
<tr>
<td>MI</td>
<td>maximum intercuspation, mesial incisal, myocardial infarction</td>
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<tr>
<td>MM</td>
<td>mucous membrane</td>
</tr>
<tr>
<td>mo</td>
<td>month</td>
</tr>
<tr>
<td>MVP</td>
<td>mitral valve prolapse</td>
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<td>n/c, nc</td>
<td>no charge</td>
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<tr>
<td>N2O</td>
<td>nitrous oxide</td>
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<tr>
<td>NAD</td>
<td>not in apparent, acute distress</td>
</tr>
<tr>
<td>neg -</td>
<td>negative</td>
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<tr>
<td>NKDA</td>
<td>no known drug allergies</td>
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<tr>
<td>NP, np</td>
<td>new patient</td>
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<td>npc</td>
<td>no previous complaint</td>
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<td>no previous history</td>
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<tr>
<td>npo</td>
<td>nothing by mouth</td>
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<td>nsf</td>
<td>no significant findings</td>
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<td>nv</td>
<td>next visit</td>
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<td>O, occ</td>
<td>occlus(al) (ion)</td>
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<td>oxygen</td>
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<td>ohi, OHI</td>
<td>oral hygiene instructions</td>
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<td>OHIG</td>
<td>oral hygiene instructions given</td>
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<td>op</td>
<td>operat(ion) (ory)</td>
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<td>OS</td>
<td>oral surgery</td>
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<td>over the counter</td>
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<td>P&amp;C</td>
<td>post and core</td>
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<td>P/</td>
<td>maxillary partial denture</td>
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<tr>
<td>/P</td>
<td>mandibular partial denture</td>
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<td>Abbreviation</td>
<td>Definition</td>
</tr>
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<td>--------------</td>
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<tr>
<td>P/BA, DBA</td>
<td>primer/bonding agent, dentin bonding agent</td>
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<td>pa</td>
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<td>posteroanterior</td>
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<td>palpation</td>
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<tr>
<td>pan, pano</td>
<td>panoramic radiograph</td>
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<td>periapical pathology</td>
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<td>p.c.</td>
<td>after meal</td>
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<td>PC</td>
<td>porcelain crown</td>
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<td>PCN</td>
<td>penicillin</td>
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<tr>
<td>pd</td>
<td>probing depth</td>
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<td>pdl</td>
<td>periodontal ligament</td>
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<tr>
<td>per exm</td>
<td>periodic exam</td>
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<td>perc</td>
<td>percussion</td>
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<td>perf</td>
<td>perforat(ion) (ed)</td>
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<tr>
<td>PFM, PFMGO</td>
<td>porcelain-fused-to-metal crown, pfm gold occlusion</td>
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<td>pfs</td>
<td>pit and fissure sealant</td>
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<td>PL, PU</td>
<td>partial lower, partial upper denture</td>
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<td>PO, po</td>
<td>post-operative</td>
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<td>POI(G )</td>
<td>post-op instructions (given)</td>
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<td>pos +</td>
<td>positive</td>
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<tr>
<td>prep</td>
<td>prepar(e) (ation)</td>
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<td>prn</td>
<td>as needed, as necessary</td>
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<td>pro, px</td>
<td>prophylaxis</td>
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<td>prog, Px</td>
<td>prognosis</td>
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<tr>
<td>PSR</td>
<td>periodontal screening and recording</td>
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<tr>
<td>pt</td>
<td>patient</td>
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<td>PVS</td>
<td>polyvinyl siloxane</td>
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<tr>
<td>q</td>
<td>every</td>
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<td>Abbreviation</td>
<td>Description</td>
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<td>--------------</td>
<td>---------------------------</td>
</tr>
<tr>
<td>q6mo</td>
<td>every 6 months</td>
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<tr>
<td>qid</td>
<td>4 times a day</td>
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<td>quad, Q</td>
<td>quadrant</td>
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<td>R</td>
<td>right, resin</td>
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<td>r/o</td>
<td>rule out</td>
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<tr>
<td>rad</td>
<td>radiograph</td>
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<tr>
<td>RBE</td>
<td>risks and benefits explained to patient</td>
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<td>rct</td>
<td>root canal therapy</td>
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<td>RD</td>
<td>rubber dam</td>
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<td>reb</td>
<td>rebase</td>
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<td>re-eval</td>
<td>re-evaluation</td>
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<td>reline</td>
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<tr>
<td>rest</td>
<td>restora(tion) (tive)</td>
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<tr>
<td>RMH</td>
<td>reviewed medical history</td>
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<tr>
<td>rl</td>
<td>radiolucent(t) (cy)</td>
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<tr>
<td>ro</td>
<td>radio-opaque (city)</td>
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<td>RPD</td>
<td>removable partial denture</td>
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<td>RPS, SRP</td>
<td>root planing and scaling</td>
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<tr>
<td>Rx, rx</td>
<td>prescription</td>
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<tr>
<td>s, w/o</td>
<td>without</td>
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<td>S/S, S&amp;Sx</td>
<td>signs and symptoms</td>
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<td>SA</td>
<td>silver amalgam</td>
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<td>SBE</td>
<td>subacute bacterial endocarditis</td>
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<td>sed</td>
<td>seda(tive) (tion)</td>
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<td>septo</td>
<td>septocaine</td>
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<td>SH, SHx</td>
<td>social history</td>
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<td>SnF</td>
<td>stannous fluoride</td>
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<td>ssc</td>
<td>stainless steel crown</td>
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<td>Acronym</td>
<td>Full Form</td>
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<td>stat</td>
<td>immediately</td>
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<td>subg</td>
<td>subgingival</td>
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<td>sup</td>
<td>superior</td>
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<tr>
<td>surg, sx</td>
<td>surg(ery) (ical) (eon)</td>
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<tr>
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<td>symptoms</td>
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<td>tab</td>
<td>tablet(s)</td>
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<td>toothbrush</td>
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<td>TBA</td>
<td>toothbrush abrasion</td>
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<tr>
<td>temp</td>
<td>temporary, temperature</td>
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<td>th</td>
<td>tooth</td>
</tr>
<tr>
<td>tid</td>
<td>three times a day</td>
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<td>TMD</td>
<td>temperomandibular joint disorder, dysfunction</td>
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<td>TP, txP, tp</td>
<td>treatment plan</td>
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<td>Tx, Tx</td>
<td>treatment</td>
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<tr>
<td>UA, LA</td>
<td>upper arch, lower arch</td>
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<td>URQ</td>
<td>upper right quadrant</td>
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<tr>
<td>v.s., vs</td>
<td>vital signs/versus</td>
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<tr>
<td>VICO</td>
<td>verbal informed consent obtained</td>
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<td>w/</td>
<td>with</td>
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<tr>
<td>WICO</td>
<td>written informed consent obtained</td>
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<td>wnl</td>
<td>within normal limits</td>
</tr>
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<td>X</td>
<td>times</td>
</tr>
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<td>y/o</td>
<td>years old</td>
</tr>
<tr>
<td>ZOE</td>
<td>zinc oxide eugenol</td>
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</table>

*axiUm: I, in process P, planned C, complete*
3.17 Written Correspondence

All written correspondence to patients related to treatment is managed by the CU Dental Teams Clinic Care Coordinators as directed from the Office of Clinic Operations and Patient Advocate Office. Students are responsible to monitor their patient practice, document certain routine patient interactions in the Contact Notes in axiUm, and request appropriate written correspondence be sent to their patients. Written correspondence is intended to assist the student in managing his/her patient pool by either communicating UCSDM appointment policies or shifting the responsibility of continuing care to the patient. During the course of treatment, many patients will move from an “active” status to “inactive,” “delayed,” or “discontinued” status. Although each case must be handled individually, most patient situations fall into one of several broad categories.

Unable to Contact

Difficulty contacting patients may be a result of disconnected phones, change of address, patient choosing to leave the program without notice. When the student has made unsuccessful attempts to contact the patient, the following steps should be taken:

1. Document all attempts to contact patient in the Contact Notes feature in axiUm. At minimum, two documented attempts that are one week apart should be made before sending a letter.
2. Request the Clinic Care Coordinator to send an Unable to Contact (UTC) letter, noted in Contact Notes.
3. Patients are asked to respond within fixed period of time (30 days from date of letter). The letter (generated in axiUm) moves burden of contact/continuing care to patient.
4. If patient responds within the stated time period, continue treatment.
5. If the patient does not respond, the patient may be marked “Inactive.”
6. Records of patients who contact the school after the stated time will be reviewed for reinstatement, new assignment and periodic exam, or rescreening. This will be determined by the coordinator.

Delay of Treatment

Patient may choose to delay their treatment with their dental student for a variety of reasons including vacations, changes in work schedule, finances, health, etc. All delays should have written correspondence verifying the patient’s delay.

1. Document the patient’s request to delay treatment in the Contact Notes feature in axiUm, noting the patient’s reason.
2. Request the Patient Care Coordinator to send a Delay of Treatment letter. This letter (generated in axiUm) requests that the patient respond within four months of his/her intention to continue care. This moves burden of continuing care to patient. Status of patient is changed to “Delay.”
3. If patient responds within the stated time frame, continue treatment.
4. If no response, the patient is marked “Inactive.”
5. Patients who contact the school at a later date will be rescreened or reassigned if appropriate.
Missed Appointments

Patients are asked to give 48 hour-notice if they cannot keep an appointment. Patients are told at initial screenings that if they miss more than 2 appointments and/or reschedule with less than 48-hour notice, or are unable to schedule and keep appointments on a regular basis, they are subject to being referred out of the program. When this initially occurs, students should do the following:

1. If patient calls regarding appointment difficulty, the student should express their concerns for the patient’s situation and attempt to identify if there is a barrier to care (e.g., financial difficulty, apprehension/fear, dental education, transportation, etc.). If the student can do anything to remove the barrier, the patient may be able to make the appointment. This contact is recorded in the Contact Notes feature in axiUm.
2. If the patient cannot keep an appointment, the student should express disappointment that the time was specially set-aside for the patient. The student should remind the patient of the school’s policy and inform the patient that a “Missed Appointment” letter will be sent out by the School. Reschedule the patient if possible.
3. Document the patient’s missed or rescheduled appointment in the Contact Notes, noting the patient’s reason. The “Missed Appointment” letter is documented in the Contact Notes, as well. Letter will outline the school’s policy with the patient.
4. After two such missed appointments, patient is subject to dismissal. This should be documented and discussed with Practice Leader and Coordinator.
5. Note that in certain situations, it may be appropriate to discontinue a patient after one failed appointment. Consult with Practice Leader and Coordinator regarding this.

Difficult to Appoint

Patients are asked to commit to making appointments at least two times per month in order for care to progress in a timely manner. Patients who are difficult to appoint and/or who will not commit to coming for a regular appointment routine may not be appropriate candidates for care at the School. Under these circumstance the student provider should do the following:

1. Document attempts to make appointments for the patient. The student should express their concerns for the patient’s situation and attempt to identify if there is a barrier to care (e.g., financial difficulty, apprehension/fear, dental education, transportation, etc.). If the student can do anything to remove the barrier, the patient may be able to make the appointment. This contact is recorded in the Contact Notes feature in axiUm.
2. If the patient cannot commit to a regular appointment routine, student should remind the patient of the school’s policy and inform the patient that an “Ineffective Appointment” letter will be sent out by the School.
3. If the patient fails to maintain a regular appointment routine after the letter is sent, the patient is subject to dismissal. This should be documented and discussed with Practice Leader and Coordinator.
Patient Requests Discontinuance from UCSDM

From time to time, patients may choose to leave the UCSDM system. Under these circumstances, the student provider should do the following:

1. Document the patient’s request to discontinue treatment in axiUm, noting the patient’s reason.
2. The student should advise their Patient Care Coordinator to send a letter requesting patient to respond within fixed period of time if they do not wish to discontinue treatment. This action moves burden of continuing care to patient. Letters are documented in Contact Notes.
3. Patients will be informed that their records are available upon written request, for a reasonable fee. Emergency care is available on a fee-for-service basis for 30 days.
4. If patient responds within time frame, and wishes to continue treatment, patient may be reassigned.
5. If no response, patient will be marked “Discontinued.”
6. Patients who contact the school at a later date will be reviewed for new assignment or rescreening, by the coordinator.

UCSDM Discontinues Patient for Cause

From time to time, patients may not be able to fulfill their responsibilities. Typically, these include failure to make timely payments, failure to make and keep appointments in a timely manner, failure to comply with behavioral expectations, and failure to come to mutual agreement on treatment philosophy. Under these circumstances, the student provider should do the following:

1. Document the rationale to discontinue treatment in the Treatment Notes (requires faculty electronic signature) after consultation with Practice Leader and Patient Care Coordinator, and with the patient (faculty or staff intervention with the patient is often appropriate).
2. The Coordinator is asked to send a certified letter to document the rationale for the dismissal from the program. The letter will state that emergency care will be provided for 30 days, that records are available upon written request for a reasonable fee, and that they have a fixed period of time to contact the UCSDM if they wish to appeal the decision in writing to discontinue treatment.
3. If patient requests an appeal within the stated time frame, the case will be reviewed by the Practice leader in consultation with the Team Leader, CU Dental Teams Clinic Care Coordinator, student and will together make a recommendation to the Office of Clinic Operations.
4. Patients who contact the school at a later date will be not be re-admitted into the program unless authorized by the Office of Clinic Operations.

Delays and Discontinuance Due to Finance (also outlined in Section 6.1)

The School ages accounts at 30, 60, 90, and 120 days past due. This information is available on the patient card in axiUm. For past due accounts students must consult with the Payment Office staff to discuss why the patient hasn’t paid, and determine if the treatment rendered is incomplete (e.g., a three-unit bridge which is only temporarily seated). The patient shall also receive a letter of non-payment and will be informed that their treatment will be delayed until payment is received. The patient’s name will be added
to a list of like patients, which is forwarded to the Office of Clinic Operations.

At 120 days, the payment staff locks the record in axiUm. At this point, the student is unable to continue treatment. At 120 days of non-payment, an account is considered very delinquent and will be sent to the state collection agency. At this point, two letters will be sent the patient:

1. A letter will be sent from the Payment Office stating that the account will be turned over to our collection agency unless it is paid in full within the first 20 days of the month, and that they have been referred out of our program. The chart will be locked in axiUm for all patients that are in a collection status. All patient charts are automatically locked by the clinic computer system when the account balance reaches 120-days delinquent. A copy of the delinquent letter is found in axiUm under attachments.

2. A letter will be sent from the Office of Clinical Operations stating treatment is discontinued because the patient’s account was sent to collections. The letter will state the patient may be considered for re-admittance into the dental program upon reconciliation of the account, with the provision that payments would be required in advance of treatment. Patients will be informed that their records are available upon written request, for a reasonable fee. Emergency care is available on a fee-for-service basis for 30 days.
IV. Office of Patient Advocacy
4.1 Office of Patient Advocacy

**Location:** 2nd Floor Clinic  
**Phone:** 303 724-7040  
**Fax:** 303 724-7066  
**Hours of Operation:** Monday – Friday, 8:00 am - 5 pm

**PERSONNEL:**

Emily Reddick, MPA - Director of Clinical Operations and Patient Advocacy  
Giuliana Marquez - Patient Advocate

**OVERVIEW:**
The Office of Patient Advocacy at the School of Dental Medicine provides a comprehensive program for all phases of patient advocacy. A comprehensive program includes training programs for preventing and mitigating patient-related issues; systems of early detection and intervention; developing protocols to manage risk; and interacting in a proactive manner with patients, families, faculty, students and residents to resolve patient issues.

The mission of the Office of Patient Advocacy is to serve as a resource to the patients of the University of Colorado School of Dental Medicine who have concerns or want to provide feedback about their experience. The office is also available to answer questions regarding clinic policies and procedure of the school.

It is the policy of University of Colorado School of Dental Medicine to allow its patients to submit a request for information, or an expression of concern. Such expressions may be submitted verbally or in writing. In order to address any expression of concern from the patient and prevent future concern, it is the goal of the Office of Patient Advocacy to:

- Develop protocols for dental staff, faculty, students and residents to proactively report and respond to patient issues.
- Collaborate with dental staff, faculty, student and resident health care providers to complete inquiries of patient complaints and/or self-reported incidents by faculty, staff and/or students, events or legal cases.
- Recommend steps for action to respond to and resolve issues reported by patients.
- Recommend steps for action to mitigate legal exposure for the University. This includes recommendation in an emergency or immediate action situation.
- Effectively communicate with the health care team, patients and their families, School of Dental Medicine Administration and, as necessary, legal counsel/University Risk Management.
- Develop educational presentations and educate dental care providers on preventative behaviors and legal concepts pertinent to dental practice. This education occurs in formal classroom settings, during orientation of all new employees, periodically during monthly faculty senate and staff meetings, committees, and directly with providers and staff when quality of care concerns arise.
• Represent the School of Dental Medicine in peer reviews, legal matters, quality and performance improvement committees, and as legal representatives.
• Review and investigate reported dental care occurrences and determine risk potential
• Detect trends and similarities among multiple occurrences and ensure that they are addressed appropriately
• Prepare case reviews for quality assurances purposes
• Act as a liaison with legal counsel and Risk Management if even may involve litigation
• Investigate patient complaints about care
• Coordinate and/or prepare response to licensing boards or other 3rd parties.
• Act as a consultant with patient representatives to evaluate the level of quality of care concern and risk on a complaint. If appropriate, refer cases to Risk Management.

Division of Language and Disability Services:
The Division of Language and Disability Services is housed within the Patient Advocate Office. The primary function of the Division of Language and Disability Services is to coordinate services for Limited English Proficient (LEP) persons and persons with disabilities as classified by the Americans with Disabilities Act (ADA).

OTHER INFORMATION:
The office personnel will inquire all patient concerns regarding patient care at the School of Dental Medicine.
INTRODUCTION:
The University of Colorado School of Dental Medicine (CU SDM) is committed to diversity and equality in access to care for its patients.

In an effort to provide access to care to limited English proficient persons (“LEP”) and hearing impaired patients, all members of the CU SDM health care team (clinical faculty, staff and dental program enrollees (students and residents)) must work together to assess our patients’ needs, and to provide appropriate interpretation and translation services to address a patient’s individual communication needs.

Policy Focus and Intent
The intent of this policy is to formalize the interpretation and translation activities of the School of Dental Medicine, and bring them together into one administrative area in the School: The Division of Language Services, housed within the Office of Patient Advocacy.

Upon an initial intake or contact with the School, a staff member should assist with or determine whether a patient needs interpretation or translation services. If necessary, staff will use a language identification card (see Addendum A). All LEP persons will be immediately notified of the availability of language assistance, free of charge. In addition, if a LEP person needs interpretive assistance a note will be included in their medical record.

Information regarding the procedures related to accessing interpretation services shall be kept at each reception area and other points of patient contact throughout the School.

While this policy details the interpretation and translation resources that may be accessed through on-demand electronic resources accessed via phone and web conferencing, the school puts a premium on face-to-face interactions between patients and healthcare team members that are an important part of patient care and educational experiences.

Opportunities for Face-to-Face Interpretation
The CU SDM is a very diverse environment. At any given time, SDM faculty, staff, and students represent as many as 25 countries on its health care team. Together, these health care team members are fluent and proficient in dental terminology in many different languages, and some team members can sign using American Sign Language. The diverse team members provide CU SDM with a unique
opportunity to provide face-to-face, one-on-one communication techniques to serve LEP persons and hearing impaired patients. Because the CU SDM general practice residents are affiliated with the University of Colorado Hospital, additional opportunities to access interpretation and translations resources are available to patients seen in the General Practice Residency clinic. All translation services should go through the School of Dental Medicine’s Language Services Division. SDM has certified at least one staff member as a Spanish translator to assist with translation of documents in that language.

The Division of Language Services will annually survey SDM faculty and staff to identify languages spoken and levels of proficiency. If an LEP person is identified as needing assistance, SDM staff should try to contact or utilize internal interpreters for assistance.

**On-Demand Over-the Phone Interpretation**
In addition to utilizing on-site interpreters, staff members have access to over-the-phone translation services from CyraCom, LLC for LEP persons. Information on how to use CyraCom’s services and CyraCom handsets are available at the front desks of every clinic. CyraCom provides translation services for 170 languages.

**Family Members as Interpreters**
Some LEP persons may prefer or request to use a family member or friend as an interpreter. However, family members or friends of the LEP person will not be used as interpreters unless specifically requested by that individual and after the LEP person has understood that an offer of an interpreter at no charge to the person has been made by SDM. Such an offer and the response will be documented in the person's file. If the family member or friend is not competent or appropriate for any reason, competent interpreter services will be provided to the LEP person. Children under the age of 18 will not be allowed to act as an interpreter.

**In-Person American Sign Language Services**
On-site interpretive services may be requested in advance (at least 3 business days’ notice), through the Division of Language Services.

In the event there is an emergency patient, or a last minute appointment (less than 3 business days’ notice) for an individual needing an American Sign Language interpreter, health care team members must work with the Division of Language Services to arrange for a web conference with an interpreter from CyraCom, LLP.

**Translation Services**
Vital documents will be available in Spanish. If additional documents need to be translated, contact the Division of Language Services. Annually the Division of Language Services will survey faculty and staff to determine whether additional vital documents need to be translated in other languages based on the patient population.

**Ongoing Evaluation**
On an ongoing basis, the administration will assess changes in demographics, types of services or other needs that may require reevaluation of this policy and its procedures. In addition, the administration will regularly assess the efficacy of these procedures.
Addendum A

IF YOU NEED AN INTERPRETER

Please point to your language. We will call an interpreter.

<table>
<thead>
<tr>
<th>Language</th>
<th>Translation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spanish - Español</td>
<td>Por favor, señale su idioma. Llamaremos a un intérprete.</td>
</tr>
</tbody>
</table>
| Amharic - አማርኛ | ከአማርኛ ከማድረስ መተ츠 ቫር እንወስ ከማድረስ ከማድረስ ከማድረስ ከማድረስ ከማድረስ ከማድረስ ከማድረስ ከማድረስ ከማድረስ ከማድረስ ከማድረስ ከማድረስ ከማድረስ ከማድረስ ከማድረስ ከማድረስ ከማድረስ ከማድረስ ከማድረስ ከማድረስ ከማድረስ ከማድረስ ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル ከማグル }
4.3 Auxiliary Aids Policy

Title: Auxiliary Aids and Services for Persons with Disabilities
Source: Office of Patient Advocacy
Effective Date: December 3, 2012

POLICY:

The University of Colorado School of Dental Medicine will take appropriate steps to ensure that persons with disabilities, including persons who are deaf, hard of hearing, or blind, or who have other sensory or manual impairments, have an equal opportunity to participate in our services, activities, and programs. The procedures outlined below are intended to ensure effective communication with patients/clients involving their dental conditions, treatment, services and benefits. The procedures also apply to, among other types of communication, communication of information contained in important documents, including consent to treatment forms, the Patient’s Rights and Responsibilities document, patient information and instruction forms, financial and insurance benefits forms, etc. All necessary auxiliary aids and services shall be provided without cost to the person being served.

All faculty, students, resident, and staff will be provided written notice of this policy and procedures, and those who may have direct contact with individuals with disabilities will be trained in effective communication techniques, including the effective use of interpreters.

PROCEDURES:

1. Identification and assessment of need:

The University of Colorado School of Dental Medicine provides notice of the availability of and procedure for requesting auxiliary aids and services through notices in our brochures, handbooks, print/radio/television advertisements, etc. and through notices posted in waiting rooms, lobbies, etc. When an individual self-identifies as a person with a disability that affects the ability to communicate or to access or manipulate written materials or requests an auxiliary aid or service, staff will consult with the individual to determine what aids or services are necessary to provide effective communication in particular situations.

2. Provision of Auxiliary Aids and Services:

The University of Colorado School of Dental Medicine shall provide the following services or aids to achieve effective communication with persons with disabilities:

A. For Persons Who Are Deaf or Hard of Hearing

   (i) For persons who are deaf/hard of hearing and who use sign language as their primary means of communication, the Patient Advocate Office/Director of Language Services is responsible for providing effective interpretation or arranging for a qualified interpreter when needed. In the
event that an ASL interpreter is needed, the Patient Advocate Office/Director of Language Services is responsible for:

(a) Maintaining a list of qualified ASL interpreters on staff showing their names, phone numbers, qualifications and hours of availability;

(b) Contacting the appropriate ASL interpreter on staff to interpret, if one is available and qualified to interpret; or

(c) Obtaining an outside interpreter if a qualified ASL interpreter on staff is not available. Purple Language Services has agreed to provide ASL interpreter services. The agency’s telephone numbers are:
   - (303) 321-6772 M-F 8:00 a.m. to 5:00 p.m.
   - (720) 936-8714 Emergency line (after 5:00 p.m.)

The University of Colorado School of Dental Medicine also provides ASL interpreter service through Purple Video Remote Interpreting (VRI) service for emergency situations. The Director of Language Services houses a laptop equipped with the VRI software that can be used anywhere in the building.

(ii) For communicating by telephone with persons who are deaf or hard of hearing, the University of Colorado School of Dental Medicine utilizes relay services for external telephone with TTY users or video relay service users. We accept and make calls through a relay service. The state relay service number is 711. The University of Colorado School of Dental Medicine also provides a video relay service for persons who are deaf or hard of hearing to make outgoing calls.

(iii) For the following auxiliary aids and services, staff will contact their Clinic Manager and/or the Patient Advocate Office/Director of Language Services, who is responsible to provide the aids and services in a timely manner:

- Assistive listening devices
- Telephone handset amplifiers
- Digital display of clinic announcements
- Telephones compatible with hearing aids
- Staff available to serve as note-takers

(iv) Some persons who are deaf or hard of hearing may prefer or request to use a family member or friend as an interpreter. However, family members or friends of the person will not be used as interpreters unless specifically requested by that individual and after an offer of an interpreter at no charge to the person has been made by the facility. Such an offer and the response will be documented in the person’s file, and a Waiver of Interpreter Services form must be signed. If the person chooses to use a family member or friend as an interpreter, issues of competency of interpretation, confidentiality, privacy and conflict of interest will be considered. If the family member or friend is not competent or appropriate for any of these reasons, competent interpreter services will be provided.
NOTE: Children will **not** be used to interpret, in order to ensure confidentiality of information and accurate communication.

B. For Persons Who Are Blind or Who Have Low Vision

(i) Staff will communicate information contained in written materials concerning treatment, benefits, and services by reading out loud and explaining these forms to persons who are blind or who have low vision.

The following types of large print, recorded, and electronically formatted materials are available: consent to treatment forms, the Patient’s Rights and Responsibilities document, patient information and instruction forms, financial and insurance benefits forms, etc. These materials may be obtained by calling the Patient Advocate Office/Director of Language Services at (303) 724-7040.

(ii) For the following auxiliary aids and services, staff will contact their Clinic Manager and/or the Patient Advocate Office/Director of Language Services, who is responsible to provide the aids and services in a timely manner:

- Reformating documents into large print
- Taping or recording of print materials not available in alternate format

Staff are available to assist persons who are blind or who have low vision in filling out forms and in otherwise providing information in a written format.

A. For Persons with Speech Impairments

To ensure effective communication with persons with speech impairments, staff will contact their Clinic Manager and/or the Patient Advocate Office/Director of Language Services who is responsible to provide the aids and services in a timely manner:

- Writing materials
- Computers
- Universal symbol flashcards
- Communication boards

D. For Persons with Manual Impairments

Staff will assist those who have difficulty in manipulating print materials by holding the materials and turning pages as needed. For these and other auxiliary aids and services, staff will contact their Clinic Manager and/or the Patient Advocate Office/Director of Language Services who is responsible to provide the aids and services in a timely manner.
INTRODUCTION:
This protocol should be used when a patient issue and/or concern arises within the School of Dental Medicine either in person or by phone. Patient issues and concerns should be brought to the attention of the clinic manager or coordinator. If the clinic manager or coordinator is unable to assist the patient, the patient should be referred to the Patient Advocate Office.

PROTOCOL:
The clinic manager or coordinator will initially attempt to address the patient’s concerns. If the clinic manager is unavailable, or after the clinic manager or coordinator has made all reasonable efforts to find solutions to the issue/concern without resolution, the patient should be referred to the Patient Advocate Office. The patient may also be referred to the Patient Advocate Office if they request to speak to the “Dean” or to a person with “more authority.” A student, faculty, or staff member may also proactively engage the Patient Advocate Office to seek guidance for recommended action to resolve patient issues or for clarification of UCSDM policies related to the patient’s issue/concern.

A note must be entered in the patient’s dental record by the student, faculty or staff member, indicating the details of the interaction with the patient and also noting if the patient was directed to the Patient Advocate Office.

Patient Advocate Procedure:
For all UCSDM patient issues and concerns that are referred to the Patient Advocate Office, the patient advocate will:

1. Record the time, date and content of the patient advocate’s receipt of a patient’s issue/concern.
2. Respond to a patient by phone within one business day.
3. Initiate the collection and documentation of the details of the patient’s issue/concern, including direct quotes from the patient, in the Patient Contact Notes in AxiUm.
4. Determine compliance with mandatory reporting if the patient complaint is suggestive of sexual harassment, violation of Title VI, or racial/ethnic discrimination.
5. Determine the patient’s desired outcome.
6. Complete the UCSDM Patient Advocate Office Encounter Form and UCSDM Patient Advocate Office Case Data Information form.
7. Review the patient notes in AxiUm, as well as any other pertinent information relating to the complaint, i.e. letters, statements, etc.
8. Contact the student/resident directly involved in the occurrence or patient’s treatment.
9. Verify information collected and documentation of the occurrence.
10. Gather other input from the student/resident, staff, and faculty who may have relevant information regarding the occurrence.
11. Follow up with the patient regarding the status of the complaint inquiry weekly and notify the patient promptly when updated information is available.
12. Work with the patient to find a satisfactory resolution whenever possible.
13. If needed, the patient advocate may request the presence of a faculty member or a member of the School’s administration for assistance in resolving the patient’s issue/concern in a face-to-face meeting. In this meeting, the patient advocate will be the facilitator of the discussion.
4.5 Patient Complaint and Grievance Policy

Title: Patient Complaint and Grievance Policy

Effective Date: September 11, 2015

Approved by: School of Dental Medicine Administration

Purpose:
The purpose of this policy is to:

1. Provide a standardized process to document complaints and grievances received by the University of Colorado School of Dental Medicine.
2. Provide a process to review, investigate, and resolve a patient’s/patient advocate’s complaint or grievance within a reasonable time frame.
3. Provide a process to help identify, investigate and resolve systemic problems through identification and analysis of trends.
4. Provide a quality improvement approach to evaluate the effectiveness of the complaint and grievance process and to identify and implement improvements as indicated.

Roles and Responsibilities:

1. University of Colorado School of Dental Medicine (UCSDM) is committed to providing quality care and proactively addressing patient needs. Patients have the right to express concerns and expect resolution in a timely manner. The School is committed to responding to and investigating complaints or grievances about any aspect of a patient’s care. The School informs patients and his or her family about the complaint resolution process.

2. The UCSDM Executive Committee has delegated formal oversight of the complaint and grievance process to the Patient Advocate Office and School’s Quality Management Committee. The Quality Management Committee has designated specific responsibilities to the following roles:
   - Patient Advocate Office: Retains day-to-day operations responsibility for complaint and grievance process. Collects and analyzes data for presentation to Quality Management Committee, Operations Committee, Faculty Senate, and Executive Committee for review and recommendation.
   - The Patient Advocate Office maintains a procedure for systematic notification in and resolution of complaints and grievances, including documentation of results/outcomes.
   - The Quality Management Committee monitors complaints and grievances to ensure compliance with these procedures as well as review trends to improve patient care and services and ensure customer satisfaction.
Definitions:

**Patient:**
Patients of UCSDM and/or their families have a right to seek information or express complaints or grievances regarding care provided in the school without fear of retribution, coercion, discrimination, reprisal or unreasonable interruption in care.

Information concerning the patient complaint/grievance procedure is provided to each patient and/or their representative at the time of admission. This information is also posted in the lobby and throughout the School in both English and Spanish.

The following explanation of UCSDM grievance procedure will be made available to all patients/families in the CU Dental Clinics Patient’s Rights and Responsibilities brochure:

“Should you have questions or concerns about your care while receiving treatment at any of the CU Dental Clinics, our Patient Advocate Office will work with you to address your concerns. Patients may submit requests for information or concerns, either verbally or in writing, to the Patient Advocate Office at 303-724-7040 or via email at sdm-ptadvocate@ucdenver.edu. In addition, patients have the right to file a 504/ADA grievance with the University of Colorado Employment Rights and Investigation Manager at (303) 724-9694.”

**Complaint:**
A verbal complaint that is made by a patient, or on a patient’s behalf that can be resolved immediately should be resolved immediately by staff present. If the complaint cannot be resolved at the time of the complaint by staff present, is postponed for later resolution, is referred to other staff for later resolution, requires investigation, and/or requires further actions for resolution, then the complaint is a grievance for the purposes of these requirements. A complaint is considered “resolved” when the patient is satisfied with the actions taken on their behalf. Examples: increasing room temperature, or furnishing a requested copy of the bill.

**Grievance:**
A complaint regarding patient care and meets one of the following:
1. A patient concern that is not resolved to the patient’s/family’s satisfaction promptly by the staff involved.
2. Any written, emailed or faxed complaint.
3. Any complaint that is referred to other staff for investigation or for later resolution.
4. Any complaints related to abuse, neglect, or patient harm.
5. Complaints related to the UCSDM non-compliance with CMS (Center for Medicare and Medicaid) Conditions of Participation.
6. Attachment to or written complaint on a satisfaction survey requesting resolution.
7. Any request to handle a complaint as a formal complaint or grievance.
Grievances are not:

- Billing issues (except those that are related to rights and limitations provided under 42 CFR 489 as part of the Medicare provider agreement including allowable charges, deductibles, coinsurance and copayments).
- Information obtained from patient satisfaction surveys unless an included complaint meets definition 4, 5, 6, or 7 above.
- Post-visit verbal communication that would routinely have been handled during the visit.

Disability:
(As defined by Section 504 of the Rehabilitation Act and the Americans with Disabilities Act.) A person is considered to have a disability if s/he: 1) has a physical or mental impairment which substantially limits one or more major life activity; 2) has a record of such an impairment; or 3) is regarded as having such an impairment. Such impairments may include, but are not limited to, blindness, deafness, paraplegia, and contagious disease. A major life activity is a function such as self-care, manual task, walking, seeing, hearing, speaking, breathing, learning and working.

Patient designated representative:
A person authorized to act on behalf of the patient by state law, by court order or in writing in accordance with the policies and procedures of the UCSDM. In this policy, the reference to patient will include the patient or the patient designated representative.

Section 504/Americans with Disabilities (ADA) coordinator:
The Section 504/Americans with Disabilities Act (ADA) coordinator for patient complaints is located within the University of Colorado Employment Rights and Investigation Office. The Employment Rights and Investigation Manager is responsible to consult with the UCSDM to ensure compliance with and to carry out the UCSDM’s responsibilities under Section 504 of the Rehabilitation Act and the Americans with Disabilities Act, including investigation of any complaints concerning the UCSDM’s obligations under these laws.

Complaint & Grievance Investigation Process:

1. Patient complaints and grievances are voiced by the patient either in person, by phone, mail, email, or by fax. Patient issues and concerns should be resolved at a lower level whenever possible; an initial attempt to resolve the issue or concern should be made by the staff who receives the complaint. If the initial attempt to resolve the concern is unsuccessful, or the matter requires review above the level of the staff that received the initial complaint, the matter should be escalated to the clinic care coordinator, clinic manager, or the Patient Advocate Office.

2. The clinic care coordinator or clinic manager will attempt to address complaints received from a patient or referred by staff, students, or faculty at UCSDM.

3. Matters may be directly referred to the Patient Advocate Office if:
   a. The clinic care coordinator or clinic manager is unavailable;
   b. After the clinic care coordinator or clinic manager has made all reasonable efforts to find solutions to the issue/concern without resolution;
   c. The patient requests to speak to the “Dean” or to a person with “more authority.”

4. A student, faculty, or staff member may also proactively engage the Patient Advocate Office to seek guidance for recommended action to resolve patient issues or for clarification of UCSDM policies related to the patient’s issue/concern.
5. A note must be entered in the patient’s dental record (in the patient contact notes section) by the student, faculty or staff member who initially received the complaint, detailing the interaction with the patient and also noting if the patient was directed to the Patient Advocate Office.

Patient Advocate Procedure:

1. For all UCSDM patient complaints/grievances that are referred to the Patient Advocate Office, the patient advocate will initiate the following protocol:
   
   a. Respond to a patient by phone within 1-2 working days to acknowledge receipt of their complaint/grievance.
   b. Take detailed notes of the patient’s stated complaint/grievance, including direct quotes from the patient, and documenting conversations in the “Patient Contact Notes” in the EHR (AxiUm).
   c. Determine the patient’s desired outcome.
   d. Determine compliance with mandatory reporting if the patient complaint is suggestive of sexual harassment, violation of Title VI, or any type of discrimination. (If indicated, see number 5 in this section).
   e. Review the treatment history, patient notes as well as any other pertinent information relating to the complaint in the EHR, i.e. letters, statements, etc.
   f. Contact the student/resident/staff/faculty directly involved with the patient’s concern.
   g. Log the complaint or grievance in the Safety Intelligence Complaint Module (see Logging and Managing Complaints).
   h. All copies of written documentation should be maintained by the Patient Advocate Office.

2. After investigating the grievance, the patient advocate shall provide the patient with written notice of its decision within 7 calendar days that contains the name of the school, contact person, the steps taken on behalf of the patient to investigate the grievance, the results of the grievance process, and the date of completion. UCSDM is not required to provide an exhaustive explanation of every action taken by the school or to include the results of peer review or statements that could be used in a legal action against the school. When the patient communicates via email, the school may provide its response via email.

3. If the grievance includes notice of claim or threat of litigation, or indicates a quality or safety issue requiring professional peer review, the grievance will be forwarded to Professional Risk Management, the Senior Associate Dean of Clinical Operations and Professional Practice, and the Director of Quality Management. In these instances, the case investigation will be under the direction of the risk manager. The patient advocate will communicate to the patient in writing regarding the investigation within 7 calendar days.

4. Grievances may be complicated and may require an extensive investigation. If the grievance is not resolved or if the investigation is not complete within 15-30 working days, UCSDM’s written response should address that the school is still working to resolve the complaint and state that the School will follow up with another written response within a stated number of days.

5. Grievances alleging discrimination on the basis of race, color, ethnicity, religion, gender, national origin, disability, or is indicative of sexual harassment or abuse will be reviewed with the Senior Associate Dean of Clinical Operations and Professional Practice and the Director of Quality Management, and if found to be substantive will are forwarded to the following internal departments:
   
   a. University of Colorado Human Resources Office: for grievances alleging discrimination (race, color, ethnicity, religion, gender, national origin, disability) and claims of sexual harassment.
b. Professional Risk Management: for grievances alleging physical abuse.

In these instances, the case investigation will be under the direction of the designated individual in the Human Resource Office or Professional Risk Management. Individuals with limited English proficiency must be provided with effective communication methods for effective exchange of information. The complaint will be investigated as per procedure above, and a written response provided to the complainant within 7 calendar days. An individual who files a complaint may pursue other remedies, which include filing with:

The Office for Civil Rights
Department of Health and Human Services
1961 Stout Street, Room 08-148
Federal Office Building
Denver CO 80294-3538
303-844-2024

6. Other notices of dissatisfaction may be received from patient/family satisfaction surveys. All survey responses are forwarded to the Patient Advocate Office. Responses with a complaint should be logged in the Safety Intelligence Complaints Module, but a written response is not required since the School solicited the information unless the patient requests resolution or the nature of the complaint involves a serious safety event.

7. Trending, Analyzing and Reporting complaints and grievances for Quality Improvement:
The entries in the Safety Intelligence Complaints Module shall be summarized, aggregated, analyzed, and trends identified and presented to Quality Management Committee, Faculty Senate, and the Executive Committee on a regular basis for review and recommendations related to quality improvement.
Additional Investigation:

1. If a complaint or grievance warrants additional review, the patient advocate will work with the Senior Associate Dean of Clinical Operations and Professional Practice and Director of Quality Management to delegate a formal review of the grievance, when necessary, by forming a sub-committee of the Quality Management Committee.

2. A written response to the complainant within 7 working days. The letter shall include:
   a. The name of the SDM contact person,
   b. Steps taken on behalf of the patient to investigate the grievance,
   c. The results of the grievance process,
   d. The dates of completion (if applicable),
   e. Is signed by the Senior Associate Dean of Clinical Operations and Professional Practice or Designee

3. If the grievance is received via email, the written response may be sent via email containing the above five required elements. A copy of the email should be kept with the written response.
   a. If resolution is not possible within 15-30 working days, the letter will indicate an anticipated resolution date.
   b. A follow-up letter will then be sent once the resolution has been achieved.

4. The Quality Management Committee sub-committee, if convened, makes recommendations for further actions and provides a summary report of its recommendations to the Quality Management Committee.

5. If the patient is not satisfied with the resolution of the grievance, upon patient’s request, the patient advocate will forward the complaint to the Senior Associate Dean of Clinical Operations and Professional Practice.

Unresolved Grievances:

A grievance is considered resolved when the patient is satisfied with the actions taken on their behalf. There may be situations where the school has taken appropriate and reasonable actions on the patient’s behalf in order to resolve the patient’s grievance and the patient remains unsatisfied. In these situations, the school may consider the grievance closed. However, the patient will be informed of other reporting options as identified below:

- The grievance can be referred to the Senior Associate Dean of Clinical Operations and Professional Practice for further investigation.
- The grievance may be filed with the Colorado State Board of Dental Examiners. The Colorado State Board of Dental Examiners is located at:

  Colorado State Board of Dental Examiners
  1560 Broadway, Suite 1350, Denver, CO 80202
  (303) 894-7800
  Email: dora_registrations@state.co.us
Logging and Managing Complaints:

1. Upon receipt of the complaint/grievance, the patient advocate (or designee) enters the complaint on the Safety Intelligence Complaint Module.

2. Each of the following 10 elements are required:

- **Complainant Name/ Patient Chart Number:** The complainant’s name or patient chart number may be used for identification purposes.
- **Summary of Complaint/Grievance:** A brief description of the issue should be written in this field.
- **Date Complaint/Grievance First Received:** The date that the complaint/grievance is first received.
- **Source of the Complaint/Grievance:** How was the complaint/grievance received, communication to staff, email, survey.
- **Subject(s) of Complaint/Grievance:** Categorizations of the complaint based on nature of complaint.
- **Location/ service name:** If applicable, location within UCSDM where complaint/grievance occurred.
- **Clinical Service:** If applicable, type of dental service provided when complaint/grievance occurred.
- **Written Response:** Indicate date response letter is sent either via mail or e-mail.
- **Date Issue Closed (Resolved):** The date closed would be the date the issue is resolved. This means that reasonable review has been completed, findings communicated to the complainant, and no further follow-up/action is required.
- **Comments:** A brief summary of the complaint or grievance should be in this field with a note regarding the patient/family involvement and their satisfaction/dissatisfaction of the resolution.

References:

42 CFR 416.50
4.6 Patient Discontinuation Policy

Title: Patient Discontinuation Policy, Procedure and Guidelines
Source: Clinical Operations
Effective Date: December 3, 2012

POLICY:

The provision of safe, effective dental care is based on a relationship of mutual trust and respect between
the dental care provider and the patient. In addition, to maintain a safe therapeutic environment, good
order and civil interaction should be maintained at all times within the facility. Occasionally this
collaborative relationship, and/or safe environment, may be seriously disrupted by acts or omissions of
the patient or others that may require the discontinuation of the patient from care and/or loss of his/her
eligibility for care. Termination of care at the University of Colorado School of Dental Medicine
(UCSDM) will be done in a nondiscriminatory way and will be implemented only when there is just
reason for such action.

Causes that may warrant patient’s discontinuation from care or loss of eligibility for care at the UCSDM include but are not limited to:

- Lack of patient compliance
  - The patient repeatedly fails to make or keep appointments, which result in negative clinic
    consequences.
  - Persistent refusal to follow/a demonstrated history of failure to comply with prescribed
    treatment protocols and procedures.
  - Failure to comply with the patient responsibilities, as outlined in the University of
    Colorado School of Dental Medicine Patient Rights and Responsibilities, including non-
    payment, lack of contact, and extended delay of treatment.
  - Limited care patients who fail to complete endodontic therapy.

- Unreasonable and/or unrealistic treatment expectations, given the nature of the learning
  institution and limitations in providing care.

- Inappropriate patient behavior: violent, aggressive, abusive, disruptive, or persistently rude
  (verbal and/or physical) behavior by the patient directed towards providers, staff members,
  patients, or visitors.

- By patient request.

Recommendations for discontinuation from care or termination of eligibility for care will be addressed
by the student’s Practice Leader or the Program/Practice Director. Patients cannot be discontinued
without approval from the Practice Leader or the Program/Practice Director, and the discontinue
letter must be signed by the Practice Leader or the Program/Practice Director.
PROCEDURE:

- Students/residents or staff members should initially discuss concerns with regards to patient discontinuation with the coordinator or clinic manager. The coordinator or clinic manager will review the issue and determine the appropriate course of action based on UCSDM guidelines for patient discontinuation.
- In some cases, the coordinator or clinic manager will draft a customized discontinuation letter to the patient based on the documented reason(s) for discontinuation stated in the policy in collaboration with the input of the student/resident provider. Other circumstances may warrant review by the student’s Practice Leader or the Program/Practice Director before a letter is drafted.
- In addition to outlining the reason(s) for discontinuation, the discontinuation letter shall include:
  - A statement of the reason for discontinuation.
  - The date the discontinuation becomes effective.
  - Definition of a grace period that will be allowed for the patient to find an alternative source for dental care. The option to continue a procedure that has been initiated and is at an irreversible point must be given, with stipulation as to the circumstances of care. It must be determined that the patient’s dental/health care is not in immediate danger.
  - A statement that the patient’s record is available with written authorization according to the UCSDM Records Release Policy.
- The final decision to discontinue a patient from the UCSDM will be made by the student’s Practice Leader or the Program/Practice Director. Additional review or consultation with the Clinic Dean may be necessary.
- All letters regarding discontinuation should be approved and signed by the student’s Practice Leader or the Program/Practice Director.
- Any final discontinuation letter should be sent to the patient via certified mail.
- Documentation of the discontinuation must be recorded in the patient’s treatment record, including the discontinuation letter (to be stored in the attachments section of the chart), and the patient shall be marked “inactive.”

GUIDELINES:

Lack of Patient compliance:

- Failed/missed appointments
  - The patient is notified after the 1st unexcused missed appointment that future unexcused missed appointments may be grounds for discontinuation from the School of Dental Medicine.
  - The 2nd unexcused missed appointment will result in a discontinuation letter.
  - In some circumstances, a patient may be “reinstated” after signing an agreement letter stating that there can be no more unexcused missed appointments.
- Refusal to follow and/or failure to comply with prescribed treatment protocols and procedures
  - The patient is notified verbally of UCSDM treatment protocols and procedures and a note is made in the patient’s treatment notes with faculty approval.
  - If the refusal/failure to comply continues, the patient is sent a customized letter outlining the choice to continue care with the stipulation of adherence to UCSDM treatment protocols and procedures or the option to seek treatment elsewhere. The letter requests a response from the patient within a specified time period, normally 30 calendar days.
  - A final discontinue letter is sent if the patient indicates their choice to seek care elsewhere, for continued refusal/non-compliance, or if the patient does not respond to the previous letter within the requested timeframe.

- Failure to comply with the patient responsibilities
  - The patient is notified verbally of UCSDM patient responsibilities and a note is made in the patient’s treatment notes with faculty approval.
  - Certain non-compliance issues are addressed below.
    - **Non-payment:** The patient is placed on “financial hold” status when they fail to pay for dental procedure(s), and they are unable to schedule an appointment until the balance is paid. The patient is also sent a financial delay letter by the coordinator. After 120 days past due, the patient is sent to collections. At this point, the patient is sent a clinic letter stating they are discontinued for lack of payment, with the option to pay the balance and continue treatment with the provision they would be required to pay in advance for any future treatments.
    - **No contact:** After several documented attempts to contact the patient over a one-week period, the patient is sent a letter requesting a response within 30 calendar days of receipt of the letter. If there is no response within 30 calendar days, the patient is sent a discontinue letter with the option to be re-screened at a future date.
    - **Extended delay of treatment:** A patient may request a delay in treatment for various reasons. Upon request for delay, a patient is sent a letter explaining it will be their responsibility to inform their coordinator or provider if/when they are interested in continuing treatment. A follow up letter is sent four months later with option to continue treatment or be discontinued and re-screened at a future date. The letter requests a response from the patient within 30 calendar days. If there is no response from the patient after 30 calendar days, the patient is considered discontinued and this is recorded in the patient record.
  - For other non-compliance issues, the patient is sent a customized letter outlining the choice to continue care with the stipulation of adherence to UCSDM patient responsibilities or the option to seek treatment elsewhere. The letter should request a response from the patient within a specified time period, normally 30 calendar days.
- A final discontinue letter should be sent if the patient indicates their choice to seek care elsewhere, for continued refusal/non-compliance, or if the patient does not respond to the previous letter within the requested timeframe.

- Limited care patients who fail to complete endodontic therapy:
  - The consent for endodontic therapy treatment states a patient may be discontinued for failure to give 24-hours notice for cancellation of an appointment. If a patient misses one or two appointments, a letter is sent to the patient notifying the patient they have been discontinued from the program. The letter can also be used when several documented attempts have been made to contact the patient over a reasonable span of time.
  - The endodontic therapy code will be changed to reflect a pulpal debridement had been completed rather than the endodontic therapy.

Unreasonable and/or unrealistic treatment expectations:

- Should the patient express unreasonable/unrealistic treatment expectations during the course of treatment, attempts are made and documented to convey UCSDM policies and procedures that address the specific unreasonable/unrealistic patient expectations.
- If the issue persists, the patient is sent a letter outlining the choice to continue with care at UCSDM with the stipulation of adherence to UCSDM policies and procedures, or the option to seek treatment elsewhere, with a request for a response within a specified time period, normally 30 calendar days.
- A final discontinue letter is sent if the patient indicates their choice to seek care elsewhere, for continued unreasonable/unrealistic treatment expectations, or if the patient does not respond to the previous letter within the requested timeframe.

Discontinue for inappropriate patient behavior:

- If a patient exhibits inappropriate behavior towards the student/resident, faculty, staff, patients, or visitor(s), the patient can be dismissed from UCSDM. Notes of the behavior must be well documented in the patient’s chart by all who witnessed or were directly involved.
  - Inappropriate behavior is defined as violent, aggressive, abusive, disruptive, or persistently rude behavior (either verbal or physical).
- Depending on the severity of the patient’s behavior, UCSDM may offer to complete previously initiated treatment that is at an irreversible point and agree not to initiate any further treatment for the patient. In a more severe case or if no treatment has been initiated, the patient may be directed to seek dental care elsewhere. If so, efforts must be made to assist the patient in seeking outside care. This decision should be made by the Clinic Dean.
- In some instances, the incident should also be reported using the Patient Safety Network.
Discontinue by patient request:

- The patient is sent a letter confirming their request to be discontinued from care at UCSDM.
V. CUDT Clinic Policies, Protocols and Guidelines
5.1 Competencies for the New General Dentist

COMPETENCIES FOR THE NEW DENTIST

The general dentist is competent to provide primary oral health care, with the assistance of dental specialists, allied dental professionals, and other health care providers. Practicing general dentistry requires that a general dentist is competent in the application of a complex set of behaviors and abilities to independently treat and manage the oral health needs of their patients. The University of Colorado has Competency statements that are aligned with the ADEA Competencies for the New General Dentist, and have been formulated to describe, guide and evaluate the attainment of competency of UCSDM graduates to enter dental practice settings. The statements should be seen as dynamic rather than static.

The competencies include professional/practice competencies, as well as patient care competencies organized into six domains. The six domains are:

1) Critical Thinking,
2) Professionalism
3) Communication and Interpersonal Skills,
4) Health Promotion,
5) Practice Management and Informatics
6) Patient Care Assessment, Diagnosis and Treatment Planning.

These competencies apply to treatment or management of the child, adolescent, adult, geriatric, patient with special needs and medically compromised patient.

Definition of a General Dentist

“The general dentist is the primary oral health care provider, supported by dental specialists, allied dental professionals, and other health care providers. The general dentist will address health care issues beyond traditional oral health care and must be able to independently and collaboratively practice evidence-based comprehensive dentistry with the ultimate goal of improving the health of society. The general dentist must have a broad biomedical and clinical education and be able to demonstrate professional and ethical behavior as well as effective communication and interpersonal skills. In addition, he or she must have the ability to evaluate and utilize emerging technologies, continuing professional development opportunities, and problem-solving and critical thinking skills to effectively address current and future issues in health care.” (ADEA Competencies for the New General Dentist, Journal of Dental Education ■ Volume 75, Number 7)
University of Colorado School of Dental Medicine Competency Statements

Critical Thinking
1. Evaluate and integrate emerging trends in health care
2. Utilize critical thinking to evaluate and integrate best research outcomes with clinical expertise and patient values for evidence-based practice.

Professionalism
3. Make professional decisions that satisfy legal, societal and ethical principles.
4. Use self-evaluative skills to assess individual knowledge and abilities, to practice within the scope of one’s competence and make appropriate professional referrals, and to identify areas of deficiency to correct through lifelong learning.
5. Collaborate effectively with other health professionals to facilitate the provision of overall health care.

Communication and Interpersonal Skills
6. Apply appropriate interpersonal and communication skills to create a humanistic environment.
7. Communicate effectively with diverse patients and other health care providers to ensure appropriate, patient-centered patient treatment.

Health Promotion
8. Provide prevention, intervention and educational strategies.
9. Participate with dental team members and other health care professionals in the management and health promotion for all patients.
10. Recognize and appreciate the need to contribute to the improvement of oral health beyond those served in traditional practice settings.

Practice Management and Informatics
11. Evaluate and apply regulatory agency requirements for dental practices such as infection control, HIPAA and environmental and office safety programs
12. Apply principles of risk management including informed consent
13. Demonstrate effective business practices, financial management and human resource skills

Patient Care Assessment, Diagnosis and Treatment Planning
14. Perform an examination that collects biological, psychological, clinical, radiographic and other diagnostic/consultative information required to evaluate the health, oral conditions, needs, and expectations of patients of all ages.
15. Recognize, diagnose and interpret normal and abnormal conditions of the orofacial complex (to include oral cancer), occlusal and temporomandibular disease, craniofacial growth and development that require monitoring, treatment or management.
16. Develop, present and discuss individual sequenced treatment plans for patients of all ages consistent with patient’s condition, interest, goals and capabilities.
Establishment and Maintenance of a Healthy Oral Environment Management of Emergency Situations
17. Anticipate, diagnose, and provide initial treatment and follow-up management for medical emergencies that may occur during dental treatment
18. Recognize and manage dental emergencies to include acute pain, hemorrhage, trauma, and infection of the orofacial complex

Control of Pain and Anxiety
19. Employ pharmacological agents and techniques to manage orofacial discomfort and psychological distress

Periodontal Therapy
20. Diagnose, treatment plan, comprehensively treat, and maintain patients with periodontal disease in the primary, mixed, and permanent dentitions

Endodontic Therapy
21. Diagnose and treat diseases of pulpal and periradicular origin in the primary, mixed, and permanent dentitions

Surgical and Non-Surgical Therapies
22. Diagnose and treat conditions requiring reparative surgical procedures and non-surgical therapies on the hard and oral soft tissues

Restorative/Prosthodontic Therapy
23. Provide single or multiple tooth restorations, with appropriate fixed or removable techniques, to restore anatomic form, function, and esthetics to patients of all ages.
24. Continually analyze the outcomes of patient treatment to improve patient care.
5.2 CUDT Team Structure

OVERVIEW

In 2012, the structure of the Comprehensive Care Program was reorganized into the CU Dental Teams to manage our increasing class size (80 DS students per year) and to enrich our International Student Program’s (40 students per year) clinical experiences through further integration with the dental students.

The CUDT Team Structure consists of four “Teams”, eight “Groups” and twenty-four “Practices” (three practices per group). Each practice has ten students and is run by one Comprehensive Care faculty member. There are eight Comprehensive Care Group Clinic Coordinators (staff members) each of which assist three practices (one Group) with patient management.

Ten dental students or international students enter a Practice at the start of their DS 2 / ISP 1 Spring Semester and stay with their Practice through graduation. This structure allows us to enhance communication with students and faculty through Team Meetings which occur twice in the Fall and Spring Semesters and once in the Summer Semester.

Also assigned to each Team are specialty faculty, periodontics residents, hygienists, and part-time faculty. This provides each student with a variety of disciplines to use as resources in the management of their patient pool and specific treatment plans.

TEAM LEADERS

One Practice Leader from each Team has been identified as the Team Leader. The Team Leader acts as the Comprehensive Patient Care Course Director and is responsible for the distribution of information regarding clinic rules and regulations to team members, assist with patient assignment in cooperation with the screening coordinator, submission of comprehensive care grades, monitoring the students’ patient pools to assist in patient treatment needs, management of adverse treatment outcomes, team representation at Student Performance Committee meetings, assist in the development of remediation plans and is the overall evaluator of the student’s attainment of clinical competency to be a general dentist.

PRACTICE LEADERS

A practice leader is the advocate for ten DS or ISP students. Dental students (DS) meet regularly with their assigned Practice Leader throughout their DS3 and DS4 years. International Student Program (ISP) students meet regularly with their assigned Practice Leader during their ISP1 and ISP2 years.

Based on the information provided, the Practice Leader and student will collaboratively determine the following:

- areas of strengths
- specific strategies to improve in a weakness area
- progression toward Domains of Competency Rubric
• how to address concerns, find solutions, discuss ways to increase confidence
• the appropriate and ethical management of the student’s patient pool
• management of patient treatment status at all meetings

TEAM ASSIGNMENTS

Students are assigned to Teams alphabetically, and, once assigned, are not allowed to move out of their practice. If issues arise, the student, practice leader, and team leader will be responsible for resolving the problem without the notion of being able to move students from one practice, group, or team to another. If a situation cannot be resolved, the Team Leader should bring the issue to the Senior Associate Dean of Clinics and Professional Practice.

Faculty are assigned to Team and Practices based on need, and hiring contract identifying them as ISP or DS faculty.

Specialty Faculty are assigned by Division Chairs.

Graduate Periodontics Residents are assigned by the Program Director.

Hygienists are assigned by the Director of Undergraduate Periodontics.

Part-time faculty are assigned by the Senior Associate Dean of Clinics and Professional Practice.

EXAMPLE OF TEAM STRUCTURE

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<tr>
<th>GROUP 1</th>
<th>GROUP 2</th>
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<tbody>
<tr>
<td>ISP 1 - DS 3 - Dr. Elashvili</td>
<td>ISP 2 - Dr. Brown</td>
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<tr>
<td>DS 4 - Dr. Baskaran</td>
<td>DS 4 - Dr. Woolum</td>
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<td>Student 1</td>
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Coordinator: Lyn Masche

TEAM C

Team Leader: Dr. James Woolum
Endodontics: Dr. Ellie Carlson
Prosthodontics: Dr. Alan Sutton
Periodontics: Dr. Van Ginkle and Font
Dental Hygienist: Trina Hoge

Associates: Drs. Bloom, Brachvogel, and Hakala
Periodontics Residents: Drs. Herman, and Datar

CU DENTAL TEAMS
Spring 2015

Coordinator: Nancy Groswold
5.3 CUDT Clinic Schedule and Attendance

Dental students are scheduled into the patient care clinics jointly by the Offices of Academic Affairs (as published in the “academic course schedule”) and Clinic Operations (as published in the “coverage” and “block” schedules). Clinic contact hours vary from term to term and even week to week throughout the student’s four-year curriculum. Students have a combination of scheduled block rotations and general patient care clinical sessions to treat their assigned patients and other appointed patients.

ACADEMIC COURSE SCHEDULE:

Published by the Office of Academic Affairs and typically distributed to students one month prior to the start of each term. The schedule indicates when students are scheduled to be in a particular course or in the clinic. Students are encouraged to refer to the schedule online for any updates or changes in the academic schedule.

CLINIC COVERAGE SCHEDULE:

Published by Office of Clinical Operations and typically entered into axiUm one month prior to the start of each term. The schedule is developed to allow the students access to both Comprehensive Care and specialty faculty on a regular basis each week and throughout the term. The faculty coverage schedule ultimately establishes the clinic schedule.

- **Comprehensive Care vs. Specialty Availability** – Each session is staffed by a combination of Comprehensive Care and specialty faculty. Comprehensive Care faculty are available each session for multidisciplinary coverage. Specialty faculty from divisions are available throughout most weeks, and on a daily basis (unless educational programs remove them from clinic, i.e. endodontics lab).

- **Student:Faculty Ratio** – Most faculty have 6 openings each session that they are scheduled. There are exceptions to this (e.g., periodontal surgery is 1:2), and the number of students per faculty is indicated on the coverage page. Each faculty has a fixed number of students they may cover at any given time during the session. Exceptions in these coverage may only be authorized by the faculty themselves. To request additional coverage, students must follow the 7th Chair Request Protocol.

- **Schedule Changes** – Occasional changes in faculty coverage that occur throughout the term are noted on the master schedule in axiUm and communicated to students in this manner.

CLINIC BLOCK ROTATION SCHEDULES:

The schedules are published by the Office of Clinical Operations and are typically distributed to students one month prior to the start of each term. Block rotations are mandatory and students may not appoint or treat any patients in the general patient care clinic when they are scheduled on a block rotation, regardless of whether the student has been dismissed from the block rotation, except as noted. Covering general clinic faculty have the discretion to allow students, who have been released from a block rotation, to see their patients in the general clinic, if space is available, and there are extenuating circumstances that make it in the best interest of the patient to be seen at that time.
Rotation Trade Agreements
Students are not allowed to trade or switch their block assignments without prior approval and completion of the Block Schedule Trade Agreement. Students may only trade a rotation for the same rotation (i.e. Oral Surgery for Oral Surgery) and may not trade different rotations (i.e. On-Call for Oral Surgery). Trades must also be completed within the same semester, unless otherwise approved by the Director of Clinical Operations.

It is intended that each student has the same number of contact sessions for each block rotation. However, it is typical that there is a slight variance due to such issues as class size and holidays. Depending on the block, there may be a great deal of variation as to the timing of each student’s participation in a block, but the ultimate session count will be relatively equal at the end of all rotations. Program Directors for each block rotation reserve the right to schedule additional time for students for a variety of reasons, most significantly to give the student opportunities to develop and demonstrate competency within the discipline.

CLINICAL ATTENDANCE:
Students are required to attend all scheduled clinical sessions, with exceptions as noted below. Clinic attendance is dictated by the Comprehensive Care Syllabus. Students should treat their own patients or co-assigned patients when a scheduled in the main clinic as an operator.

6. Attendance Monitoring - Clinic attendance is monitored through axiUm. Every patient encounter must be documented by the generation of an entry in axiUm, regardless of whether there is a fee associated with the patient visit. For those clinic experiences that do not involve direct patient care (e.g., clinical assisting), the student is responsible to sign in with their coordinator in order to get credit for the clinic session.

If a patient cancels, fails an appointment, or a student does not have a patient scheduled, the student must check-in with the Clinic Coordinator and sign-in. This must be done for both clinic sessions.

7. Alternative Clinical Activities - In the event that the student is unable to schedule their patient, has an unanticipated open appointment, or if the scheduled patient cancels their appointment at the last minute or fails the appointment, the student will be required to responsible to sign in with their coordinator for assignments as indicated, with priority as determined by group coordinators and/or faculty:
   1. Treat patients scheduled by coordinators or front desk staff for an “On-Call” appointment (patients of record in need of “emergency” care).
   2. Emergency Clinic
   3. Oral Surgery Clinic
   4. Special Care Clinic
   5. Adolescent Dental Care Clinic
   6. Periodontal Surgery Assist
   7. Screening
   8. Heroes Clinic
   9. General Practice Residency
10. Dental Faculty Practice
11. Dental Assisting
12. Record Audit and Quality Case Review
13. Simulation Clinic Exercise

Students will be given clinical attendance credit only for the above listed areas. In the event that all of the above areas do not require student participation, the student may be directed to pursue other activities (i.e. lab work, chart or practice organization, study, etc.). However, students are expected to remain available via pager throughout the session, unless otherwise directed by practice faculty or coordinator.

**Excused Absences** - In order to allow for personal leave, students will be allowed up to sixteen sessions (8 days) of excused absences per academic year which may be either pre-arranged or approved as noted above on the same day.

**Per the Student Handbook**

*Personal leave* - Approved personal leave is defined as time allotted for externships, observance of religious holidays, interviewing for residency programs, and continuing education at approved professional meetings in conjunction with the educational objectives of the program (such as the RMDC, Specialty meetings, etc). Approval is based on merit relative to the student’s professional development. Each student/resident is allowed 8 working days per year of approved personal leave. Approved personal leave must be scheduled in advance, should be considered in the context of conflicting with patient care responsibilities, and cannot accrue from one year to the next. Personal leave time cannot interfere with scheduled rotation assignments or scheduled examinations.

**Vacation leave** – Students and residents will have the following vacation days
- Labor Day
- Thanksgiving Day and Friday after
- Christmas Eve
- Christmas Day
- New Year’s Day
- Martin Luther King Day
- President’s Day
- Memorial Day
- Independence Day
- Clinic Closure Days – Specifically designated by Appropriate Clinic Administrator or Program Director.

Note: On-call responsibilities will be assigned to specific residents and students to cover the patient care needs of the School of Dental Medicine’s patients of records and urgent care patients.

**Attendance Requirements For Clinic**
100% attendance to all assigned clinical sessions is expected. If no patient is scheduled or a patient fails an appointment you must check with patient care coordinators and be available to see emergency patients, walk-in patients, assist, or staff emergency clinic or oral surgery clinic.

**Unexcused Absences** - Failure to attend clinic will result in an "unexcused absence." Unexcused absences will negatively affect the student's patient care clinic grade, and may be grounds for loss of clinic privileges.

**Coordination and Enforcement** - The Office of Clinic Operations will coordinate and enforce this policy, with assistance of group coordinators and faculty.
BLOCK SCHEDULE TRADE AGREEMENT
For Clinic or Specialty Rotation

*All trades must be within the same block rotation and must be within the same semester*

The following students have agreed to trade (switch) scheduled Block Rotations:

________________________________ has agreed to take ______________________________
(Student 1) (Student 2)
scheduled block rotation in ____________________ on ______________________________
(Clinic/Rotations) (Date)

________________________________ has agreed to take ______________________________
(Student 2) (Student 1)
scheduled block rotation in ____________________ on ______________________________
(Clinic/Rotations) (Date)

Both students understand that if one of them does not fulfill (misses their agreed upon time & date trade) their part of this agreement, they will BOTH receive an unexcused absence for that AM/PM session and whatever procedure is done by both during that missed time will not count towards threshold requirements or as a competency (DCA of 0).

Signatures:
Student 1 (printed and signed)________________________________________________________________________
Student 2 (printed and signed)________________________________________________________________________

Approval by Faculty/Staff (for rotations, see below)________________________________________________________________________

Student 1 coordinator (signature)________________________________________________________________________
Student 2 coordinator (signature)________________________________________________________________________

Trading Rotations:
- Two weeks prior notice is required
- Faculty/Staff approval is required for the following:
  - Special Care must be approved by Joann LeClaire
  - EM/EM Assist must be approved by Dr. Preston
  - OS/OS Assist must be approved by Annette Wand
  - Heroes Clinic must be approved by Heidi Tyrrell
  - ADC must be approved by Dr. Mediavilla
  - Screening and Limited Needs must be approved by Pam Moore
  - Endo On-Call must be approved by Dr. Thomason
5.4 CUDT Clinical Rotations

OVERVIEW
As part of the clinical education experience, students are assigned to various rotations starting in the summer semester (DS 2 / ISP 1) and continue until graduation. Rotations will be assigned through CalendarLab, a computer software designed specifically for dental school rotation schedules.

The CUDT Scheduler will be responsible for ensuring that students are assigned to relatively the same number of applicable rotations each semester. As a student progresses in his/her clinical education, additional rotations will be added. New rotations can be added at any time depending on student needs, patient needs, changes in clinical protocols, and funding sources, among other reasons.

ROTATIONS

Screening – The CU School of Dental Medicine has a school-wide screening clinic staffed by DS and ISP students beginning in the summer semester DS 2 and ISP 1 years through graduation. The purpose of the Screening clinic is to ensure an adequate number of new patients are being accepted into the School. If patients are deemed too complex for the pre-doctoral students, patients may be referred to the GPR program.

- Report to: Pam Moore
- Location: Third Floor Futures Clinic
- Days: Monday – Thursday
- Time: AM Session: 9:00 – 12:00
  PM Session: 2:00 – 5:00

Screening/Radiology – The Screening/Radiology rotation’s purpose is to allow students more experience in radiology earlier in the clinical education. DS 2 and ISP 1 students will be assigned to a Screening/Radiology rotation in conjuncture with Screening Clinic during the summer semester and fall semesters (DS 3/ISP1).

- Report to: Abby Jaquez, Lana Shulgina, or Dana Phillips
- Location: Third Floor Futures Clinic
- Days: Monday – Thursday
- Time: AM Session: 9:00 – 12:00
  PM Session: 2:00 – 5:00
EM/OS Assist (Emergency/Oral Surgery Assist) – Each student must complete two EM/OS Assist rotations prior to be assigned as an operator in these two clinics, as well as the Oral Surgery Practicum. Rotations begin in the summer semester DS 2/ISP 1 year, and will continue into the fall semester until all students complete two sessions.

- Report to: Annette Wand
- Location: First Floor Specialties Clinic
- Days: Monday – Friday
- Time: AM Session: 9:00 – 12:00
  PM Session: 2:00 – 5:00

Assist – As part of the initial clinical learning experience, students will be assigned assist sessions when they enter the clinic in the DS 2 and ISP summer semester. In this role, the student assigned to “assist” show first work with the partner they have had through their pre-clinical curriculum. If that student is unavailable, the assistant should then try to work with a group member, team member, or an upper classman. Assist sessions will be scheduled in the DS 3/ISP 1 fall semester and DS 3/ISP 2 spring semester as necessary. As per the 7 Day Rule, the assist non-clinic time will be removed 7 days prior to that clinic session in order for students to request operator sessions. However, if a chair is not approved, the session reverts back to being an assist session.

- Report to: Clinic
- Location: Second or Fourth Floor (depending on partners assigned chair)
- Days: Varies depending on clinic schedule
- Time: AM Session: 9:00 – 12:00
  PM Session: 2:00 – 5:00

EM (Emergency) – Beginning in the fall semester of their DS 3 / ISP 1 year, students will be assigned as operators in the Emergency Clinic after completion of two sessions EM/OS Assist sessions and will be assigned each semester until graduation. The Emergency Clinic provides dental services to individuals in the community who may otherwise not have access to care. Patients of records should seek emergency services through our On-Call rotation.

- Report to: Gina Sanchez
- Location: First Floor Specialties Clinic
- Days: Monday – Friday
- Time: AM Session: 9:00 – 12:00
  PM Session: 2:00 – 5:00
OS (Oral Surgery) – Beginning in the fall semester of their DS 3/ISP 1 year, students will be assigned as operators in the Oral Surgery Clinic once they have completed two sessions of EM/OS Assist and passed their OS Practicum. Students will be assigned to this clinic each semester until graduation.

- Report to: Annette Wand
- Location: First Floor Advanced Care Specialties Clinic
- Days: Monday – Friday
- Time: AM Session: 9:00 – 12:00
  PM Session: 2:00 – 5:00

On-Call – patients of record are provided emergency services through the On-Call rotation. During these sessions, students will be treating other student’s patients for emergency procedures and should not consider this rotation as an opportunity to bring their own patients in for regular treatment procedures. On-Call rotations begin in the fall semester of the student’s DS 3/ISP 1 year and assignments continue each semester until graduation.

- Report to: CUDT Clinic Coordinators/Covering Faculty
- Location: Second Floor CUDT East Clinic
- Days: Monday – Friday (depending on didactic schedule)
- Time: AM Session: 9:00 – 12:00
  PM Session: 2:00 – 5:00

Perio Assist – To provide experience with periodontics surgeries, students are assigned to the Graduate Periodontics Clinic to assist with periodontal surgeries being performed by the residents. This rotation begins in the fall semester of the student’s DS 3/ISP 1 year and ends in the summer semester DS 3/ISP 2 year.

- Report to: Dorothy Carpenter
- Location: First Floor Advanced Care Specialties Clinic
- Days: Varies (see clinic schedule for assignments)
- Time: AM Session: 9:00 – 12:00
  PM Session: 1:00 – 5:00

Healthy Smiles – As an important part of the dental curriculum, pediatric dentistry experience is gained through assignment to the Healthy Smiles Clinic housed at Children’s Hospital Colorado. DS 3 students are assigned to the Healthy Smiles rotation for a three-week period in the fall and spring semesters until all students have completed one, three-week rotation. ISP 2 students are assigned to Healthy Smiles starting at the end of the spring semester through the summer semester. Students will be contacted by Angela Villarosa prior to the start of the rotation to schedule badging and drug testing appointments.

- Report to: Angela Villarosa
- Location: Children’s Hospital Colorado, Healthy Smiles Clinic
- Days: Monday – Friday (depending on didactic schedule)
- Time: AM Session: 8:00 – 12:00
  PM Session: 1:00 – 5:00
**Endo On-Call** – To ensure the availability of endodontic treatment for patients being seen in the Emergency Clinic, and to provide students with opportunities to being/complete endodontic procedures, one student per session is assigned to the Endo On-Call rotation starting in the fall semester DS 3/ISP 1 through the summer semester DS 3/ ISP 2.

- Report to: Covering Faculty
- Location: Second Floor CUDT West Clinic
- Days: Monday – Friday (assignments depend on didactic schedule)
- Time: AM Session: 9:00 – 12:00  
          PM Session 2:00 – 5:00

**Special Care Clinic** – It is imperative that student gain experience in treating patients with special needs. During the DS 3 and ISP 2 spring and summer semesters, and the DS 4 and ISP 2 fall semester, students will be assigned to the Special Care Clinic.

- Report to: Ms. JoAnn LeClaire
- Location: First Floor Advanced Care Specialties Clinic
- Days: Monday afternoons, Friday afternoons
- Time: AM Session: 9:00 – 12:00  
          PM Session 2:00 – 5:00

**Ortho Assist** – as part of the Ortho 3 course requirement, students are assigned to three Ortho Assist rotations in their DS 3 spring semester.

- Report to: Dr. Craig Shellhart/Ms. Hope Hart
- Location: Third Floor Orthodontics Clinic
- Days: Monday – Friday (depending on ortho didactic schedule)
- Time: AM Session: 8:30 – 12:00  
          PM Session 1:30 – 5:00

**Adolescent Dental Care (ADC)** – To address the gap of access to care between pediatric dentistry and general dentistry for adults, the Adolescent Dental Clinic was established provide dental care for adolescents.

- Report to: Dr. Rick Mediavilla
- Location: Third Floor Futures Clinic
- Days: Varies per semester
- Time: AM Session: 9:00 – 12:00  
          PM Session 2:00 – 5:00
Heroes Clinic – To better serve unique populations, the School of Dental Medicine established the Heroes Clinic to provide dental care to military veterans enrolled at the CU Downtown or Anschutz Medical Campus. DS 4 and ISP 2 students will be assigned to the Heroes rotation.

- Report to: Ms. Heidi Tyrrell
- Location: Third Floor Futures Clinic
- Days: Monday, Thursday AM, Friday
- Time: AM Session: 9:00 – 12:00
  PM Session 2:00 – 5:00

ACTS – The Advanced Clinical Training and Service rotation provides students with clinical experiences in underserved areas through service at Community Health Centers throughout Colorado. Starting in the summer semester of the DS 3 year, students who have been approved by the Competency Review Board will spend approximately 50% of the next three semesters assigned to off-site locations supervised by volunteer faculty (preceptors). Clinical assignments are made by Dr. Rob Berg. Dr. Berg reserves the right to remove any student from ACTS if feedback from preceptors indicate the student’s skills, abilities, and/or professional behavior are not acceptable.

IPE – as part of the inter-professional education curriculum, students are assigned to an IPE rotation as a DS 3 and ISP 1 student. Information regarding this rotation will come from Ms. Diane Brunson.

CAPE – as part of the community dentistry education curriculum, students are assigned to rotations in the CAPE simulation clinic. Information regarding this rotation will come from Dr. Rob Berg.
5.5 CUDT Appointment Protocols

Appointment Requests

Appointment requests can be made several ways within axiUm: using the “Personal Planner” module, within the “Scheduler” module, or directly from a planned treatment in the patient’s chart. The process for making a new treatment appointment request is described below. CUDT Administrative Staff will fill requests from within the “Scheduler” module of axiUm.

Appointment Request Guidelines

1. Patient appointment requests will be honored based on availability of chairs and faculty coverage.
2. For multiple-appointment procedures, patients should be scheduled with previous covering faculty if possible, to allow for continuity of care.
3. From time to time, administrative staff may need to move the student’s patient appointment to alternate faculty coverage. If a particular faculty member is needed, this should be made clear in the request.
4. Specific chairs will be assigned when the administrative staff fills the appointment request. Students need to confirm that the request is filled as needed before confirming the appointment with the patient.

Student Responsibility:

1. Students must coordinate the timely scheduling of their assigned patient practice consistent with the patient’s needs, availability, and with the phase and sequence of the treatment plan.
2. Students should make the next appointment request while their patients are still in the chair, at the end of each session of treatment. Patients should not leave the School without their next appointment requested.
3. Students must be available to treat patients and to check with their Clinic Care Coordinator any time they are scheduled in patient care clinic, regardless of whether they have open or scheduled time. Students are required to sign in with their coordinator per the following protocol attached.
4. Students with open appointment times may have patients appointed for them by the staff at any time. (See Section 2.7: Student Responsibility, Comprehensive Care Group Patients.)

Steps for Appointment Requests in axiUm:

1. Open the “Personal Planner” module (icon: green book, left of screen) and select the “Appointments” tab.
2. Click “Add New Record” button (icon: folder with green “+”).
3. Select a patient from the list in the right-hand column, or type the patient’s name in the search box at the top of the window. The patient’s name will appear in the list at the right. Double-click the patient’s name to open the “New Appointment Request” window.
4. In the “New Appointment Request” window, provide the information requested, including date, session, time, location, specific faculty member (if appropriate), length of appointment, discipline of covering faculty member.

5. From the “Treatment Plan” tab, select from the list of approved procedures (in the left-hand pane) the procedure(s) to be done at the appointment. WITHOUT THIS INFORMATION, appointment requests will not be honored. Double-click or use the arrow to move the selected procedure(s) to the right-hand pane.

6. Once all procedures have been selected, close the window. The procedures will appear in the start-check window when your patient is seated.

7. From the “New Appointment Request” window, accept the appointment. The request will be available to the Patient Care Coordinator, and will be filled in the order received.

Deleting an Appointment Request in axiUm:

1. If a patient is unable to keep a scheduled appointment, and the student is unable to fill that appointment with another patient appropriate to the coverage, the student will request for their coordinator to delete or cancel the appointment.

2. The student should contact the clinic care coordinator in person or by email and provide the following information:
   a. Name of the patient
   b. Date and time of the appointment
   c. Reason for appointment cancellation (see Cancelled Appointment Reasons document)

The following table is intended as a general guide to help students and staff schedule patients under the most appropriate faculty coverage. It is NOT intended to dictate to faculty the scope of coverage that they may or may not choose to provide. Many faculty members are qualified and willing to cover students in procedures that are not indicated in this template (e.g., a “restorative” faculty member may choose to cover a student for perio prophy, emergency endodontic access and/or diagnosis). On occasion, faculty members, although qualified to perform a procedure themselves, may not choose to do so.
5.6 Protocol for Requesting a 7th Chair in Special Circumstances

Protocol for Requesting a 7th Chair in Special Circumstances

Faculty are limited to covering 6 chairs in order to ensure each student has adequate attention during the clinic session; in cases of patient urgencies only, students may request for a faculty to cover a 7th chair.

Patient urgencies are defined as:
- The patient has discomfort, pain
- There will be a significant delay or complication of care if the patient is not seen in a timely manner (and the student has no other appointment options)
- Appointment that has an urgency (i.e. denture recently delivered has broken)

Urgencies are not defined as:
- No chair is available for routine care
- Student needs to do a competency

The following is the protocol for requesting faculty coverage of a 7th chair:

1. Email the faculty to request coverage of a 7th chair
2. Once the student has received an approval from the faculty via email, they should forward the approval email to the SDM scheduler at krista.larsen@ucdenver.edu with the following information:
   a. Name and DOB of the patient
   b. Date and time of the appointment
   c. Procedure code
   d. Clinic where the faculty is covering
3. The request will be processed based on:
   a. The student’s availability as an operator
   b. The chair availability
4. The student should not count on having the chair until they receive a response from Krista Larsen.

Coordinators no longer add 7th chairs for students, and the 7th day assisting rules do apply to this process.
5.7 7 Day Assist Rule and On-Call Chairs

Protocol for Scheduling when Assigned to be Assistant “7 Day Assist Rule” or On-Call

In the past there has been a lot of confusion surrounding the appropriate timeframe to schedule a patient when you are assigned to "assist" or "on--call" for a clinic session, so the following is clarification:

Assist
• If you are scheduled to be an assistant for a clinic session, you are allowed to request a chair seven days (not business days) in advance of your assist session. Your Non-Clinic Time “Assist” will be removed at 6:00 am seven days prior to the assist session. At this time, students will be able to request chairs through the appointment request process.

On-Call
• If you are scheduled to be on-call, you may NOT schedule a patient. These chairs are to remain available for patients who need to come in for urgent dental care.
• There are rare occasions where we need to use on-call chairs to accommodate a patient with certain issues/needs, but these cases are few and far between and must be approved by Emily Reddick or Dr. Johnson.
VI. Finance
6.1 Payment Policy and Insurance Guidelines

SUBJECT: Payment Policy and Insurance Guidelines

PURPOSE: To provide students, residents, faculty and staff with an outline of the CU School of Dental Medicine’s payment policies to facilitate financial discussions with patients prior to the start of treatment.

OVERVIEW:
The Patient Accounting Office provides patient accounting services for the clinics in the School of Dental Medicine. This includes taking payments and providing a receipt of the payment to the patient, verifying charges and posting payments and adjustments to patient accounts. Billing of insurance and other third parties payors. Answering any questions that may arise with individual patient accounts and the School’s payment policies.

Students, residents, and faculty must walk their patient to the window and wait with the patient until the transaction is complete in case the patient or finance people have any questions.

PAYMENT POLICY:
The policy of the School of Dental Medicine is “Payment is due when services are rendered.” The patient is responsible for paying for all dental treatment rendered regardless of insurance coverage. The Payment Office gladly accepts Cash, Checks, Visa, MasterCard, Discover and American Express.

Please note also that per the rules and regulations of the University, we cannot cash or give change back on checks.

Collection of personal data from customers (patients) of the University (School of Dental Medicine).
Required personal data includes:
1. Individual’s legal name
2. Social Security Number
3. Permanent address
4. Date of birth

A patient may request an exemption from providing his/her Social Security Number by paying for the requested services in full prior to receiving any part of the service.

Fixed and Removable Prosthodontics – The policy for fixed and removable procedures is as follows: the first half of the total charge is due prior to the start of a procedure and the second half or remainder is due prior to patient being seated for the completion of the procedure. Upon receipt of the first half payment, this office will distribute a gold or pink card which allows the dispensing of gold or teeth respectively from the lab.
Discounts, Board Exams and Allowances

All of the discounts or allowances with the exception of the student discount must be approved by designated faculty member group only and shall follow the appropriate guidelines illustrated below. Research costs for supplies and services will be covered in the clinical overhead rate and expensed to the appropriate grant as direct charges.

Student Discount

A. For all services to students, preventative services will be provided at “no charge” all other services the charge will be sufficient to cover overhead expenses as determined by supervising faculty, not to exceed 50% of the current UCSDM fee.
B. Orthodontics services are provided to the SDM student at a 50% discount from commencement of service until end of the treatment plan.
C. Friends and relatives of School of Dental Medicine staff, faculty, and students should not be provided care at discounted rates. This is not allowed per State and University policy.

Board Exams

Perio Mock Boards or “Regional Boards” are limited to specific examination dates. The division which is conducting the clinical examination has the discretion to implement clinical examination discounts within the limits set forth in this policy. The division must inform the Senior Associate Dean for Clinics and Professional Practice and the Dean of Financial Affairs by written memorandum as to the amount and type of clinical examination discount to be considered.

Quality/Risk Management Discounts

On occasion, there is a need to modify a treatment fee related to the School’s Quality or Risk Management Plans (i.e., remake a crown or resolve a patient conflict). All discounts and waivers recommended by covering faculty in all UCSDM Clinical Programs must be presented to the designated faculty members of the School of Dental Medicine. Currently these Faculty members are Dr. Johnson, Dr. Wilson, Dr. Towne, Dr. Powell and Dr. Skoretz. Fee adjustments in the Faculty Practice should be presented to and approved by the appropriate Director.

All fee adjustment forms can be found in axiUm and routed to the approving faculty and once approved will automatically be routed to patient accounting for processing.

COLLECTIONS AND LOCKED CHARTS:

Financial holds will be placed on patient accounts when services rendered are not paid on date of service and no 3rd party billing is to be done.

At 120 days of non-payment, an account is considered very delinquent and will be sent to the state collection agency. Typically, patients who reach this point will not be reinstated for additional care at UCSDM, regardless of whether or not they pay their amount due. A letter will be sent to the patient
stating that the account will be turned over to our collection agency unless it is paid in full within the first 20 days of the month and that they have been referred out of our program. The chart will be locked in axiUm for all patients that are in a collection status. All patient charts are automatically locked by the clinic computer system when the account balance reaches 120-days delinquent. Any further dental care should not be rendered until the account balance is paid. When a chart is locked, a student is unable to access the patient in the computer system.

INSURANCE:

The School of Dental Medicine accepts most dental insurance carriers except Medicare and HMO/DMO plans unless the School of Dental Medicine is specifically stated as a provider of those plans. We do not participate in many DMO or HMO plans, so please verify with your patients because benefits will not be available to them if they receive treatment at the School. PLEASE NOTE: The patient is responsible for full payment of all services rendered regardless of insurance coverage.

Insurance Forms

If your patient has dental insurance, they are responsible to present their insurance card and insurance billing information. The payment office will give the patient a “Patient Insurance Information Sheet” to fill out so we can properly enter the insurance information accurately into the clinic computer system. Until the patient accounting office has received your patient’s insurance information, the patient shall be considered as self-pay for all procedures and no insurance will be submitted. Forms are generated through the computer system, axiUm.

It is highly recommended that comprehensive treatment plans be presented to the patient accounting office staff for preauthorization of benefits from their insurance carrier.

Preauthorization

Some insurance plans require preauthorization for treatment that totals $200.00 or greater. A preauthorization will be sent from the Insurance Company to the patient and the School of Dental Medicine detailing the benefits or non-benefit of the patient’s coverage. Students should check with the Patient Accounting Office to determine if procedures like radiographs and preventive services can be performed prior to the return of the preauthorization. Once the payment office has received preauthorization’s back from insurance carriers, a pop up note will be added to the patient’s record to inform you of the dental benefits.

MEDICAID:

The School of Dental Medicine accept Medicaid patients. Medicaid eligibility must be verified prior to any care being rendered. This is per state and federal regulations of the Medicaid program. There are various Medicaid programs that have specific eligibility requirements. Please work with the patient accounting office staff on any patient that may have Medicaid. The student must verify at each appointment that the patient’s Medicaid eligibility is current. Certain procedures must be
preauthorized prior to rendering treatment while other procedures do not need authorization. Since these are too numerous to list, students should contact the Patient Accounting Office if they have a Medicaid patient to determine the need for preauthorization.

NOTE: The Affordable Care Act includes a dental benefit for adults. Please check with the Patient Accounting Office for the most up-to-date information regarding this benefit within the Medicaid program.

NOTE: Preauthorizations are required for many Medicaid covered benefits. Preauthorizations must be acquired prior to starting any treatment. Students and residents who begin treatment on patients without preauthorizations could be brought before the Student Performance Committee.

GOLD/DENTURE CARDS FOR LABWORK:

A gold or pink card is required prior to obtaining the required lab work. As previously stated, any fixed or removable procedure requires half payment to start the procedure and the second half payment upon completion. In order to obtain a gold or pink card any outstanding balance for services rendered in addition to the first half of the specific fixed or removable procedure will need to be paid. The Patient Accounting Office will issue either a gold or pink card which allows students and lab staff to proceed with sending the case to the lab for fabrication.

The gold or pink card needs to be given to the dental lab personnel. If you have any questions, please talk with the staff in the Patient Accounting Office.

PATIENT INSURANCE INFORMATION:

The University of Colorado School of Dental Medicine wishes to work with our patients to maximally utilize their dental insurance benefits. Dental insurance is a benefit for the patient provided by a third party, not the School. Although the School will assist the patient by providing information, it is the patient’s responsibility to know their insurance coverage and resolve any conflicts. The following information is provided to our patients to assist them in identifying potential roadblocks and pitfalls in utilizing their insurance.

I. KNOW YOUR INSURANCE COVERAGE: It is the patient’s responsibility to comply with the requirements of their insurance coverage. The School is willing to provide guidance as to general coverage issues when requested, but accepts no liability for information provided by its students, faculty or employees regarding insurance. The patient is solely responsible to determine the specific requirements of their plan by consulting with the insurance carrier, employer or other parties. Some typical considerations include, but are not limited to:

A. Preferred Providers: If your plan requires that you go to specific dental providers (i.e., “preferred providers,” “PPO,” “DMO,” etc.), you must check with your insurance company directly to confirm if the School of Dental Medicine is an approved provider. Currently, the School is not a preferred provider for most insurance programs. The School does not take responsibility to make this determination.
B. Prior Authorization or pre-determination of Benefits: Some Insurance Plans require that patients notify the insurance carrier prior to the start of treatment, or risk losing benefits that would otherwise have been provided (“Prior Authorization”). Additionally, it is highly recommended that the patient confirm coverage in writing from the insurance carrier (“pre-determination”), especially if the patient decides to have treatment primarily based on coverage by their insurance. The School does not take responsibility to submit these documents to the insurance carrier.

C. Date of Coverage: The School of Dental Medicine submits treatment to the insurance carrier with the date when the treatment is completed. Other issues related to timing of treatment include annual deductibles; maximum annual benefit amounts; and new, discontinued or changed insurance plans. It is the patient’s responsibility to determine how their plan determines these and other issues related to how and when coverage applies. Please note that the School will work with the patient to maximize their benefits by coordinating timing of treatment. However, due to the sometimes unpredictable nature of dental treatment and the unique nature of the educational program, the School cannot assure the patient that treatment will either start or be completed by a specific date.

II. INSURANCE FORMS: The School will assist the patient by providing information necessary to file for benefits, pre-determination and/or prior authorization benefits. The School will also send the insurance forms in for the patient at the request of the patient. However, it is the patient’s responsibility to follow up if the insurance company fails to process the form in a timely manner or loses the form.
6.2 Clinic Fees Policy

Title: Clinic Fee Policy
Source: SDM Office of Finance Affairs
Effective Date: January 1, 2008, Revised November 20, 2014

OVERVIEW:

As part of the University of Colorado, the School of Dental Medicine must adhere to University, State and Federal financial policies. As a clinical enterprise within the University, the School of Dental Medicine must ensure that clinic revenues are at a level that supports its mission and vision, along with its educational and financial goals.

Annually, the School’s clinic fees are reviewed by a subcommittee of the School of Dental Medicine’s Finance Committee and any recommendations for change are brought to the Associate Dean of Finance and Budget, the Sr. Associate Dean for Clinics and Professional Practice, and the Dean for approval.

PURPOSE:

To provide faculty, students/residents, and staff with an understanding of the School’s financial policies and fee adjustments.

POLICY:

The School of Dental Medicine student and resident clinics are fee-for-service clinics; offering quality dentistry at lower than private practice fees. The Faculty Practice fees are competitive for state-of-the-art care provided by faculty members of the School.

It is the policy of the School of Dental Medicine to adhere to its fee schedule in all clinics of the School of Dental Medicine, and discounts will not be offered to University of Colorado employees, family members and friends. Fee adjustments cannot be used as an alternative mechanism to achieve an employee discount. Fee adjustments are intended to address legitimate patient complaints or quality of care issues and are not intended to be used as an alternative mechanism to achieve an employee or professional discount.

All services and procedures must be recorded accurately in the School’s information systems and in no instance will a procedure/service be mischaracterized for the purpose of billing a lower cost procedure/service than what was actually provided. If billings do not match progress notes for treatment, disciplinary action will be considered.

Fee Change Requests: all requests to change specific fees within a program (i.e. raise crowns $75 in GPR; lower endo $50 in DS/IPS) must go through the Finance Committee, with final approval by the Dean and Associate Dean of Finance and Budget.
6.3 Patient Financial Information and Responsibility Brochure

Patient Financial Information and Responsibility Brochures are located at the Front Desk of each clinical area and at the Information Desk on the first Floor. Faculty, students, and staff should ensure that all patients are aware of their financial responsibilities. The School of Dental Medicine is a fee-for-service clinical institution. For additional financial policies, please refer to Sections 6.1 and 6.2 of this manual.
Patient Financial Information

Payment...
- Payment in full is expected on the day of treatment, unless otherwise noted. Please be prepared to pay when you arrive.
- The school does not provide payment plans except for Orthodontic care.
- Outstanding balances must be paid before further treatment can be scheduled.

Insurance...
- Please know your dental insurance benefits. Insurance is billed as a courtesy to the patient.
- We recommend requesting a pre-determination for treatment above $200.
- All disputes of insurance coverage are between the patient and their insurer. The school does not intervene in disputes between patients and their insurers.

Medicaid...
Medicaid patients need to present their Medicaid identification card at each visit in order meet Colorado eligibility verification requirements. This must be done prior to the appointment.

Social Security Number...
Some services, such as dentures, root canals, and crowns, require treatment over multiple visits. It is required that the patient pay 50% at the first or initial appointment and the remaining 50% at the final appointment. If the patient does not provide their social security number (SSN), the school cannot extend credit and the full amount is required before treatment begins.

Checkout after Appointment...
All patients are required to go to the cashier’s window following their appointment in order to checkout for that appointment day. If the patient is seen in the student clinic, the student will accompany the patient to the window.

Our staff is here to help...
Don’t be shy. Please come to our cashier windows with any and all questions. If we don’t have the answer, we will find someone who does!

FAQ’s
- Wait, I thought the CU School of Dental Medicine provided care for free. The school provides low-cost high-quality dental care to the community and region. While our fees are low, they are a necessary part of our financial model in order to continue providing dental services now and into the future.
- How can I pay my bill? We accept cash, check (with ID), debit cards and credit cards. Debit and credit cards require the cardholder to be present at the cashier’s window for an original signature. We do not accept payment over the phone.
- What if I don’t have a social security number? Since the university is a state agency, we must follow state rules. If you do not have a SSN we cannot extend credit and therefore require payment in full before services are rendered.
- I have Medicaid, why do I have to pay today? Medicaid only covers certain procedures. If you opt for treatment not covered by Medicaid, you will be required to pay for those services.
- Will you bill Medicare or my medical insurance? No, the school is not a Medicare provider and we do not bill medical insurance.
VII. Clinic, Lab, Equipment and Instrument Management
7.1  Support Services

**Location:** L26-011 (Garden Level - Basement)
**Phone:** 303-724-7142
**Fax:** 303-724-7144
**Hours of Operation:** Monday – Friday, 7:30 am - 5:00 pm

**OVERVIEW:**
The purpose of the Support Services Department is to provide support of dental material, instruments, equipment and office supplies in support of clinical and academic requirements and operations. Coordinate through vendors to ensure products are correct and received in a timely manner. In addition, maintain quality materials management, accurate inventory, receipt and issue of dental material and instruments in support clinical and educational requirements. Conduct the purchasing of dental materials, instrumentation, equipment and office supplies in support of clinical and academic requirements. Reconcile expense reports to ensure proper allocation of funds. Materials management include receiving and unpacking shipments, verifying corrections of contents against orders, inspecting materials for damages, stock items in appropriate locations, manage inventory database and ensure proper stock rotation, deliver materials to the work units, process orders and receiving reports, contact vendors regarding returns and back ordered items, and reconcile delivery problems. Maintain the operation of the materials management and storeroom functions of the School. Staff the storeroom window, and disperse materials, instruments, equipment, and keys, to students, staff and faculty. Oversee the management and operation of the inventory database.

**PERSONNEL:**
Lorenzo Smith
David West
7.2 Dental Equipment Operation and Maintenance

**Location:** L26-019 (Dental Equipment Repair - Basement)  
**Phone:** 303-724-7150 and 303-724-7152  
**Hours of Operation:** Monday – Friday, 8:00 am - 5:00 pm

**OVERVIEW:**  
The purpose of the Dental Equipment Repair Department is to facilitate prompt repair of all dental equipment, maintain parts and inventory needed for equipment repairs, and instruct students and faculty in the safety guidelines and proper use and care of dental equipment. Ensure the continued and uninterrupted function of the dental clinics at their highest efficiency so as to maintain adequate teaching facilities and state-of-the-art patient care. Researches, purchases, installs, repairs, assembles, calibrates, and maintains equipment for clinics within the School of Dental Medicine as well as Mobile Dental Clinic. They will maintain a preventive maintenance program for all dental equipment. Recommend and evaluate new equipment and provide training as necessary.

**PERSONNEL:**

Todd Hinshaw, Supervisor Dental Repair Department  
Direct Line: 303-724-7150  
sdmdr@ucdenver.edu

Raymond Ware, Dental Repair Technician  
Direct Line: 303-724-7152  
sdmdr@ucdenver.edu

Armando Gonzalez, Dental Repair Technician  
Direct Line: 303-724-8747  
sdmdr@ucdenver.edu

Utilize the links above to report all broken /malfunctioning equipment including but not limited to: floor and operatory, equipment involved, what the problem is and time frame of assistance needed.
EQUIPMENT OPERATION AND MAINTENANCE:

Adec 1040 Cascade dental chair
Adec Cascade over-the-patient delivery system
Adec 6300 dental light
Adec 511 Dental Chair
Adec 532 Delivery System
Progeny Preva Xray
Instrumentarium Focus Xray
Planmeca Intra X-ray
Gendex 770 Xray
Instrumentarium Scanora 3D Xray
Instrumentarium OP 100, OP 200 and OP 300 Xray
Planmeca Promax Xray
Airbex Nomad Xray
Instrumentarium Soredex Xray Scanners
Boyd 500 Dental Chair
Boyd 505 Delivery System
Boyd Dental Lights
Adec Dental Simulators
Stersil Water Treatment System
Getinge 9100 Cart Washer and Disinfector
Getinge 2460 UC Ultrasonic Washer
Getinge 8668 Instrument Washer /Disinfector
Getinge 733HC Vacuum Gravity Sterilizer
Getinge 533HC Vacuum Gravity Sterilizer
7.3 Clinic Dispensary: Instrument Management and Supplies

Location:
- L26-123 (1st Floor)
- L26-222 (2nd Floor)
- L26-330D (3rd Floor Futures)
- L26-420D (4th Floor)

Phone:
- 1st Floor: 303-724-8195
- 2nd Floor: 303-724-6929
- 3rd Floor Futures: 303-724-8266
- 4th Floor: 303-724-6962

Hours of Operation: Monday – Friday, 7:30 am - 5:30 pm

OVERVIEW:
A. The clinic dispensaries are responsible to support students in the following patient treatment requirements:
   1. Maintenance and issue of materials and equipment.
   3. Accountability of all instruments, equipment and materials.

B. The clinic dispensaries items are NOT for use in technique lab or simulation clinic. All dispensary items are for clinic use only. Lab requirements are issued from Support Services by the appropriate lab technician.

PERSONNEL:

Supervisor:
- 1st floor – Christine Forrester
- 2nd floor – Chanetta Phillbert
- 3rd floor – Addis Dessalegn
- 4th floor – Kelly Boetel

Dental Care Staff:
- 1st floor – Brittney Garcia, Margaret Chang,
- 3rd floor (Futures) – Ariel Marin
- 4th Floor – Laquirre McGee, Sandra Walker
DESCRIPTION:

The dispensary area stores and distributes dental instruments and materials for use in all aspects of patient care in both the undergraduate and specialty clinics. The dental instruments are primarily in cassettes for use. The Dental Care staff manages the instrumentation through a tracking system, which allows the instruments to be traced to the exact point of use. The duties of the Dental Care staff include but are not limited to: ordering and stocking the clinic supplies, maintaining the general cleanliness of all the dental operatories, collecting and reprocessing of reusable patient care equipment and the decontaminating, disinfecting and packaging of instrumentation for the transportation to Central sterilization to be sterilized. In addition, keep track of individual instrumentation and equipment ensuring that they are returned after each clinic session so that they can be prepared and available for the next clinic session. Monitoring and maintaining sharps, chemical waste containers and biohazard (infectious waste) bins. Conduct spore testing and maintaining of sterilization logs as it related to the sterilizers located in the dispensary area. Manages chemical supplies used in the clinical areas to ensure materials are not expired and are stored properly. Maintains drug cupboard for faculty use in situations where the patient required pre-medication or emergency medication.

The clinic schedule showing chair assignments for the students is located in the clinic hallways on each floor. The students are assigned a chair on a particular clinic floor based on the procedure and also the attending faculty. Students can enter the clinic area at 7:30 am to set up the assigned operatory in anticipation for patient treatment. Instrumentation will not be available for pick up until approximately 7:45 am for morning sessions and 12:30 pm for afternoon sessions. Instruments are provided based on the appointment scheduled in AxiUm. For appointments made prior to 3 pm the previous day, students will be able to collect the instruments at the satellite dispensing area located within both east and west clinics on the 2nd floor. The other clinic floors (1st, 3rd and 4th) instruments are to be picked up at the main dispensary window on each floor. The satellite dispensing area for the East Clinic is located within the East Clinic at south end of the clinic. The dispensing area for the West Clinic is directly in front of chair # 41 in the West Clinic area. If an appointment was made or changed on the day of the appointment or when a student receives an emergency patient, the student will receive instrumentation from the main dispensary. Each main dispensary maintains an instrument surplus, which is available for dispensing at all times.

Hours of dispensary are strictly enforced. Clinic hours are posted and instruments need to be returned once patient care is completed. This is to ensure that instruments are properly sterilized and maintained for use in the next clinic session. The instrument pickup times varies between clinics. For the undergraduate clinic it is 7:45 am to 12:15 pm for the morning session and 12:30 pm to 4:30 pm for the afternoon session. For the graduate and specialty clinic the dispensing hours are 8:00 am to 12:30 pm for the morning session and 1:00 pm to 5:30 pm for the afternoon session.

Dental assistants are available to students to assist with procedures, impressions, suction, etc. Each operatory area is assigned 1 dental assistant. There may be times where the dental assistant assigned within the student area is assisting another student. In this case, the student should report to the main dispensary window where an assistant there will make the necessary arrangements for to assist students.
In the event that student needs are not being met in a timely manner, contact the Dental Assistant Supervisor or Dispensary Manager

Dental Care Staff Supervisor, works primarily through the Dispensary. The supervisor ensures that all responsibilities of the dental care staff are performed in a timely and efficient manner as well as providing leadership and training to the group. It is the responsibility of the supervisor to ensure that all supplies needed for patient care are available in sufficient quantity. Cleanliness of the dental operatories and the general clinic areas are maintained to ensure that the safety of the patient, student and faculty. The supervisor is also responsible for ensuring that the instruments processed in the dispensary are in accordance with established policies and procedures. All pertinent logs sterilization; eyewash, chemical waste, equipment cleaning and testing are maintained in accordance with established procedures. The Dental Care Staff are a valuable part of the Dental team in any clinical setting.

Dirty and Clean Windows:

1. **Clean Dispensary** - This window is for dispensing of instrument/supplies that have not been requested through AxiUm. The window will open at 7:45 am. The students will pick up instrumentation that was not previously requested or items requested after the schedule was printed.
   a. Students will pick up additional items required for patient treatment from the clean dispensary window.
   b. Every student is required to swipe his or her badge before instruments are issued. Once the badge is swiped the instruments are check out to the students AxiUm account. When returned they will be removed from the account. A student will never be allowed to pick up instruments for a fellow student.
   c. Students are charged for missing instruments. Worn or defective instruments once replaced will be shown on the students account but no charges are assigned. The dental care and sterilization staff conducts this.
   d. All dispensaries are stocked with extra instrumentation, which is readily available for use.
   e. If a student receives an instrument kit that is not complete they should return the kit immediately to the dirty dispensary window and collect a new kit from the clean window.

2. **Dirty Dispensary** - This window is for the return of the dispensary items not picked up by the stainless steel case carts. The window will close promptly at 5:00 pm each day. Dispensary items in the possession of the student after 5:00 pm will need to be put into a stainless steel case cart.
   a. At the end of each clinic session all instrument cassettes with the exception of the hand pieces and Piezo kits must be returned to the stainless steel case cart at the satellite locations on the clinic floor.
   b. Instruments and equipment are also picked up at the chair side by the dispensing staff.
   c. Students are required to remove all debris and cements from instruments prior to returning the instruments. The dental care or sterilization staff will check the kit in AxiUm and check the kit for completeness and integrity of the instrumentation. If an instrument is missing the staff will set the kit aside and try to locate the student to retrieve the instruments. If the missing
instruments can’t be located, then the student will be charged. If a student returned a kit and forgot to include all the contents, the student should get a sterilization pouch from dispensary, write his or her name on the pouch, put the instrument(s) in the pouch and seal it. At that point give the pouch to the dirty dispensary window.
d. The dispensary staff will process the bur kits, Piezo’s and hand pieces in the dirty dispensary and be transferred to central sterilization for further processing.

3. **All Metal Impression Trays.** The dispensary has a variety of metal impression trays available for check out. Trays must be cleaned before they are returned. To avoid charges, students should return these items in a timely manner to ensure items are removed from their account.

**ANTIBIOTICS AVAILABLE FOR PRE-MEDICATION:**

Antibiotics can be dispensed from the Pixis machine in the Oral Surgery clinic on an emergency basis. There must be a prescription in AxiUm for the prescribed medication that is approved by a faculty member. All other medications may be prescribed to be filled at a local pharmacy through AxiUm and the appropriate faculty approval. In all cases, medications dispensed to the patient will be entered into axiUm with approval of faculty.

**BROKEN OR LOST STUDENT INSTRUMENTS:**

1. Students are not charged for broken instruments unless in the case of negligence.
2. If a student returned a kit and later found the missing item from the kit, the student should get a sterilization pouch from dispensary, write his or her name on the pouch, put the instrument(s) in the pouch and seal it. At that point give the pouch to the dirty dispensary window and it is then sent to central sterilization. If the student account was charged it will then be removed from their account.
3. If a student receives a kit and when opened an item is found missing or broken, the student should immediately return the kit to the dirty dispensary and inform the dispensary staff of the situation. The student will be checked out a new kit and a note made in the returned kit. If the student waits until the end of the clinic session to return the kit they will be charged for any broken or missing item.

**GLOVE OPTIONS:**

- **Non-Sterile**
  - Powder less nitrile gloves
- **Sterile**
  - Sterile Oral Surgery gloves – For surgical procedures

**PATIENT HYGIENE AIDS:**

The dispensaries have numerous hygiene aids available for patients. They are located in cabinets and carts outside each dispensary.
Disposable Item Dispensing Locations

| Supply Carts                                | Anesthetics          |
|                                           | Needles              |
|                                           | Cavity Bases/Liners  |
|                                           | Indicators           |
|                                           | Etchants             |
|                                           | Restorative Material |
|                                           | Occlusal Adjustment/Bite Registration |
|                                           | Fluoride             |
|                                           | Cements              |
|                                           | Sealants             |
|                                           | Waxes                |
|                                           | Floss                |
|                                           | Blades               |
|                                           | Finishing Strips and Discs |
|                                           | Matrix Bands         |
|                                           | Peridex              |
|                                           | Vaseline/Surgilube    |
|                                           | 20% Isopropyl Rubbing Alcohol |
|                                           | All Disposables      |
|                                           | Disposable Gowns     |

<p>| Endo Cabinet                          | Cotton Pellets  |
|                                       | Cotton Rolls    |
|                                       | Gauze           |
|                                       | Tongue Blades   |
|                                       | Rubber Dam      |
|                                       | Calcijet        |
|                                       | Files           |
|                                       | Rotary Files    |
|                                       | Eugenol         |
|                                       | Cavit           |
|                                       | Irrigating Syringes/Solution |
|                                       | Endo Needles    |
|                                       | Paperpoints     |
|                                       | Gutta Percha Points |
|                                       | RC Prep         |
|                                       | Root Canal Cement |
| Dispensary | Adhesive   |
|           | Bite Registration (Exabite) |
|           | Bleaching       |
|           | Tissue Conditioner |
|           | Cements         |
|           | Desensitizers  |
|           | Etchants        |
|           | Impression Materials |
|           | Occlude Indicator |
|           | Orthodontic Supplies |
|           | Medicaments     |
|           | Pin/Post System |
|           | Restorative Material |
|           | Polishers       |
|           | Restoration and PFM Repair Kit |
|           | Snap Acrylic/Monomer |
|           | Temporary Restorative Material |</p>
<table>
<thead>
<tr>
<th>Each Chair</th>
<th>Kleenex</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Sharps Container</td>
</tr>
<tr>
<td></td>
<td>Alcohol Gauze</td>
</tr>
<tr>
<td></td>
<td>Disinfecting Solution</td>
</tr>
<tr>
<td></td>
<td>Face Masks</td>
</tr>
<tr>
<td></td>
<td>Gloves</td>
</tr>
<tr>
<td></td>
<td>Bibs</td>
</tr>
<tr>
<td></td>
<td>BP Cuff</td>
</tr>
<tr>
<td></td>
<td>Hand Mirror</td>
</tr>
<tr>
<td></td>
<td>Lamp Handle Covers</td>
</tr>
<tr>
<td></td>
<td>Stethoscope</td>
</tr>
<tr>
<td></td>
<td>Dental Floss</td>
</tr>
<tr>
<td></td>
<td>Disposable bib chains</td>
</tr>
<tr>
<td></td>
<td>Gauze 2x2 and 4x4</td>
</tr>
<tr>
<td></td>
<td>Saliva injector</td>
</tr>
<tr>
<td></td>
<td>HVE tips</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Cabinet</th>
<th>Barrier Film</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Tube Sock</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Sinks</th>
<th>Hand Soap</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Caviwipes</td>
</tr>
<tr>
<td></td>
<td>Purell Hand Disinfectant</td>
</tr>
</tbody>
</table>
7.4 Clinic, Simulation Clinic and Technique Lab Upkeep and Maintenance

**Location:**

- Simulation Clinic - L26-211 (2\textsuperscript{nd} Floor)
- Technique Lab - L26-200A (2\textsuperscript{nd} Floor)

**Phone:**

- Simulation Clinic - 303-724-7092
- Technique Lab - 303-724-1974

**Hours of Operation:**

- Simulation Clinic - 6:00 am - 12:00 am (Sunday - Saturday)
- Technique Lab - 6:00 am - 12:00 am (Sunday - Saturday)

**PERSONNEL:**

- Oxana Wood
- Joshua Wood

**OVERVIEW:**

The School of Dental Medicine’s clinics, simulation clinic and technique labs are available to students and residents as part of their educational experiences. Patient care clinics and labs will be used for pre-clinical and clinical courses. The Simulation Clinic and Technique Labs will be available to students/residents during off-school hours. The upkeep and maintenance of all clinic and clinic support areas throughout the school is the joint responsibility of students/residents, faculty, SDM staff and UCD Environmental Services.

**I. ENVIRONMENTAL SERVICES RESPONSIBILITIES:**

The specific details and full ranges of services provided by Environmental Services are available through Mark Osvirk in Support Services. Environmental Services retains the following primary responsibilities in all areas:

1. Floors: Vacuum and mop all clinical and clinical support areas daily
2. Trash pick-up and removal will occur daily between clinic sessions and at the end of the day in all clinics, labs and clinic support areas.
3. Countertops and windows are wiped down 2 times a week in all clinics and clinical support areas.
4. Stock paper towel and soap dispensers daily as needed.
5. Restrooms are monitored throughout the day and cleaned as necessary.

*Please note that Environmental Services throw out any papers or other trash/debris left out. In addition, we are in the process of writing an amendment to the current Environmental Services Contract to include more responsibilities in the cleaning of the dental clinics.*
II. SCHOOL OF DENTAL MEDICINE STAFF RESPONSIBILITIES:

B. Clinics

The dispensary dental assisting staff will have the responsibility of maintaining the clinic on all floors with the exception of the first floor, which is the responsibility of the dental assistants of the related programs that work on the floor. The following exceptions will apply:

1. Dispensary staff with the exception of the first floor, which will be done by the floor dental assistants, will empty infectious waste containers.

2. The Dispensary staff will have the following responsibility for all clinics:
   - Emptying and filling the disinfection bottles and tubs.
   - Maintaining the required stock level of disposable items that will be used to stock the clinics. The first floor will have the assistance of the floor dental assistants.
   - Performs a walk through each morning to annotate any units that are left in poor condition by students.
   - A list of the units will be given to the Dispensary Manager clinic for disposition to the Facility Director
   - Stock operatories and wipe countertops and dental chairs
   - Stock operatories with disposable supplies
   - Complete autoclave B&D test and 1st load
   - Complete Ultrasonic Sonocheck
   - Prepare dispensing carts for instrument distribution

The following are the areas of responsibility for both Dental Repair and dispensary staff within the assigned clinics.

Weekly
1. A complete cleaning of each dental unit.
2. Clean/Exchange traps, if necessary.
3. Clean walls, blinds and window curtains when visibly soiled or dusty.

Daily
1. A general upkeep of the dental units, (examples: magazines, organize dispensing items).
2. Flush suction lines with cleaner
3. Water line maintenance: Discharge water and air from a minimum of 30 seconds after each patient from any device connected to the dental water system that enters the patients mouth.
4. Check sharps containers
5. Clinic Stocking:
   - Gloves
   - Masks
   - Hand Soap
   - Barriers
   - Gowns
6. Cabinet/Cart Stocking
C. Simulation Clinic and Technique Lab
The Support Services Lab staff with the assistance of student workers will be responsible for stocking the materials and supplies necessary to run courses and practice sessions for students in these areas.

III. STUDENT RESPONSIBILITIES:

A. Clinic
Students are responsible for set-up and breakdown of their chair for each session. This includes strict adherence to University of Colorado School of Dental Medicine Infection Control Policies and Exposure Control Plan to include the following:

<table>
<thead>
<tr>
<th>SET UP/ START OF SESSION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personal items are removed and stored separately from treatment area or confined using a plastic cover/barrier</td>
</tr>
<tr>
<td>Wash hands with soap and water for 15 sec</td>
</tr>
<tr>
<td>Cubicle is neat and orderly. Barriers are present and checked</td>
</tr>
<tr>
<td>Attach water/ tip, evacuation tips and handpieces. Sterile bur in handpiece runs for 30 sec.</td>
</tr>
<tr>
<td>Attire-Hair is confined appropriately or off face. No Jewelry on wrists, fingers and arms (except for flat rings, wedding bands)</td>
</tr>
<tr>
<td>Solid closed toe shoes. No Artificial nails. Natural nails clean, length less quarter of an inch, no chipped polish</td>
</tr>
<tr>
<td>Student checked chemical indicator upon opening cassette</td>
</tr>
<tr>
<td>Cassette checked before providing care to ensure all necessary instruments are available and in order</td>
</tr>
<tr>
<td>Water ortho clinic only – bottles need to be removed, disinfected and dried on a daily basis</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>DURING SESSION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Handwashing- at least 15 sec rubbing and enough drying before gloves are worn. Alcohol rub may be used between patients if hands are not soiled</td>
</tr>
<tr>
<td>Gown worn and donned properly</td>
</tr>
<tr>
<td>Mask correctly worn covers nose and mouth. Mask changed for each pt or changed every 60 minutes</td>
</tr>
<tr>
<td>Eyewear worn correctly</td>
</tr>
<tr>
<td>Gloves- cuff is worn over lab coat cuff. Gloves replaced if torn or compromised (handwash with soap and water)</td>
</tr>
<tr>
<td>Surfaces without barriers are not touched with gloved hands</td>
</tr>
<tr>
<td>PPE changed as necessary and if soiled</td>
</tr>
<tr>
<td>Protect card on needle cap is present</td>
</tr>
<tr>
<td>Single scoop- one hand recapping technique is used</td>
</tr>
<tr>
<td>Handpieces with projected burs face towards delivery system</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>END OF SESSION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sharps removed from cassette and disposed in sharps container</td>
</tr>
<tr>
<td>Sharps container not full</td>
</tr>
<tr>
<td>Appropriate PPE for cleaning- gloves, gown, mask, eyewear</td>
</tr>
<tr>
<td>Cassette checks for instrument damage, dispose single use items</td>
</tr>
<tr>
<td>If present debris is removed with damp gauze on tray not finger tips</td>
</tr>
<tr>
<td>Unused disposable supplies removed (gauze/cotton rolls). Unused clean barriers removed</td>
</tr>
<tr>
<td>Contaminated barriers and supplies removed. Equipment and supplies returned to the dispensary</td>
</tr>
<tr>
<td>All surfaces are cleaned using 2 step disinfectant with 10 mt contact time if visibly soiled or barrier wipe method if not visibly soiled</td>
</tr>
<tr>
<td>Barriers changed in between patients and surfaces must be wiped in between</td>
</tr>
<tr>
<td>Equipment used for vital signs wiped and cleaned between pts</td>
</tr>
<tr>
<td>Clinic gown disposed properly (not left in the cubicle)</td>
</tr>
<tr>
<td>No Visible Dust dirt on equipment, cubicle. Sink and surrounding counter not left with wax, alginate and/or stone</td>
</tr>
<tr>
<td>Patient chair was raised to an upright position (enough to clear cords from the floor). [DO NOT raise the chair to the highest position]</td>
</tr>
<tr>
<td>No food and drink present in cubicle</td>
</tr>
<tr>
<td>Multi dose vials appropriately used</td>
</tr>
<tr>
<td>Wash hands end of Session.</td>
</tr>
</tbody>
</table>
B. The Simulation Clinic

The Sim Clinic will be open for student use Sunday through Saturday from 6:00 am to 12:00 am. During this time, students are welcome to use this facility for additional practice and enhancement sessions. The facility will be unsupervised and is to be used subject to the following conditions:

1. This is a clinic environment and not to be used as a laboratory area.
2. All rules and regulations as posted or otherwise described must be followed.
3. The facility must be maintained and kept clean.
   a. Remove all items from and clean the surface of the simulator.
   b. Stow tubing arms of the simulator in their proper position
   c. Make sure that simulator is off with stabilizing legs raised.
   d. Place the simulator completely under the counter in the left rear area of the knee space.
   e. Place the foot control on the cradle underneath the simulator.
   f. Completely lower the operator’s stool then place it completely underneath the counter to the right of the simulator
   g. Turn off the operator’s light and return to the stowed position.
   h. Return all unused dental supplies to the proper storage location.
   i. Place all debris and used disposable items in the trash.
   j. Remove all items from and clean the surface of the counter top with the cleaning solution provided.
   k. Turn off any equipment used except the monitor.
4. Individual course directors have the right to limit the types of procedures you may perform in this facility outside of normal course hours.

Technique Lab/Wet Labs

The Technique Lab and associated wet labs will be open to student use Sunday through Saturday from 6:00 am to 12:00 am. Students are responsible for the following:

1. Place brown paper over work area to protect benches.
2. Throw excess stone in trash cans; Do NOT rinse excess stone down drain to prevent clogging and abuse of plaster traps.
3. When using model trimmers, rinse them down with spray hose to prevent build-up and DO NOT USE WITH WAX ON MODELS [wheel will be ruined].
4. DO NOT leave burners on under the task lamps, lights will easily burn and melt.
5. When using burs in handpieces, make sure the bur is completely seated to avoid ruining the bur.
6. Remove all debris and dispose in trash.
7. Scrape to remove adherent debris (wax, stone, acrylic, etc.)
8. Wash surface with cleaner and wet rag or sponge as provided.
9. Clean shield of dust collector under running water.
10. Match chair number to unit, wipe clean, and push under bench.
11. Replace handpiece and air syringe to holders, task light to proper position.
12. Report any equipment problems to Todd Hinshaw, stocking and facility issues to Mark Osvirk at sdmdr@ucdenver.edu or sdmfac@ucdenver.edu
IV. FACULTY RESPONSIBILITIES:

Faculty will continue to be responsible to oversee that students are following the University of Colorado School of Dental Medicine Exposure Control Plan. Violations in infection control protocol and techniques may be reflected in individual procedure grades and/or through patient management as monitored by the Office of Clinic Operations. Faculty will also ensure that the students prior to the end of a clinic session clean the clinic and laboratory areas after pre-clinical class. Faculty who note clinic up-keep issues should notify the Office of Clinic Support Operations by contacting Todd Hinshaw or Mark Osvirk at sdmdr@ucdenver.edu or sdmfac@ucdenver.edu

Clinic up-keep is the responsibility of every member in the Dental School. All in our program have a role to make sure that the clinics, simulation clinic and technique labs remain clean, efficient and safe.
7.5 Dental Production Support Lab

**Location:** L26-128 (1st Floor)  
**Phone:** 303-724-6967 / 303-724-6968  
**Hours of Operation:** Monday – Friday, 8:00 am - 5:00 pm

**PERSONNEL:**
- Chuck Medina  
- Dalen Wyatt

The following dental laboratory/clinical protocol has been developed to optimize the quality of prostheses that are provided for patients at the University of Colorado School of Dental Medicine.

**Treatment Planning/Mounting of Casts:**

1) Diagnostically mounted casts are required for all patients having fixed restorations placed. This includes all implant supported restorations. If the teeth to be restored do not have ideal anatomical form, this must be corrected with diagnostic waxing or reshaping as needed.

2) Diagnostically mounted casts are required for all patients having partial removable dental prostheses (PRDP) fabricated.

3) Diagnostically mounted casts are required when planning complete removable dental prostheses (CRDP) for patients when significant occlusal plane discrepancies are noted and/or when limited vertical space is available for replacement teeth. This includes patients that present with downward migration of the maxillary tuberosity and insufficient space for replacement teeth.

4) Articulators must be cleaned prior to mounting and prior to submission to the lab. This insures that the mountings are accurate so that the casts may be sent to outside labs without your articulator.

5) Faculty will not approve cases to be sent to outside labs if the articulator is not free of stone and debris. Mountings determined to be inaccurate due to excessive stone and debris on the articulator will be corrected prior to laboratory submission.

6) All diagnostic casts will be mounted with a face-bow. Arbitrary mounting of casts is not acceptable.

7) All diagnostic casts, as well as working casts should be clearly labeled with the patient’s name and date of impression.

8) Fixed dental prostheses (FDP) opposing edentulous areas require a record base in the edentulous arch with diagnostic wax-up or denture tooth set-up to determine the plane of occlusion, appropriate occlusal reduction, and the cusp angle for the FDP.

9) PRDPs with posterior edentulous spaces that oppose edentulous areas must have record bases placed in the edentulous areas to define the desired plane of occlusion. Opposing anterior edentulous areas may require record bases with denture teeth set to properly arrange the PRDP teeth.
10) Denture teeth can be obtained from the production lab. Specify cusp inclination of posterior diagnostic denture teeth to be used when obtaining denture teeth from the laboratory.

11) Comprehensive periodontal examination and determination of prognosis must precede definitive treatment planning for fixed restorations and PRDPs.

12) Current (within one year) radiographs are required for all PRDP abutments and teeth being prepared for single fixed restorations or FDPs abutments.

13) Careful examination of existing restorations in potential PRDP abutments must be accomplished as part of the design process. Restorations in teeth to have occlusal rests must be determined to be sound and have good long term prognosis. Failure of existing restorations supporting rests can result in premature compromised function of the prosthesis.

**Infection Control:**

The dental laboratory is a “clean” environment. All cases submitted must be disinfected following clinic protocol prior to submission. This includes impressions, record bases, jaw relation records, articulators, casts used in clinic, any prosthesis that has been placed in the patient’s mouth, etc.

**Quality Control/Feedback:**

Students are strongly encouraged to complete quality control forms for definitive prostheses received from the lab. Upon completion of the form, it should be initialed by the covering faculty. Constructive criticism for the dental laboratory is essential in maintaining quality of work received.

1) Quality control forms will be reviewed by the restorative dentistry faculty periodically and a summary of the findings reviewed with representatives of outside dental laboratories.

2) Review of cases received from the lab one day prior to the patient appointment date is strongly recommended. Prostheses should be carefully examined to ensure acceptable quality. Deficiencies should be corrected prior to the patient’s appointment when possible, or cases should be sent back to the originating lab to be remade and the appointment changed.

**Fixed Prosthodontics:**

1) Accuracy of mountings must be verified with shim stock or articulating paper before submission to lab.

2) Properly fabricated die systems must allow access to the end of the die pins. Blocking this area out prior to mounting the cast will facilitate this. Play-Doh modeling compound works well for this purpose.
3) Die trimming: Gross trimming of dies to within 2 mm of the margins can be facilitated with a laboratory acrylic resin bur with high speed evacuation or using an arbor band on a lathe. Trimming a dry die prevents clogging of the bur or band. Die shaping can be accomplished with a sharp surgical blade. Trimming of the marginal area of the die must be accomplished using magnification or a microscope and adequate lighting. The apical area of dies should mimic the root form of the tooth. Over trimming or “ditching” of the die is to be avoided as it produces a fragile marginal area which is prone to chipping and can lead to overcontoured restorations. Proper trimming of the die results in an unambiguous margin. The preparation margin should be clearly marked with a single continuous fine red line. (J Pros, Manseuto 1994, pp 251-55)

4) Dual arch impressions can only be used by students that have completed the single unit fixed competency. Students wishing to use a dual arch impression technique must have approval from faculty prior to the appointment.

5) Dual arch impressions may only be used for fabrication of single posterior teeth bordered by adjacent teeth. It is only appropriate for patients with anterior disclusion. Dual arch impressions cannot be made for terminal teeth in an arch and may not be used for survey crowns or fixed dental prostheses.

6) As stated previously, fixed dental prostheses (FDP) opposing edentulous areas require a record base in the edentulous arch with diagnostic wax-up or denture tooth set-up to define the plane of occlusion, evaluate appropriate occlusal reduction, and the cusp angle for the FDP.

7) A die system and a second solid cast must be submitted for all fixed prostheses. The solid cast must be trimmed by the receiving lab to allow seating of prostheses without interference from gingival tissues represented on the cast. The dental laboratory should use this cast to adjust proximal contacts and to evaluate marginal adaptation. This cast must be used in fitting FDP metal frameworks.

8) Use of custom trays increases the probability of obtaining an acceptable impression and reduces the amount of costly impression material needed. Two custom trays will be fabricated prior to appointments when fixed impressions are to be made.
9) Esthetic guidance must be provided to the laboratory for the fabrication of multiple anterior restorations. If the shape and arch location of the teeth prior to preparation are adequate, diagnostic casts can be used for this purpose. If the shape or location of teeth in the arch is to be changed in the definitive prosthesis, diagnostic wax-ups, or casts of provisional restorations may be needed.

10) When the teeth being prepared affect anterior disclusion and insufficient unprepared teeth remain to determine anterior disclusion, a custom incisal guide table must be provided to aid the lab in creating the desired disclusion.

11) FDPs substructures must be evaluated for fit clinically prior to porcelain application. Radiographs to verify marginal fit are strongly encouraged.

**Partial Removable Prosthodontics:**

In an effort to facilitate treatment progress, you are limited to working with no more than two instructors on any one PRDP patient. If one of the instructors you are working with is a part-time faculty member, it is strongly advised that the second be a full-time faculty member. The instructor and student will collaborate on the design utilizing a surveyor to produce a detailed design that clearly delineates all components. To make the most efficient use of clinic time, this should be accomplished prior to the tooth preparation appointment.

1) Diagnostically mounted casts are required for all patients having partial removable dental prostheses (PRDP) fabricated. Depending on the extent of edentulous areas, record bases may be required in order to accurately mount casts. Record bases may also be needed to define the planned occlusal plane.

2) Prior to preparing teeth for survey crowns, a diagnostic cast with a detailed design must be approved by a faculty member. Students will not be permitted to prepare teeth for survey crowns unless a design has been approved.

3) Impressions for survey crowns must capture the entire arch and all anatomical features to be included in the prosthesis design. The retromolar pad must be included in impressions for Kennedy Class I and II designs. The pterygomaxillary notch must be included in Kennedy Class I and II designs.

4) Rest seats and guide planes on other abutment teeth should be prepared prior to tooth preparation for survey crowns. This establishes the planned path of insertion and the master cast for the fixed restoration will allow more careful evaluation of the prepared rest seats and guide planes prior to making the final impression.

5) Altered cast impressions must be made for ALL mandibular Kennedy class I and II posterior edentulous areas. This is a mandatory procedure and not done only at the discretion of covering faculty. Altered cast impressions will be made in the maxilla at the discretion of the covering faculty.

6) Mandibular altered cast impressions (and master casts) must include the retromolar pad.

7) Final impressions (and master casts) for maxillary Kennedy class I and II PRDPs must include the pterygomaxillary notch.
8) Students are encouraged to apply alginate adhesive to all trays (including perforated trays) being used to make alginate impressions. For PRDP master cast impressions, this will increase the likelihood of acceptable framework fit.

9) ALL Removable Prostheses require a 24 – 72 hour and one-week post-placement follow-up appointment. A 24-hour post-placement appointment is preferred. However, if for some reason the patient is unable to make a 24-hour post-placement appointment, they must be seen within the first 72 hours. These follow-up appointments should be scheduled when the placement appointment is scheduled. The student will not be permitted to place the prosthesis if time constraints due to holidays, vacation breaks, or the end of the semester will not allow both follow-up appointments. Therefore, the last day to place a removable prosthesis is one week prior to the commencement of a break or the end of the semester.

Complete Removable Prosthodontics

1) As stated previously, diagnostically mounted casts are required when planning complete removable dental prostheses (CRDP) for patients when significant occlusal plane discrepancies are noted and/or when limited vertical space is available for replacement teeth. This includes patients that present with downward migration of the maxillary tuberosity and insufficient space for replacement teeth. The need for mounted diagnostic casts is at the discretion of the covering faculty.

2) Accurate diagnostic casts are to be used to fabricate custom trays which allow adequate space for border molding with impression compound for the final impression. Care must be taken to ensure that the palatal aspect of the maxillary custom tray is intimately adapted to the palatal vault. Excessive space between the tray and the tissue to be impressed can lead to voids in the final impression.

3) Mandibular custom trays should have three handles or finger rests. The anterior handle should extend vertically from the tray in a position that approximates the position of the teeth on the completed denture. Anterior handles that extend horizontally can interfere with lip movement and border molding.

4) Maxillary custom trays should have a single anterior handle that also extends vertically from the tray and approximates tooth position.

5) Elastomeric impressions made with impression compound [polysulfide and polyvinylsiloxane (PVS)] should be poured within one hour of when the impression was made. Although PVS impression material is dimensionally stable for an extended period of time, the impression compound is not.

6) Determining the posterior extension of the maxillary denture is a clinical procedure. The posterior extent and the posterior palatal seal must be determined and developed in the master cast with the patient present. A faculty member must evaluate this step before processing of the denture will be approved.
7) Prostheses that have had reline impressions made in them must be boxed and poured by the student, but the laboratory will separate the prosthesis from the cast. The dental laboratory will place the post palatal seal in maxillary CRDPs that are relined.

8) Accuracy of cast mountings must be verified at the trial placement (wax try-in) appointment. This is done by making an intraoral centric relation record and verification in the articulator. Articulator centric détentes or latches must be released when evaluating the intraoral record in the articulator. Accuracy of the mounting must be verified by a faculty member prior to submission to the laboratory.

9) A clinical remount procedure must be accomplished to refine occlusion when complete dentures are initially placed. This includes single arch restorations. This is a mandatory procedure and is not to be done only at the discretion of covering faculty.

10) Clinical remounts for immediate prostheses are best accomplished after adequate healing has occurred. This is typically 10 days to two weeks after extractions. This is a mandatory procedure.

Immediate Complete Removable Prosthodontics

1) Patients should be encouraged to have CRDPs fabricated following extraction of all remaining teeth and adequate healing. This generally provides superior results as compared to the immediate prosthesis. The immediate CRDP should only be offered to patients that cannot accept complete edentulism for social or psychological reasons. The limitations of this procedure must be fully understood by patients.

2) Patients should also understand that a second prosthesis may have to be fabricated following fabrication of the immediate prosthesis. This will result in additional costs for the patient.

3) Immediate prostheses cannot be scheduled on Friday as a 24-hour post placement appointment is mandatory.

4) Students must schedule a chair in comprehensive care to place the prostheses following extractions. The covering faculty must be informed that this procedure is being done prior to or at the beginning of the appointment.

5) Failure to make such arrangements will result in an unsatisfactory clinic grade and loss of credit for the procedure.

6) Accuracy of cast articulation must be verified at the trial placement (wax try-in) appointment. This is done by making an intraoral record and verification in the articulator. Articulator centric détentes or latches must be released when evaluating the intraoral record in the articulator. Accuracy of the mounting must be verified by a faculty member prior to submission to the laboratory. Accomplishing this critical step is problematic if posterior teeth are remaining. For this reason, immediate CRDPs cannot be made with posterior teeth remaining. Retention of first bicuspids to maintain occlusal vertical dimension is a possible exception.
7) Clinical remounts for immediate prostheses are best accomplished after adequate healing has occurred. This is typically 10 days to two weeks after extractions. This is a mandatory procedure.

8) If a split-cast trial placement (wax try-in) technique is utilized, students are strongly encouraged to make a laboratory silicone index of the incisal edges of the maxillary anterior teeth prior to submission to the laboratory. This will ensure proper placement of denture teeth following removal of remaining teeth from the master cast by the laboratory.

**Occlusal Appliances:**

1) Master casts for occlusal splints should be poured in MICROSTONE.
2) Students will block out undercuts on casts with plaster prior to waxing occlusal splints. A faculty member should check this step.
3) Palatal relief should be scribed in the palate with a No. 4 round bur denoting the palatal extension of the splint.
4) Mounted master casts must be checked by a restorative faculty member that is involved in the occlusion course before waxing the splint.
5) Separating medium must be applied between working cast and articulator mounting to allow clean separation for processing.
6) Cast will not be duplicated prior to waxing occlusal splints.
7) Once the occlusal splint has been approved by your instructor, the case will be sent to an outside lab for processing.

**Dental Laboratory Prescriptions:**

In an effort to help clarify the writing of laboratory prescriptions, examples of laboratory prescriptions for both fixed and removable prostheses are listed below:

**Fixed:**

<table>
<thead>
<tr>
<th>Prescription</th>
</tr>
</thead>
<tbody>
<tr>
<td>Please fabricate complete veneer PFM crown on tooth No. X Facial porcelain butt margin, 1 mm lingual metal collar. No eccentric occlusal contact.</td>
</tr>
<tr>
<td>Vita Shade Y</td>
</tr>
<tr>
<td>Faculty Signature</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Prescription</th>
</tr>
</thead>
<tbody>
<tr>
<td>Please make die system. Tooth no. X will be restored with a PFM/FGC. Return for mounting and die trimming.</td>
</tr>
<tr>
<td>Faculty Signature</td>
</tr>
</tbody>
</table>
Please fabricate complete porcelain veneer PFM crown on tooth No. X. Porcelain occlusal surface (see Porcelain Design form). Make PFM with a facial porcelain butt margin from mid-proximal to mid-proximal. Anterior disclusion. Please use enclosed custom incisal guide table.

Vita Shade Y
Faculty Signature

Please fabricate complete gold crown on tooth no. X. Chamfer finish lines as marked. No eccentric occlusal contact.
Faculty Signature

Please fabricate PFM surveyed crown on tooth No. X with metal occlusal and porcelain veneer. See Porcelain Design form # 9. ½ mm metal collar facial termination. MO rest, mesial guide plane (2 mm x 2 mm) in metal, and 0.01" DB undercut. Use tripod marks to determine path of insertion and guide plane orientation. See enclosed diagnostic design cast for detailed PRDP design.

Vita Shade Y
Faculty Signature

Please apply porcelain to metal substructure for fixed dental prosthesis (FDP) no. X-Y. Porcelain butt facial termination. See pontic design form for bullet pontic design. Use Vita Shade Y, match shade guide tab.
Anterior disclusion.
Faculty Signature

Please post-solder connector between FDP abutment no. X and pontic no. Y using 650 fine solder.
Return for verification of fit.
Faculty Signature

Please make PFM FDP. Facial finish lines are beveled shoulders; palatal with chamfer finish line. Make ½ mm facial collars. Modified ridge lap pontic (see pontic design form). No eccentric occlusal contact. Return metal substructure for try-in.
Faculty Signature
## Removable:


Faculty Signature

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Please process occlusal splint in heat processed clear acrylic resin.

Return on cast for adjustment.

Faculty Signature

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Faculty Signature

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Please flask and process maxillary and mandibular complete dentures. Use Lucitone 199, shade “original.” Remount and correct for processing error. Borders of master cast are 5-6 mm wide, do not over-polish borders.

Faculty Signature

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Please flask and process maxillary immediate denture. Use Lucitone 199 shade light red pink.

Make thermoplastic surgical stent. Remount and correct for processing error. Borders of master cast are 5-6 mm wide, do not over-polish borders.

Faculty Signature
Laboratory Submission Forms:

1) Cases will be accompanied by laboratory prescription form, appropriate laboratory checklist (pink or yellow), and patient payment form. Faculty signatures must be present on all three forms.

2) You will need to submit the following for each of the procedures listed in order for the laboratory technicians to provide you with a quality prosthesis. Please note: the laboratory technician will apply the cyanoacrylate and die spacer; DS is responsible for die trimming throughout your clinical experiences.

Rx sample submissions with items necessary for submission:

Rx: Make **Die System** Submit: 2 vacuum mixed, die stone pours of the impression. Include the impression as well. MARK the 1st pour and 2nd pour.
Rx: FGC or PFM crown   Submit: Accurately mounted die system cast with current and accurate opposing cast. A custom incisal guide table is required for anterior restorations which affect anterior disclusion. 2nd pour solid cast.

Rx: All Ceramic Crowns   Submit: Dies trimmed, but margins not marked. Do not place die spacer or die hardener. 2nd pour solid cast. Accurately mounted die system cast with current and accurate opposing cast. A custom incisal guide table is required for anterior restorations which affect anterior disclusion.

Rx: Survey Crown   Submit: Accurately mounted die system cast with current and accurate opposing cast. 2nd pour solid cast. Diagnostic cast with detailed PRDP design approved by faculty member. Tripod marks must be evident on the die system cast and should be used to determine desired path of insertion and guide plane orientation.

Rx: Solder Joint   Submit: Stable, accurate intraoral index on fixed dental prosthesis in GC Pattern Resin.

Rx: Occlusal Appliance   Submit: Blocked out cast mounted in CR for approval; submit waxed splint for approval prior to sending to outside lab.

Rx: PRDP Framework   Submit: Master Cast (vacuum mixed pour of the impression; Diestone), Survey & design cast, detailed lab prescription, opposing Cast.

Rx: Process complete removable dental prosthesis   Submit: Accurately mounted master casts with record bases having denture teeth set in desired location. Post palatal seal placed in maxillary cast.

Rx: Trial Denture Tooth Set-Up (Wax-up)   Submit: Mounted casts, stable record bases indicating desired placement of teeth. Mandibular posterior teeth should be set over the alveolar ridge; the occlusal plane should be at the level of 2/3 the height of the retromolar pad.

Rx: Removable Prosthesis Reline   Submit: Boxed and poured prosthesis impression.

DO NOT SEPARATE PROSTHESIS from cast. Coordinate with dental laboratory technician.

Rx: Removable Prosthesis Repair   Submit: Separated pieces of dental prosthesis must be accompanied by an index to accurately relate them. Accurate, current opposing prosthesis. Detailed description on Rx. Coordinate with dental laboratory technician.
7.6 Sterilization Processing

Location: L26-020 (Garden Level)
Phone: 303-724-7155
Hours of Operation: Monday – Friday, 6:00 am – 8:00 pm

PERSONNEL:
Leslie Gerbracht (Supervisor)
Denesse Daniels
Kendra Morrow
Marisela Vasquez
Ruzanna Kochkonyan
Laura Mcknight
Brizeida Garcia

OVERVIEW: The School of Dental Medicine has a centralized steam sterilization process that includes the decontamination, assembly, packaging, sterilizing, storage and distribution of dental instrumentation in support of patient care. This process meets all standards in accordance with AAMI, CDC and ADA guidelines. All dental instrumentation is individually tracked utilizing the AxiUm Dispensary Module, which ensures that every instrument is linked to a student and patient in the event of an adverse occurrence. The following outlines our step-by-step sterilization process

INSTRUMENT PROCESSING CENTRAL STERILIZATION

Decontamination Room:

1. Used instrument kits are transported from the clinics to the main decontamination room in central sterilization.
2. Instrument kits are moved from cart to the working table by staff wearing full personal protective equipment (PPE) appropriate for the decontamination area, including mask, safety glasses, heavy duty gloves, fluid resistant gowns, shoe cover, and head cover. If wearing prescription glasses, use visor shield.
3. The empty instrument cart is then placed into the cart washer and is processed.
4. Instrument kits are opened and inspected for debris (trash, cotton rolls, gauze, blades, etc.) and any debris removed.
5. Instrument kits are then closed and scanned into axiUm from the user that last had the kit to “main decontamination.”
6. The kits are then scanned into axiUm into the assigned washer (1, 2, or 3) and put into the washer for a 50-minute pre-rinse, wash and disinfecting cycle. Note: All surgical kits, perio
hygiene kits, perio file kits and individual surgical instruments are run in the ultrasonic washer for a complete 7 minute cycle prior to placement into the washer disinfector.

7. All PPE must be removed and utility gloves wash and put to dry, hands thoroughly wash and sanitized before exiting decontaminated area.

8. Instrument kits that are prepared in the clinical dispensaries for sterilizing are batch transferred in axiUm into main decontamination and then individually scanned into “main clean.”

Clean Room:

1. Once the wash cycle is complete the instrument kits are batch transferred in axiUm to “main clean”. The kits are then removed from the washer and placed on the work table in the clean room by staff wearing safety glasses, disposable gloves, head cover and clean lab coat. **Note:** The washers will not open in main clean if the wash cycle is not complete.

2. Instrument kits are opened and re-inspected for debris. If small soil is present on non- surgical instrument, this is removed with a brush and if needed orange solvent. For heavy debris and debris present on surgical instruments, these are returned to main decontamination for cleaning.

3. Instrument kits are inspected for completeness and to ensure that all the instruments are in good working condition.

4. If any instrument(s) are not in good working condition, they are put into the appropriate sharps container and replaced by clean instrument(s) located in the clean room. This change is noted in axiUm.

5. Instrument kits are scanned using axiUm from “main clean” to the designated sterilizer 1, 2, or 3.

6. Instrument kits should contain a chemical integrated, placed in a sterilization pouch, dated with current dated and sealed. Begin completing sterilization envelope to include date, number of sterilizer machine (1, 2, or 3) and the date the sterilizer was last cleaned.

7. Confirm that each machine has paper for the daily counter print outs.

8. For the first run of the day on each machine, run Bowie Dick test, annotate results and initial on the envelope. If test fails, check settings and re-test. Any failures after 2nd test, notify your supervisor.

9. Include a Biological Test Pack and a Chemical Integrator Test Pack with the first load of the day for each machine. The Biological Integrator should be placed in the coldest area of the sterilizer, i.e. over the drain or at the door. **Note:** The tests should not be stacked on top of each other and instrument should not be placed directly on top of the test.

10. All other subsequent load must contain a ChemiPack Chemical Integrator. For loads containing an implantable device an AccuFast Biological Integrator along with a Chemical Integrator must be included.

11. The ChemiPack test is marked with the sterilizer number, load number (1/1, 2/1, 3/1) and date (DD/MM/YY) and placed on the lowest shelf inside the sterilizer.

12. Sterilizer is then loaded with instrumentation kits on their side, oriented paper to plastic until the machine is full. Each instrument kit is color coded with a specific color to match the color assigned to the sterilizer. For kits that don’t have a barcode, the load number is written on the
package with the color assigned to the sterilizer. **Note: Do not overload sterilizer and do not load the sterilizer until there is enough instrumentation to make a load.**

13. The lot number for the Biological Indicator (Spore Test), Chemical Integrator, Spore Test Control (Unprocessed vial) and the Manufacturer lot numbers and expiration dates are annotated on the sterilization envelope.

14. The sterilization envelope is annotated for the correct exposure temperature and time (273°F/5 mins), load contents and quantity, clinic floor, and operator’s initials. **Note: For load contents, specify the exact contents placed in the sterilizer for that cycle including the quantities and applicable clinic floor.**

15. Sterilizer rack is then pushed into the sterilizer and cycle begins after pushing the start button. **Verify that the machine is on the correct cycle before starting.**

16. When exiting main clean always use hand sanitizer.

**Sterile Room:**

1. All staff in the sterile area should wear clean lab coats and use hand sanitizer before handling any instrument cassettes/packages.

2. Once cycle is complete, the sterilizer is opened in the sterile area of central sterilization. The rack is pulled out by staff wearing clean lab coat and heat proof gloves, and the load is allowed to cool (never touch hot instrument packages).

3. Verify that the packages are cool to a temperature between 70°F and 72°F utilizing an infrared thermometer. Once cool, the Chemical integrator test pack must be removed and checked to verify that there’s complete color change from purple to green. The card should be completed and signed and the result annotated on the sterilization envelope after the staff verifies on the sterilizer print out that all parameters for sterilization was met (273°F/5Mins). The print out that corresponds to that load must also be initialed by the staff. If the card did not completely change to green, check the print out, identify the problem and contact your supervisor. Once the problem has been researched and the issue corrected, repackage and reprocess the load to include a new multi parameter chemical integrator and chemical integrator test pack. If load fails again contact Getinge for service and reprocess the load in another sterilizer. **NOTE: The load must be batch transfer using axiUm to the new sterilizer.**

4. Once the chemical integrator card is compared to the sterilizer print out, a staff must verify that the daily count is correct and the exposure temperature of 273°F is reached and maintained for at least five (5) minutes.

5. Once verified, the machine printout is initialed, the sterilization envelope is updated by annotating the “print out ok” block indicating that the correct sterilization parameters have been met.

6. The instrument packages are checked for color change and then batch transfer in axiUm from the sterilizer by scanning the sterilizer bar code to sterile storage.

7. The instrument packages are then inspected to ensure that the packages are intact and the indicator on the sterilization pouch changes color from a light to a dark color indicating that the instruments were properly exposed. The kits are then placed on the shelf and those for
immediate clinic use are scanned in a case cart and returned to the appropriate clinic floor. All instrument kits are stacked and distributed on a first in first out basis.

8. **NOTE:** If a kit(s) is damaged in process it should be transferred to main decontamination and reprocess. This must also be done in axiUm.

9. Once instrument requests are received from the clinics, the instrument kits are pulled off the shelf, verified that the packages are still intact, the indicator on the pouches is the correct color, and the date on the pouch is verified.

10. The kit is then scanned into axiUm from sterile storage to a washed and disinfected instrument case cart.

11. All prepared case carts must be documented and initial on the case cart log by the staff who prepares the cart. The log at the dispensary must be completed to include date, time and the initial of the staff that drops the cart off.

12. The entire cart is then transported to the appropriate clinic floor and the cart and its contents are then transferred in axiUm to the dispensary.

**Spore Test**

1. Once the first load is completed, the test is allowed to cool before reading the instant read portion of the test. The test is removed from tray and placed at the workstation near the incubator where a staff member is responsible for reading the test when the package is cool.

2. The indicators on the front of the card should be green and the results of the instant read test card is annotated on the sterilization envelope in the “Instant Read CI” block where the result is circled and initialed by the staff member.

3. Prior to the incubation of the sterilized vial, a live spore vial (control) must be placed in the incubator on a daily basis.

4. It should be verified that the lot number and expiry date on the control vial matches with the lot number and expiry date on the test. The lot number and expiry date of the control vial must be documented on the sterilization envelope. (See Documentation). **Note:** If the spore test is from different lots then a control must be incubated from each lot. Always check the lot number programmed in the cells to verify that it matches with the lot number on the test.

5. The vials are then incubated at +/−60°C for 5 hours. The date and time the spore test was placed in the incubator should be annotated and initialed in the appropriate block on the sterilization envelope and also the incubator temperature. The information must also be completed on the Biological Monitoring Log.

6. Once the incubation time is complete the result will be printed. The vials must be checked and compared with the printed result for accuracy. The result is then annotated on the sterilization envelope in the block “BI Positive Control Result” and “BI Result”. The staff member will also initial the results on the sterilization envelope as well as indicating the date and time the vial was removed from the incubator. The Biological Monitoring Log must also be completed and initialed.

7. **Note:** The spore test must be incubated in a timely manner so that it can be read and removed on the day that the test is done.
8. Remaining live spore vials (controls) from the used batch are sterilized on a normal cycle and
disposed of in a biohazard container.

**Washer Monitoring Test (Weekly)**

On a weekly basis each washer is tested to ensure it is functioning properly and the chemical levels
and water temperatures are adequate. The tests are done in conjunction with the first instrument load
of the day for each washer. Prior to the test, complete the top portion of the weekly monitoring log
as well as cleaning each washer utilizing the checklist on the weekly monitoring log.

**A. Water Chemical Test**

1. Remove the water test strip from the test package. In separate containers pour hot and cold
water from the water source.
2. Dip one test strip into the cold water and one test strip in the hot water for five seconds each
and then remove.
3. Shake strips once to remove excess water and then wait twenty (20) seconds.
4. Within ten (10) seconds after the waiting period, compare the color strips PH, Alkalinity and
Hardness to the colors on the interpretation chart and record the results on the weekly
monitoring log. Acceptable levels are PH 5.0 – 9.5, Alkalinity 80 – 180 and Hardness 50 –
425. Include test strips with the log after they are read and dry. **Note: After 30 seconds of
the strip had been read there will be color variances in the strip.**
5. If any levels are outside of the parameters, retest and then notify your supervisor.

**B. Test Object Surgical Instrument Test (TOSI)**

1. Place a stainless steel rack on each rack of the washer (3)
2. Remove the cold water (1) and hot water thermometers (3) from the test package and peel the
release paper from the thermometer.
3. Apply the cold water thermometer (1) to the stainless steel tray on the center rack of the
washer ensuring that the thermometer has adhered to the surface.
4. Place on hot water thermometer on each stainless steel rack in the washer (for a total of 3)
ensuring that the thermometer has adhered to the surface.
5. Remove the TOSI test (3) from the test package and place one test on each stainless steel
rack in the washer.
7. Once the cold water rinse cycle is running, record the cold water temperature from the
thermometer on the weekly monitoring log as well as circling if the test passed or failed.
**Note: The cold water temperature should not exceed 100°F. If it does notify supervisor
and initiate maintenance calls.**
8. The washing disinfecting cycle is complete, read the hot water thermometer on each rack
and record the results on the weekly monitoring log. **Note: The temperature should read
at least 170°F. If it does not notify the supervisor and initiate maintenance calls.**
9. Once washing cycle is complete, remove each stainless steel rack and read the test for each rack (allow test to dry before reading to ensure accuracy). Using the interpretation guide on the weekly monitoring log, record the result for each TOSI test. **Note: The result should read 0. If they do not, retest the washer immediately. For a 2nd failure contacts the supervisor and initiates maintenance calls.**

10. Once the test is complete attach/enclose all the results to the weekly monitoring log into an envelope annotating the week of the test. Annotate on slide the date of test, washer level and initial. **Note: Due to the fact that the washer cycle cannot be interrupted, the temperature on the cold water thermometer will change once the cycle is complete.**

### C. Daily TOSI Test

1. On a daily basis a TOSI test is conducted to ensure that the washer is functioning properly. This test is run in conjunction with the first instrument load of the day for each washer. In addition, each washer is visually inspected for cleanliness prior to the first cycle been run.
2. Place a stainless steel rack on a rack in the washer.
3. Remove the TOSI test from the test package and place one test on a stainless steel rack in the washer. **Note: Vary rack position daily.**
4. Once the washing cycle is complete, remove the stainless steel rack and read the TOSI test. (Allow test to dry before reading to ensure accuracy). Using the interpretation guide on the weekly monitoring log, record result for each test. **Note: The results should read 0; if they do not contact supervisor and retest the washer immediately. For a 2nd failure initiates maintenance calls.**
5. Record the results on the test log sheet and initial. Annotate on slide the date of test, washer level and initial. Collect all tests for the week into an envelope for each washer and a copy of the test logs.

#### Ultrasonic Washer Test

1. The ultrasonic washer is tested daily utilizing a SonoCheck test.
2. Confirm that the machine is set to normal cycle and de-gas unit by running cycle.
3. Place two (2) vials inside the basket (one at each end).
4. Lower the basket into the machine and run a normal cycle (approximately 7 minutes). **Note: The complete cycle will be run as the unit automatically closes during operation which prevents the operator seeing the initial time of the color change.**
5. At the end of the cycle the color of the vials should change from blue to yellow.
6. Record results on log sheet to include; machine number, normal cycle time, facility’s name, date of test, type of detergent used in unit (Sonic 7900), verify that de-gassing cycle was done and the duration of the test. In addition the operator should initial the bottom of the log sheet.
7. Notify supervisor if test fails and initiates maintenance calls.
DOCUMENTATION FOR STEAM STERILIZATION ENVELOPE

The following should be documented by the person loading the sterilizer. Sections 1-10 must be completed before the cycle starts.

1. **STERILIZER ID:** Lisa 1 or Lisa 2
2. **DATE:** Month/Date/Year (04/16/2013)
3. **BOWIE-DICK TEST RESULTS:** Circle Pass or Fail, then Initial
4. **STERILIZER LAST CLEANED/DATE:** Month/Date/Year
5. **EXPOSURE TEMPERATURE/TIME:** Note temperature and time scales (e.g. 273°F/5 Mins)
6. **LOAD:** If more than one sterilizer, document sterilizer number then load number. E.g. Sterilizer #2 Load 1 (2/1), Sterilizer #1 Load 1 (1/1). This information should be written on the ChemiPack Test Pack in order to identify the load that the pack was placed in.
7. **Mfg. Lot No. /Exp. Date:** Located on the outside of the AccuFast Test Pack.
8. **Mfg. Lot No. /Exp. Date:** Located on the outside of the ChemiPack Test Pack.
9. **LOAD CONTENTS:** This should include the total number of each instrument/kits placed in the sterilizer. If the load contains a “spore test” this should be noted and the spore test information completed in the area that corresponds to the load.
10. **OPERATOR INITIALS:** The person who loads the sterilizer.
11. **OTHER INDICATOR:** The ChemiPack Indicator Test Card must be completed after the cycle is complete. All field must be properly completed, document result on envelope. On the envelope in the field other indicator, Circle “PASS/FAIL” then Initial.

The following sections must be completed before the Spore Test is placed in the incubator.

1. **INCUBATOR TEMPERATURE:** Record the temperature from the thermometer in the incubator e.g. 60°C
2. **INSTANT READ CI:** (AccuFast Instant Readout Integrator) Complete field located on the front of the card and initial.
3. **BI Lot NO. /Exp. Date:** Located on BI vial- SR-433 / 2014-05. The lot number on the spore control vial must be the same as the lot number on the spore test. If the lot numbers does not match, contact your supervisor.
4. **IN INCUBATOR:** Time spore test was placed in the incubator. Document Date/Time/Initials. Record time located on the incubator clock (8:40 a.m.) Date - Month/Date/Year.

**BIOLOGICAL CULTURE TEST RECORD:** Located in Folder. Must be completed when spore test is placed and also when the test is removed from the incubator. Document **Date** (Month/Day/Year), **Sterilizer Number**, **Exposure Temp/time** (Include Scales), **Load Information**- This is the number load that the spore test was included in (e.g. 1, 2, etc).
Instant Read Result: Circle “PASS/FAIL”
Incubator Temperature: Circle “YES/NO”
Operator Initials: This is the person who puts the test into the incubator.

The following should be completed by the person removing the “Spore Test” from the Incubator.

1. **ChemiPack Indicator Card:** Annotate BI Result on card that corresponds to the load that contained the Spore Test. Annotate “PASS/FAIL”
2. **Instant Read CI (AccuFast Instant Readout Integrator) - BI Result:** Annotate BI Result on card. Annotate “PASS/FAIL”
3. **OUT OF INCUBATOR:** Date/Time/Initials. Document Date and Time test was removed from the incubator.
4. **BI RESULT:** Circle “+ Growth” if result is Positive (FAIL) and “- No Growth” if Negative (PASS).
5. **BI POSITIVE CONTROL RESULT:** Circle “+ Growth” if test is Positive (FAIL) and “- No Growth” Negative (PASS).
6. **BIOLOGICAL CULTURE TEST RECORD:** Located in folder.
7. **BI CULTURE RESULT:** Annotate “+ Growth” if positive and “- No Growth” if Negative for Control and BI Test. Initial and Date entry.

**RECONCILIATION OF ENVELOPES**

At the start of each morning, the responsible person and the Supervisor should reconcile the sterilization envelopes; after which these will be checked by the Dispensary Manager. The Director of Procurement, Facilities and Projects or designated representative, will do weekly random audits.

**Inserts Include:**

14. Bowie-Dick Test Results
a. Should be black, red, or blue to indicate the test passed – depending on the brand used.
b. All information should be filled in on the front of the test card.
c. Annotate and initials result on the Record keeping Envelope.

15. Spore Test Results (Getinge Assure AccuFast Biological Test Pack)
   a. Record result under heading “BI Results,” Circle + Growth – if test is positive (FAIL) and – No Growth – if test is negative (PASS), then initial and date. The test result should be documented in the section that corresponds with the load that the test was run in.
b. Put test result in envelope.
c. Ensure that the “Spore Test” is documented under the heading load contents.
d. Symbols located on the front of the Instant Readout Card should be green indicating that the chemical integrator has passed. (See Fig.)
e. The Instant Readout Integrator should be completed and initialed.

16. ChemiPack Chemical Integrator (Getinge)
a. Machine and load number are required for each package prior to going through cycle.
b. One package per load should be included (number of result cards should match number of loads indicated on the envelope.
c. Symbols located on the front of the ChemiPack Integrator Card will turn green to indicate sterilization cycle passed.
d. The Integrator Card should be completed and initialed.
e. The initials on the Card should match the initials at “Other Indicator”
f. ChemiPack that stays in the autoclave overnight may have a yellow halo around the changed green areas, the test is okay. There is no need to reprocess.
17. Print outs from Sterilizer
   a. First print out should be from the Bowie-Dick test.
   b. Second and remaining print outs should match the number of loads run.
   c. Check date and machine number on prints to ensure that it is in the correct envelope.
   d. Check exposure temperature and time on each print to verify that it was exposed for the correct amount of time and at the required temperature (at least 273°F/5 mins).
   e. Each print out should be initialed by the person who verified that the print out was “ok” on the envelope.

RECONCILIATION OF STEAM STERILIZATION RECORD

CHECK FOR THE FOLLOWING:

1. **STERILIZER ID:** - Number located on the front of the sterilizer if there’s more than one (1) sterilizer. (#1, #2 or Lisa 1, Lisa 2)
2. **DATE:** - Month/Day/Year (04/17/2013)
3. **BOWIE DICK TEST RESULTS:** - Validate that the card is properly completed and recorded accurately and initialed on envelope. “PASS/FAIL” circled and initialed.
4. **DATE STERILIZER WAS LAST CLEANED:** - Month/Day/Year
5. **INCUBATOR TEMPERATURE:** - (60 +/- 2C) Temperature recorded off thermometer in incubator.
6. **EXPOSURE TEMPERATURE AND TIME:** - (273°F/5Mins)
7. **OPERATOR INITIALS:** - Person who load the sterilizer.
8. **LOAD CONTENTS:** - Total number and description of each instrument/kits. If load contained a “Spore Test” it should be noted in load contents and information completed in the blocks on the right that corresponds to the load.

9. **LOAD NUMBER:** - Total number of “ChemiPack Cards” Chemical Integrator Cards should correspond with the total number of loads.

10. **INSTANT READ CI:** - “AccuFast INSTANT READOUT INTEGRATOR” Should be completed and initialed. PASS= GREEN and FAIL= PURPLE. Ensure that temperature and time scales are annotated. (°F and Mins).

    Initials Instant Read CI must be the same as initials at In Incubator (Section 10 & 14).

11. **Mfg. Lot No/Exp. Date:** Lot number and expiration date of “AccuFast Test Pack” e.g. 110801-433/2014-05

12. **BI Lot No./Exp. Date:** Located on the BI vial. It is usually two (2) letters followed by three (3) numerals. E.g. SR-433. Validate that the number recorded for the BI Lot Number is the same as the last three (3) numbers at Manufacturer Lot Number for the AccuFast Test Pack (Number 11). These should be the same. The print out of the “Spore Test” should have the same lot numbers e.g. SR-433.

13. **Mfg. Lot No./Exp. Date:** Annotated from the “ChemiPack Integrator Test Pack”. Validate that lot number is correct by checking number on the front of the card under the word “LOT” on your left. E.g. 120301 / 2014-03

14. **IN INCUBATOR:** - Check for Date/Time/Initials. (04/16/2013/1:03 p.m./CF)

15. **OUT OF INCUBATOR:** - Check for Date/Time/Initials. (04/16/2013/6:03 p.m./CF). Total testing time is five (5) hours therefore the out of incubator time can be greater than five hours but should not be less than five.

16. **BI RESULTS:** - “+ Growth” or “- No Growth” must be circled and initialed.

17. **BI POSITIVE CONTROL:** - “+ Growth” or “- No Growth” must be circled and initialed.

    The initials at BI Positive Control Results, BI Results, Out of Incubator and Spore Test Results prints must be the same (Section 15, 16 and 17).

18. **OTHER INDICATOR:** - “PASS/FAIL” must be circled and initialed. Ensure that the ChemiPack Integrator Test Card is properly completed. It the test pack was placed in the load with the Spore Test then BI Results must be annotated. The other packs that were in loads that did not contain a Bi, the BI Result “Pass/Fail” must not be annotated.

    Initials on the ChemiPack Integrator Test Card should be the same as the initials at Other Indicator (Section 18) on the record keeping envelope.

19. **PRINT OUT OK:** - The number of prints

    Number on prints to should match the number of cycles run.

    Check date and machine number to ensure that it is in the correct envelope.

    Check exposure time and temperature on each print to verify that it was exposed for the correct amount of time at the required temperature (e.g. 273°F/5 Mins).

    Each print should be initialed by the person who verified that the print out was “OK” on the envelope.
VIII. Information Technology
8.1 Department of Information Technology

Location: L26 - Room 015 (Basement)
Phone: 303-724-7119
Email: sdmit@ucdenver.edu
Hours of Operation: Monday – Friday, 8:00 am - 5:00 pm

PERSONNEL:

Jaymil Patel, Director of IT and AxiUm Services
Chris Ashburn
Ed Richmond
Sam Wheeler
Erik Cantor
Ernesto Jamison
Sai Suresh
Harley Robertson
Arthur Swanson
INTRODUCTION:
The School of Dental Medicine (SDM) is a highly technical environment with myriad computing needs. Students, residents, faculty, and staff must all adhere to the Information Technology (IT) policies laid out below in order to be in compliance with school policy, university policy, HIPAA and FERPA regulatory obligations.

GENERAL POLICIES:

Computer support – IT support will be given to all SDM staff and faculty provided the device was purchased through the SDM IT department using school funds. Supported devices include computers, printers, tablets, phones, scanners, or any other IT related device. Support will not be provided for any device that was purchased with personal funds. Devices purchased with school funds without consulting the IT department prior to purchase and do not meet the current device configuration requirements of the SDM IT department, will not be supported. School funds include departmental funds, faculty development funds, grants, donations, auxiliary funds, etc.

IT device purchases – All IT devices must be purchased by the SDM IT department and with warranty (if available). IT devices include desktop and laptop computers, printers/MFPs, scanners, barcode/OCR readers, signature pads, tablets, and hand held devices (iPods, smart phones, etc.). Devices must be purchased following at least the minimum specifications recommended by IT personnel. Send an email to: sdmit@ucdenver.edu stating what equipment you wish to purchase and the IT department will contact you to work out the details. You cannot install/upgrade hardware bought with personal funds on University owned equipment.

Purchase Limitation: No phone purchases are allowed at any time unless authorized by administration.

Return of IT devices - All IT devices purchased with school funds (departmental funds, faculty development funds, grants, donations, auxiliary funds, etc.) are property of the school and must be returned upon termination of employment or when the device is no longer in use.

axiUm use – axiUm licenses will only be installed on devices that are supported by the IT department (see above) or a device that is specifically authorized by IT/Administration.

Remote axiUm/Dolphin access – Remote access will only be given to faculty members, residents and some administration approved staff members.

Data Security - Users assume all liability related to loss of data from any and all IT devices on campus or off. Devices include laptop computers, flash drives, external hard drives, CD/DVD’s or any other
device that contains SDM related data. This includes all data with PHI/HIPAA/monetary value. Please review HIPAA regulations as there are personal consequences for violations of the act. Users need to log out of each machine to make sure other people cannot use the computer under their login. Texting or emailing PHI with something other than university email is not allowed.

**axiUm License** – One license per user.

**Dolphin** – Can only be installed on school approved IT devices which are connected to the university domain.

**Telecom** – Any telecom (fax, credit card, phone) related issues such as activation, disconnecting of line, transfer of phone jacks, name display change, voicemail setup etc. must to go through IT.

**Software** – All of the computers in the SDM must be on a supported operating system using supported software (Examples are MS Office 2010/2011, Mac OS 10.7, Windows 7). Exceptions will be made for users that are using special devices/databases, which are only compatible with outdated programs. IT will try to support these outdated devices/programs but cannot guarantee outcomes. You cannot install software bought with personal funds on University owned devices.

**Audio/Visual support** – SDM IT cannot give support for issues outside of the SDM building. Educational Support Services (ESS) should be contacted if there are any issues in any building other than the SDM.

**Saving DATA** – Each individual is responsible for saving data from their computer. IT can assist you in configuring network/backup drives to ensure successful strategies for saving data. For example, each user’s H-drive is backed-up centrally every night. If data is saved locally on the computer (e.g. the Desktop) and computer crashes, IT cannot be held responsible.

**Toner for printer** – Every department and unit must purchase toner for SDM printers through IT or directly from www.inktechnologies.com utilizing a SDM account.

**Email** –
- University email is not to be used for personal gain, entertainment or for political advocacy. Lifetime email access will be given to Emeritus status employees only. Other long-term employees can request lifetime email access and will be granted at the Dean’s discretion.
- If an email sent to a distribution list bounces back to us, we will take you out of the distribution list.
- Upon graduation, students/residents will be removed from Students-Dentistry@ucdenver.edu distribution list.
- Email distribution list for the graduating class will be deleted day after graduation.

**Personal IT devices** – SDM IT cannot provide support for personal IT devices, including smartphones.

**Language** - You cannot use abusive language in any IT communication including emails, shared files, etc.
Computer Usage – Computers should be used for SDM related work only. It should not be used for personal things like streaming music, videos, online chatting etc. Please consult the IT department if you have any questions.

Ethernet Access Points - Use of hubs and switches are not allowed in the building. If a department needs more internet jacks, it will come out from department funds.

iPads/iPhones – University-owned iPads/iPhones must have a password lock on them.

Encryption – University-owned laptops must be encrypted. University-owned desktops that are off campus must be encrypted.

Recording – With certain exceptions, you cannot use video or audio recording devices inside the SDM building. Devices include cell phones, cameras, audio and/or video recorders, etc. They can be used to record within the clinical areas for academic assignment or work purposes only. They can be used in other areas with the permission of the person being recorded and the appropriate consent forms completed (e.g. HIPPA release form, university photography consent form, etc).

Support for non-personnel : SDM IT will not provide any support for non-personnel. Non-personnel includes individuals who have left the school’s employment, personnel who retired and students/residents who graduated.

Policies specific to faculty:

Vital Source – Vital Source privileges will be given to full-time faculty or significant part-time faculty at the department chair’s discretion.

Printers – Printers will not be purchased for new faculty members. Faculty members may keep any existing printers with them as long as they are paying for the maintenance and buying the toner from their development account. Funds to cover these costs cannot come from their department funds or a grant. SDM IT will support only individual printers that are identified as integral. Printer/Copiers are supplied to each area of the school for their printing needs, with the school covering the complete costs of operations, ink and paper for these machines.

Laptop Loaner Policy - Faculty may borrow a windows laptop and projector for work purposes only. The loan period is for 3 business days. Faculty is responsible for any and all theft, loss, damage or repair.

Personal Data – Personal data is not allowed on work computer hard drive, H: drive, or any other drive like G: or O: shared drives.

axiUm license/access – Two axiUm licenses will be given to all faculty who are employed at 40% or greater at the school. One license will be dedicated to the faculty member’s school computer and one will be on a personal computer of your choice. Windows machines must have an active, up-to-date antivirus program and patches installed. Computers with Mac operating system must have all the latest
apple updates installed and have auto logon switched off. A password is required on the computers. For faculty employed 39% or less will be allocated based on office availability. A personal/home use license for faculty with employment of 39% and less will be evaluated by administration upon request.

**Policies specific to staff:**

*Computer rights* – All users will be power users unless SDM IT perceives a need for the staff member to be an administrator of their computer.

*Personal Data* – Personal data is not allowed on work computer hard drive, H: drive, or any other drive like G: or J: shared drives.

axiUm License/access - A personal/home use license for staff will be evaluated by administration upon request. Windows machines must have an active, up-to-date antivirus program and patches installed. Computers with Mac operating system must have all the latest apple updates installed and have auto logon switched off. A password is required on the computers.

**Policies specific to students/residents:**

*Student Laptops* – Students will be supported only if they purchase their computer according to the school’s recommended configuration.

*Email* –
- Webmail is the only email software supported by IT. There will be no support for any other email software than webmail. Webmail is the only official and supported conduit for external access to university email at this time. Email access will expire 3 months after graduation.
- If you are misusing your email account, we will restrict your email address so it cannot send emails to any email distribution list, including your class distribution list. If you misuse your email account after graduation, we will disable it.

*axiUm access* – Students/Residents will lose axiUm/IMS access upon graduation or return of their axiUm card. An extension may be requested via email from their program director.

*Printing* - A printing quota has been allocated for each DS and ISP class. Please contact the IT department for more details.

*Residents (GPR, Periodontics, Orthodontics)*

*Access* - axiUm access will be given to residents on an Apple computer only. Computers must have an antivirus program installed, active and up to date. Computers must have all the latest apple updates installed and have auto logon switched off. A password is required on the computers. We will do random checks of the computers and people who are not following the guidelines will lose axiUm access.
GPR Residents: Loaner mac laptop with axiUm will be provided to residents who are covering emergency calls.

**Orthodontic Residents:**

*Laptops* – Residents are responsible for calling Dell Gold Support when something goes wrong with their hardware. They are responsible for getting the new part shipped, exchanged, and installed, then returning the defective part to Dell. Dell must install the operating system if the hard drive is replaced. IT will install all the necessary software for the Orthodontics Department (e.g. IMS, Dolphin and the Microsoft Office suite). If an orthodontic resident installs any software other than the required SDM software (IMS, Dolphin, printer software) and something goes wrong with the computer, SDM IT will not take responsibility. Any configuration change by the resident is not allowed on the laptop until they graduate.

*Dolphin access* – Residents will lose access the day after their graduation. An extension may be requested via email from the Orthodontics program director.

School-owned cell phones will be given to residents who are on-call. Residents are responsible for any and all theft, loss, damage or repair to the phones.

Residents should not upgrade their computer to any other operating system than was factory installed.

There will be no support for any other email software other than webmail.

Should Orthodontic residents require loaner computers, they should contact the Orthodontics program director. Residents are responsible for any and all theft, loss, damage or repair to the loaner computers.
INTRODUCTION:

The University of Colorado School of Dental Medicine (SDM) recognizes and follows all laws, rules and regulations prohibiting the improper use of, improper release of and/or improper and inadequate storage of highly confidential information, confidential information and protected health information or data, as outlined below under the Policy section, and any closely held information or data.

PURPOSE:

It is the legal and ethical responsibility of all University of Colorado School of Dental Medicine (SDM) faculty, staff, students, residents, volunteers, and contractors to use, protect, and preserve confidential and personal patient, employee, student, resident and University business information and data, including medical/dental information or data and data or information used for research purposes, in accordance with state and federal laws, best practices and University policies.

POLICY:

Laws controlling the privacy of, access to, and maintenance of confidential information include, but are not limited to: the federal Health Insurance Portability and Accountability Act of 1996 (HIPAA), the Health Information Technology for Economic and Clinical Health Act (HITECH), the HIPAA Final Omnibus Rule and the Family Educational Rights and Privacy Act (FERPA). These and other laws apply whether the information is held in electronic or any other format, and whether the information is used or disclosed orally, in writing, electronically, or in photographic or sound formats including social media posts that either state or allude to confidential information.

University policies that control the manner in which highly confidential information, confidential information and Protected Health Information are used apply to SDM IT processes and take precedence over this policy in the case of a conflict.

Highly confidential and confidential information are defined below. Please reference [http://www.cu.edu/ois/data-classifications-impact](http://www.cu.edu/ois/data-classifications-impact) for additional information regarding these classifications.

**Highly Confidential Information**
This category includes data elements that require protection under laws, regulations, contracts, relevant legal agreements and/or require the institution to provide notification of unauthorized disclosure/security incidents to affected individuals, government agencies or media.

This information is only for the “eyes of the authorized individuals” in any form including paper or electronic. This information is prohibited from being (1) transmitted or stored without encryption and (2) handled on networks or systems without appropriate firewall, monitoring, logging, patching, anti-malware and related security controls.

The users should contact their Information Technology (IT) Security office to ensure protection of data if compensating controls are used to secure the data in lieu of the above mentioned controls (1) and (2).

The following are the examples of common data types defined as Highly Confidential:

- Protected Health Information (PHI)
- Social Security Numbers (SSN)
- Payment card numbers
- Financial account numbers: including university account numbers, student account numbers, and faculty and staff direct deposit account numbers
- Driver’s license numbers
- Health insurance policy identification numbers
- Level 4 and 5 of Student Data (SSN, NID, Financial Aid (except work study), loan and bank account numbers, health information, disability, race, ethnicity, citizenship, legal presence, visas, religion)

Confidential Information

This category includes data elements not usually disclosed to the public but are less sensitive than Highly Confidential data. If a legally required and applicable Colorado Open Records Act (CORA) request is submitted, these records may be released. This information is protected by (1) ensuring authenticated access on a need to know basis (2) not using any electronic mediums and services (Emails, file shares, etc.) other than those provided or approved by the institution to transmit/store data (3) storage on machines with the latest anti-virus, security updates installed and residing on networks that have appropriate security controls in-place (firewalls, monitoring, logging).

Protected Health Information (PHI)

The data and information categorized as PHI includes the following, no matter where it is stored and no matter the format: dental, medical, and psychiatric records, photos, videotapes, diagnostic and therapeutic reports, x-rays, scans, laboratory and pathology samples, patient business records (such as bills for service or insurance information), visual observation of patients receiving medical care or accessing services, and verbal information provided by or about a patient. The use of photographs, sound recordings and social media posts or transmissions are considered to be Protected Health Information and are governed by the same policies as all other Protected Health Information. Medical information, including Protected Health Information (PHI), is maintained to serve the patient, health care providers, health care research, and to conform to regulatory requirements.

Unauthorized use, disclosure, viewing of, or access to PHI is in violation of state and/or federal laws and University policies and may result in personal fines, civil liability, licensure sanctions and/or criminal penalties, in addition to University disciplinary actions.
PROCEDURE:

All SDM staff, faculty, students, residents and applicable volunteers will take the University of Colorado Denver-Anschutz Medical Campus on-line Skillsoft courses related to Confidential Data and Information. These courses are: CU: Information Security and Privacy Awareness; CU: FERPA; and CU: HIPAA Regulations. These courses must be completed within 90 days of hiring for employees, or within 90 days of on-boarding for students, residents and applicable volunteers. Access to the SkillSoft program is available at https://universityofcolorado.skillport.com/skillportfe/main.action?content=catalog

A yearly review of this policy “User Responsibilities Regarding Protection of Highly Confidential Information, Confidential Information and Protected Health Information”, and any associated training will be completed by staff, faculty, students, residents, applicable volunteers, and any other University employee normally working with or directly involved with the SDM. Acknowledgement of this policy and its requirements will be evidenced by yearly reading and signing the Attestation found in the next section. A copy of this Attestation will be maintained in SDM files.

ATTESTATION:

I understand and acknowledge that:

It is my legal and ethical responsibility as an authorized viewer and user of the University of Colorado data and information to preserve and protect the privacy, confidentiality, and security of all highly confidential information, confidential information and Protected Health Information (PHI), relating to the University of Colorado, its patients, its staff, faculty, and any activities and affiliates, in accordance with applicable laws. University users who violate this policy may be subject to penalties and disciplinary actions, including expulsion or dismissal, under applicable University or Board of Regents rules, regulations, laws or policies. Other responsible parties may also refer suspected violations of law to appropriate law enforcement agencies for further investigation or action.

I will access, use, or disclose PHI only in the performance of my University duties, when required or permitted by law, and disclose information only to persons who have the right to receive that information. When using or disclosing PHI, I will use or disclose only the minimum information necessary, consistent with HIPAA Privacy Rules. Please reference - University of Colorado Denver and Anschutz Medical Campus http://www.cu.edu/ope/policy/aps-

I have received HIPAA Privacy Training. In accordance with the training, I agree to:

- Access, use, or modify PHI only for the purposes of performing my official duties.
- Never access or use PHI out of curiosity, or for personal interest or advantage.
- Never show, discuss, or disclose PHI to or with anyone who does not have the legal authority.
- Never retaliate, coerce, threaten, intimidate or discriminate against or take other retaliatory actions against individuals or others who file complaints or participate in investigations or compliance reviews.
- Never remove PHI from the work area without authorization.
- Never share passwords with anyone or store passwords in a location accessible to unauthorized persons.
- Always store PHI in a place physically secure from access by unauthorized persons.
- Dispose of PHI by utilizing an approved method of destruction, which includes shredding, or witnessed destruction. I will not dispose of such information in wastebaskets or recycle bins.
- I understand that penalties for violating one of the above limitations may include disciplinary action, up to an including dismissal.
I received training on HIPAA Information Security and I will comply with the Information Security Policies & Procedures. I understand the need to:

- Treat passwords as confidential information and change them on a regular basis.
- Take reasonable precautions to ensure the protection of data from unauthorized access, disclosure or destruction.
- Never disable my virus protection software to avoid contamination of data.
- Notify my supervisor and the Information Technology/Security Officer of a possible security violation including unauthorized access, loss disclosure or destruction of equipment or data, misuse, theft, or unauthorized modification of such information, including information stolen in conjunction with the theft of a computer, or any other portable device containing data, and of any possible virus attacks.

I will discuss confidential information for University-related purposes only. I will not knowingly discuss any confidential information within hearing distance of other persons who do not have the right to receive the information. I will protect the confidential information which is disclosed to me in the course of my relationship with the University of Colorado School of Dental Medicine (SDM).

My access to all University electronic information systems is subject to monitoring and audits in accordance with University policy.

It is my responsibility to follow safe computing guidelines:

- I will maintain my laptop in accordance with SDM IT recommendations, including installation and maintenance of an antivirus software, setting display time-out to 5 minutes, and installing updates to keep the laptop updated to the operating system version level recommended by SDM IT.
- I may be personally responsible for any breach of confidentiality resulting from an unauthorized access to data due to my negligence.
- I will not share my login credentials (user ID, password) or University ID card with any other person. If I believe someone else has used my University ID card and/or login credentials, I will immediately report the use to the University of Colorado IT Helpdesk at 303-724-4357 or by email at UCD-OIT-HELPDESK@UCDENVER.EDU and if applicable, change my password.
- My User ID constitutes my signature and I will be responsible for all entries made under my User ID.
- I agree to always log off of or lock shared applications or workstations.

Please direct any questions regarding these guidelines to the School of Dental Medicine Information Systems Department.

Under state and federal laws and regulations governing a patient’s right to privacy, unlawful or unauthorized access to, use of, or disclosure of patients’ confidential information may subject me to disciplinary action up to and including immediate termination from my employment/professional relationship with the University of Colorado School of Dental Medicine (SDM), civil fines for which I may be personally responsible, licensure sanctions, as well as criminal penalties.
By signing below, I have read, understand, and acknowledge all of the above Policy, USER RESPONSIBILITIES REGARDING PROTECTION OF HIGHLY CONFIDENTIAL INFORMATION, CONFIDENTIAL INFORMATION AND PROTECTED HEALTH INFORMATION.

SDM Department ________________ CU Employee/Student ID Number ________________

Signature ____________________________ Date ____________________

Print First Name _______________________ Last Name__________________________

REVIEW AND APPROVAL:

The policy, User Responsibilities Regarding Protection of Highly Confidential Information, Confidential Information and Protected Health Information is vetted by the Operations Committee. Final approval of the policy is conducted by the Faculty Senate.

REFERENCE DOCUMENTS:

Acceptable Use of Information Technology Resources Policy – Version 1.0 – April 1, 2014

School of Dental Medicine Information Technology Policy, Policy 8.2.

University of Colorado Privacy Policy

http://www.cu.edu/privacy-policy


http://www.ucdenver.edu/policy/Pages/PrivacyPolicy.aspx

University of Colorado Denver HIPAA Policies and forms:

http://www.ucdenver.edu/academics/research/AboutUs/regcomp/hipaa/Pages/policies-forms.aspx

University of Colorado Data Classifications and Impact:

http://www.cu.edu/ois/data-classifications-impact
8.4 AxiUm Clinical Information System

OVERVIEW

In 2006, the School of Dental Medicine implemented the use of AxiUm as its electronic health record (HER) for patient management as well as a tool for recording a student’s progress through his/her clinical education.

From 2006 through 2014, the School purchased all of the modules associated with AxiUm and has since implemented all but two of the modules (Patient Access and Lab). By implementing each module, the School is able to enhance the patient experience, track instruments from sterilization to use on the clinic floor, and to enhance the faculty/coordinators monitoring of student/resident clinical activities and accomplishments.

In 2013, the Orthodontics Residency Program was transitioned to AxiUm. This allowed for better patient management as Orthodontic patients often needed to be treated in other clinics within the School such as Oral Surgery, Graduate Periodontics, and the Adolescent Dental Clinic prior to starting their orthodontic treatment. With the addition of internal referral forms housed within AxiUm, each clinic is able to monitor and coordinate their patient’s treatment in a more efficient manner.

AxiUm is used by faculty, clinic managers, staff, and students/residents to monitor all areas of clinical operations to include but not limited to: patient management, grades, student/resident accomplishments, scheduling, billing, clinical revenues, and instrument management.

TRAINING

AxiUm training is provided to faculty, students, and staff by the School of Dental Medicine’s IT AxiUm Staff, currently Scott Nesbett.

Faculty Training
Within the first couple of weeks of being hired, faculty are scheduled for a one on one training session with Arthur Swanson to learn the basics of AxiUm.

On a monthly basis, AxiUm Calibration sessions are held for a one week period to go over specific topics covering each of the areas in AxiUm relative to faculty members’ responsibilities.

Faculty can also contact Arthur Swanson for additional one-on-one training sessions at sdm@ucdenver.edu.

Staff Training
At any time during their employment, staff are welcome to contact Arthur Swanson for one-on-one AxiUm training through the IT ticket system at sdm@ucdenver.edu. However, most staff training is done by supervisors or designated personnel in their areas.


**Student Training**

Students are first introduced to AxiUm in their Managing Your Student Practice and Transition Clinic courses which take place during their DS 2 Fall and Spring Semesters and ISP 1 Spring Semester.

All students, residents and faculty have remote 24/7 access to AxiUm. This was initiated in 2014 to facilitate training in the use of the AxiUm by providing large group access to the EHR during general training sessions and for individual convenience during training and patient care.

Refresher sessions are held during Team Meetings each semester, and students are always welcome to contact Arthur Swanson for additional training by submitting a ticket to sdmit@ucdenver.edu.

**HOW TO DOCUMENTS**

In an effort to assist students, faculty, and staff on the clinic floor or in their daily activities, How To documents have been created and are housed in AxiUm for easy access. These documents can be found in the links tab, under “AxiUm “How To” Documents Folder:

**Links | AxiUm “How To” Documents Folder**

For any questions or concerns, please contact Scott Nesbett at sdmit@ucdenver.edu
8.5 IT Orientation for DS and ISP Students

SDM IT DEPARTMENT

Location: SDM Basement – Room 015
Phone: 303-724-7119 (off campus) 47119 (on campus)
Email: sdm@ucdenver.edu

Staff: Jaymil Patel, Chris Ashburn, Arthur Swanson, Ed Richmond, Sam Wheeler, Erik Cantor, Ernesto Jamison, Sai Suresh, and Harley Robertson

UNIVERSITY CENTRAL IT

The AMC has a campus-wide IT department (OIT) that can also help you with your problems. They handle anything that is campus-wide (emails, networking, wireless connections). You can always start with us but we might refer you to OIT.

OIT Phone - 303-724-4357 (off campus) and 44357 - 4HELP (on campus)

SDM IT HELPDESK

- The ONLY way to contact us for IT questions/support is to SUBMIT A TICKET. We will entertain walk-in issues only after a ticket has been submitted.
- Email us at: sdm@ucdenver.edu. You will need to put something in both the subject line AND the body of the email. You MUST use your university email account to submit a ticket.
  Make sure to tell us your location.
- Other emails you might need in order to put in a ticket: sdm@ucdenver.edu (Facilities), sdmdr@ucdenver.edu (Dental Repair), sdmsch@ucdenver.edu (Scheduling).
- Use our website at: www.ucdenversodm.zendesk.com. Click signup on the top right hand side and follow the instructions. Make sure to sign up using your university email address.
- *Show SDM Help Desk Tickets Powerpoint.
- There are iPads in all of the clinic hallways.
- We have given you a copy of the IT policy that explains what we can and cannot help you with.
- *Go over IT Policy.

*Turn on Computers
- *Make account, give hidden name (or rename it), restart
- *Do finder preferences, system preferences
- *Register accounts and make passwords
- *Connect to wireless
- *Map U drive (smb://sdm-dds/sod_student) and download files
- *Register on Zendesk
Username, Password & Email

- The University has given you an account with a username. You must claim your account by browsing to https://myaccount.ucdenver.edu and submitting the required information. This will allow you to choose a password. Your password must be changed every 90 days by going to https://passport.ucdenver.edu. The Password format must be: at least 8 characters, one number or symbol (*don’t use characters from 6-0), and one Capital letter. You cannot use your name in your password or use one of your last 12 passwords. After 5-failed login attempts you will be locked out for 30 minutes.

- The University Username and Password (Passport ID) will be your key to logging in to 4 things. 1) MyEmail. 2) The computers in the student lounge. 3) The Citrix Login (the first part of our axiUm login): http://sdm-citrix.ucdenver.pvt 4) CU Student Portal https://portal.cusys.edu/UCAccessFedAuthLogin.html

- University email is the ONLY official means of communication used by faculty and staff.

- To check your emails go to https://myemail.ucdenver.edu. *Add Bookmark. *Add sdmit as a contact.

- When you give your email address to someone else it will be firstname.lastname@ucdenver.edu (in most cases)

- WE DON’T SUPPORT ANYTHING OTHER THAN MYEMAIL.

- Your Group email class list is: students-dentistry-ISP2016@ucdenver.edu. This will send an email to all of your classmates.

- Emails to another UCDenver email account are automatically encrypted, as are emails to Children’s Hospital or University Hospital. To encrypt an email to any other account simply type the word “encrypt” in the subject line. You can find out more about encrypting emails here: http://www.ucdenver.edu/about/departments/ITS/EnterpriseComputing/Pages/EmailEncrypted.aspx

- If you set up your university email account on a mobile device (there are instructions outside of the IT office), make sure you update your password on that device when you change your Passport ID password. Also remember to change the password in the UCDenver Wi-Fi connection if you use that.

- Again, when your password is changed, you must change your password in all of your mobile devices that connect using your Passport ID (UCDenver Wi-Fi and email).

- Please use your school email address for only work/school related content. OIT monitors email as to what you receive and what you send.

- Your email account has a limit of 50GB. You also get UNLIMITED space on One Drive and use of all of the Office 365 Applications. Don’t save PHI to One Drive. *Show how it looks.

Computer, Printer, Phone Usage and Policies

- Each clinic chair has a computer with a wireless keyboard and wireless mouse. It is very important that the mice and keyboards stay in the same operatory because they are paired with only that computer. If you need to change batteries, be sure not to take the mouse or keyboard away from the operatory, instead bring the new batteries to the operatory so they will stay paired up. Each keyboard and mouse has a sticker on the underside which shows what operatory it belongs in.

- Once you are done working on a clinic computer, please log out of axiUm and Citrix. Please DO NOT shut down the computer or log out. Please DO log out of any other computers that you log in to with your credentials. If you log in, log out. If you don’t log in, don’t log out.
- **Use the school computers for Work/School related activities only.** DO NOT use them for checking out CNN, Facebook, personal email, etc. You may use your personal laptop for these functions.

- **DO NOT stream music or videos on any computer in the building including your personal laptop as streaming uses up the school’s bandwidth.** This slows everyone down. Please be courteous to others. This includes playing online/offline games, chatting online etc. We monitor our networks constantly and OIT monitors our building and the whole campus. Be very careful what you use the computers for while on campus.

- Most cell phones will not work in our building. This will be changing soon! We have phone lines right next to the computers in the basement and in the north and south corners of the 2nd and 4th floors for scheduling your patients in AxiUm. You cannot use these phones for long distance calling or international calls. Please use these phones for school related purpose only.

- There are two Xerox printers for your use, one in the basement and one at the south end of the 2nd Floor. You can use your laptop to print to these printers.

- Xerox use is for school related purposes only. If you print something it will stay in the printer queue for 72 hours. If you need paper there is a cabinet full of paper in the basement right next to the Dispensary window.

- DS1= $170, DS2= $160, DS3= $115, DS4= $60   DS Year is August 1-July 31
- ISP1= $160, ISP2= $85    ISP Year is December 10-December 9
- Cost is $.05 for black and $.10 for color so use black and white whenever possible.

- To check your account balance, go to: [https://equitrac:2941/webtools/start.html](https://equitrac:2941/webtools/start.html) *Add Bookmark.*

**Xerox Printer Install**
- *Install drivers, install printer, and show how to make presets.

**BACKUPS, Thumb / External Drive**
- It is your responsibility to back up your data from your computer. Do it everyday if possible. If your computer crashes, even if it is under warranty it may come back from repairs with a new, empty hard drive. Buy at least a 1TB hard drive to back up your laptop. Also, get at least 4GB thumb drive and put your name on it. (Outside & Inside)

**Software Installations**
- Install VLC Player
- Firefox
- Turning Point

**Vital Source**
- When you install your Vital Source software today, you will register your software using an email address and password. **It is very important that you remember the email address and password that you use to set this up with.** Make sure you give them a valid email address. We recommend you use your school email, which will stay with you throughout your school time and even after you graduate. If you use a personal email address, you are responsible for changing the email address stored in your registration should you change or delete that email account. If you ever need to reinstall your software, even 2 or 3 years from now, you will need that email account and credentials. *Install Vital Source.*
TOOTHIQ
- Username: sdm  Password: 4teeth  (Dental procedures education software). It will work from anywhere.

EPOCRATES
- https://online.epocrates.com/noFrame/. *Add Bookmark.  Pharmacy software, which is free for everyone in school. It will work from anywhere on campus with a wireless or wired connection on any device.

AxiUm Login
- *Install Citrix Receiver, run script, put icon on dock, register VPN, install VPN
- To use the AxiUm software program you will need to log in twice using two different passwords. Your username will be the same at both logins but your password will not. The first login is the Citrix login. Here you will use your Passport ID username and password. Please click on AxiUm icon once only. If you click on it two times it will launch two clients. At the second login you may use your university issued badge, which will automatically enter your username and password for you, or you can enter your username and password manually. You can and should change your AxiUm password at the same time interval and to the same password as your Passport ID. (Remember you have to change your Passport ID password every 90 days, which means you should change your AxiUm password every 90 days too). We recommend that you login to AxiUm using your username and password every now and then even if you have your card with you. To change your AxiUm password click on “Tools-Change Password” or put in a ticket and come see us and we can help you with it.

Canvas
- We don’t have access to Canvas and cannot help you with it. Please call 303-315-3700 or 303-724-HELP (4357) for any questions related to Canvas.
- *Install Lockdown Browser. (Test It. Course-Occlusion. Password-test)

Loaner Policy
- The AMC library has loaner laptops available for you to checkout while Apple is repairing your laptop.

Phone Setup
- We don’t support phone configuration. You will find instructions for them outside the IT room on the board. Also, they are in your IT folder.

University Badge
- You can log in to the Xerox machine with your badge OR with your user name and password. Xerox Badge Setup document is in your IT folder.
- If you lose your badge or forget your badge you will need to get a new badge from the badging office. Please come and give us your new badge number so we can change it in axiUm. You will also have to register your new badge on a Xerox machine.
- *Xerox Badge Setup.
**IT Department**
We are here to help you! If you have a problem or a suggestion, please let us know about it. Maybe one of your classmates has the same problem, too. If you have a problem, PLEASE SUBMIT A TICKET.
8.6 IT Orientation for GPR and Graduate Periodontics Residents

SDM IT DEPARTMENT

Location: SDM Basement – Room 015
Phone: 303-724-7119 (off campus) 47119 (on campus)
Email: sdm@ucdenver.edu

Staff: Jaymil Patel, Chris Ashburn, Arthur Swanson, Ed Richmond, Sam Wheeler, Erik Cantor, Ernesto Jamison, Sai Suresh, and Harley Robertson

UNIVERSITY CENTRAL IT

The AMC has a campus-wide IT department (OIT) that can also help you with your problems. They handle anything that is campus-wide (emails, networking, wireless connections). You can always start with us but we might refer you to OIT.

OIT Phone - 303-724-4357 (off campus) and 44357 - 4HELP (on campus)

SDM IT HELPDESK

- The ONLY way to contact us for IT questions/support is to SUBMIT A TICKET. We will entertain walk-in issues only after a ticket has been submitted.
- Email us at: sdm@ucdenver.edu (You will need to put something in both the subject line AND the body of the email) You MUST use your university email account to submit a ticket. Make sure to tell us your location.
- Other emails you might need in order to put in a ticket: sdmfac@ucdenver.edu (Facilities), sdmr@ucdenver.edu (Dental Repair), smsch@ucdenver.edu (Scheduling).
- Use our website at: www.ucdenversodm.zendesk.com (REGISTRATION IS REQUIRED - Click signup on the top right hand side and follow the instructions-make sure to sign up using your university email address).
- *Show SDM Help Desk Tickets Powerpoint.
- There are iPads in all of the clinic hallways.
- We have given you a copy of the IT policy that explains what we can and cannot help you with.
- *Go over IT Policy.

Username, Password & Email

- The University has given you an account with a username. You must claim your account by browsing to https://myaccount.ucdenver.edu and submitting the required information. This will allow you to choose a password. Your password must be changed every 90 days by going to https://passport.ucdenver.edu. The Password format must be: at least 8 characters, one number or symbol (*don’t use characters from 6-0), and one Capital letter. You cannot use your name in your password or use one of your last 12 passwords. After 5-failed login attempts you will be locked out for 30 minutes.
- The University Username and Password (Passport ID) will be your key to logging in to 4 things.  
  1) Your desktop computer. 2) Webmail or Outlook. 3) The Citrix Login (the first part of our 
  axiUm login): http://sod.ucdenver.pvt 4) CU Portal 
  https://portal.prod.cu.edu/UCDAccessFedAuthLogin.html 
- University email is the ONLY official means of communication used by faculty and staff. 
- To check your emails go to https://myemail.ucdenver.edu or set up your Outlook account. The 
  Mac Mail program will not work, but you can use it for your other email accounts if you would 
  like. 
- When you give your email address to someone else it will be firstname.lastname@ucdenver.edu 
  (in most cases) 
- WE DON’T SUPPORT ANYTHING OTHER THAN WEBMAIL AND OUTLOOK. 
- Your Group email list is: Students-Dentistry-GPR20xx@ucdenver.edu or Students-Dentistry- 
  Perio20xx@ucdenver.edu. This will send an email to all of your classmates. 
- Emails to another UCDenver email account are automatically encrypted, as are emails to 
  Children’s Hospital or University Hospital. To encrypt an email to any other account simply type 
  the word “encrypt” in the subject line. You can find out more about encrypting emails here: 
  http://www.ucdenver.edu/about/departments/ITS/EnterpriseComputing/Pages/EmailEncry 
  pted.aspx 
- If you set up your university email account on a mobile device (there are instructions outside of 
  the IT office), make sure you update your password on that device when you change your 
  Passport ID password. Also remember to change the password in the UCDenver Wi-Fi 
  connection if you use that. 
- Please use your email address for only work related content. OIT monitors what you receive and 
  what you send. 
- Your email account has a limit of 50GB. You also get UNLIMITED space on One Drive and use 
  of all of the Office 365 Applications. Don’t save PHI to One Drive.

**Computer, Printer, Phone Usage and Policies**

- Each clinic chair has a computer with a wireless keyboard and wireless mouse. It is very 
  important that the mice and keyboards stay in the same operatory because they are paired with 
  only that computer. If you need to change batteries, be sure not to take the mouse or keyboard 
  away from the operatory, instead bring the new batteries to the operatory so they will stay paired 
  up. Each keyboard and mouse has a tag on the underside which shows what operatory it belongs 
  in. 
- Once you are done working on a clinic computer, please log out of axiUm and Citrix. Please DO 
  NOT shut down the computer or log out. Please DO log out of any other computers that you log 
  in to with your credentials. If you log in, log out. If you don’t log in, don’t log out. 
- Use the school computers for Work/School related activities only. DO NOT use them for 
  checking out CNN, Facebook, personal email, etc. You may use your personal laptop for these 
  functions. 
- DO NOT stream music or videos on any computer in the building including your personal laptop 
  as streaming uses up the school’s bandwidth. This slows everyone down. Please be courteous to 
  others. This includes playing online/offline games, chatting online etc. We monitor our networks 
  constantly and OIT monitors our building and the whole campus. Be very careful what you use 
  the computers for while on campus.
- We have cordless phones in each resident room for scheduling your patients in AxiUm. You cannot use these phones for long distance calling or international calls. Please use these phones for school related purpose only and keep them in the charger when not in use.

- There are 2 printers available to you in your resident rooms. One is a B&W Laserjet and the other is the Xerox machine. The Xerox machine is much cheaper and much more secure. Please use it whenever possible. The Xerox machine will Fax, Scan, Print or Copy. If you print something to the Xerox it will stay in the printer queue for 72 hours. You can pick up your job at any Xerox machine. The laserjet is there as a backup only. If the printer runs low on toner, please let Alicia know and she will replace it. Again, the printer use is for school/work related purpose only. If you print something please pick it up, as we don’t want to keep piling papers on the printer or the desk. If you need paper there is a cabinet full of paper in the basement right next to the Dispensary window. We will register your badges during orientation.

**Resident Computers**

- Please use your resident workstation computers for work related use only. DO NOT save personal files, pictures, videos or music on it. Your computer will be wiped clean on your last day of school. No exceptions. Your computers will automatically back up to an external hard drive that we have provided. Please check every once in a while to make sure backups are being done. If there is a problem, let us know (by submitting a ticket of course!).

**Vital Source**

- We have installed Vital Source on each of your workstations for your use. You will need to register Vital Source with an email account. It is very important that you remember the email address and password that you use to register your Vital Source account. Each license will allow you to have your books on two computers and two mobile devices.

**TOOTHIQ**

- Go to [http://roark.toothiq.com/login/Login.aspx](http://roark.toothiq.com/login/Login.aspx)
- Username – sdm Password – 4teeth (Dental procedures education software). It will work from anywhere.

**EPOCRATES**

- [https://online.epocrates.com/noFrame/](https://online.epocrates.com/noFrame/)
- Pharmacy software, which is free for everyone in school. It will work from anywhere on campus with a wireless or wired connection on any device.

**AxiUm Login**

- To use the AxiUm software program you will need to log in twice using two different passwords. Your username will be the same at both logins but your password will not. The first login is the Citrix login. Here you will use your Passport ID username and password. Please click on AxiUm icon once only. If you click on it two times it will launch two clients. At the second login you may use your university issued badge, which will automatically enter your username and password for you, or you can enter your username and password manually. You can and should change your AxiUm password at the same time interval and to the same password as your
webmail. (Remember you have to change your webmail password every 90 days, which means you should change your AxiUm password every 90 days too). We recommend that you login to AxiUm using your username and password every now and then even if you have your card with you. To change your AxiUm password click on “Tools-Change Password” or put in a ticket and come see us and we can help you with it.

- If you have a Mac laptop, we can install axiUm on it, but not a Windows laptop. We will need to change your computer’s name in order for it to work. AxiUm is the only thing we will support on your personal laptop.

**University Badge**

- If you lose your badge or forget your badge you will need to get a new badge from the badging office. Please come and give us your new badge number so we can change it in axiUm. You will also have to register your new badge on a Xerox machine.
- You can log in to the Xerox machine with your badge OR with your user name and password

**Laptop & Presentations**

The conference rooms on the 1st (Meskin and Hiatt) 2nd floor (Delta Room) 3rd floor (Dean’s Room) & 4th floor have built in TV monitors that you can hook your laptops up to. They also have Mac computers in each room so you can plug your flash drive into those if you prefer. We can help you with the setups if you need it. Just connect your laptop to the VGA cable and you can display everything to the TV. You may need a VGA adapter. If you are presenting in any other building other than the SDM we cannot help you with the setup. Please call Educational Support Services (4-8129) and schedule with them for setting up your equipment.

**IT Department**

We are here to help you! If you have an IT problem or a suggestion, please let us know about it. Maybe your classmate has the same problem, too.

**PLEASE SUBMIT A TICKET to** sdmit@ucdenver.edu

**Go To Resident Room**

Log in to computer
Set up Dock, System Preferences
Map Drives
Outlook
Vital Source
Time Machine
Keychains
Bookmarks/Shortcuts
Go in to Axium
8.7 IT Orientation for Orthodontic Residents

**SDM IT DEPARTMENT**

**Location:** SDM Basement – Room 015  
**Phone:** 303-724-7119 (off campus) 47119 (on campus)  
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- Email us at: sdmit@ucdenver.edu (You will need to put something in both the subject line AND the body of the email) You MUST use your university email account to submit a ticket. **Make sure to tell us your location.**
- Other emails you might need in order to put in a ticket: sdmfac@ucdenver.edu (Facilities), sdmrdr@ucdenver.edu (Dental Repair), sdmsch@ucdenver.edu (Scheduling).
- Use our website at: www.ucdenversodm.zendesk.com (REGISTRATION IS REQUIRED - Click signup on the top right hand side and follow the instructions-make sure to sign up using your university email address).
- *Show SDM Help Desk Tickets Powerpoint.*
- We have given you a copy of the IT policy that explains what we can and cannot help you with.
- *Go over IT Policy.

**Turn on Computers**

- *Make account, give hidden name (or rename it), restart
- *Do finder preferences, system preferences
- *Register accounts and make passwords
- *Connect to wireless
- *Map U drive (smb://sdm-dds/sod_student) O Drive (smb://wirebender/sod_ortho) and W Drive (smb://sdm-dds/sodm_ortho_refer) and download files
- *Register on Zendesk
**Username, Password & Email**

- The University has given you an account with a username. You must claim your account by browsing to [https://myaccount.ucdenver.edu](https://myaccount.ucdenver.edu) and submitting the required information. This will allow you to choose a password. Your password must be changed every 90 days by going to [https://passport.ucdenver.edu](https://passport.ucdenver.edu). The Password format must be: at least 8 characters, one number or symbol (*don’t use characters from 6-0), and one Capital letter. You cannot use your name in your password or use one of your last 12 passwords. After 5-failed login attempts you will be locked out for 30 minutes.
- The University Username and Password (Passport ID) will be your key to logging in to 5 things. 1) MyEmail. 2) The computers in the student lounge. 3) The Citrix Login (the first part of our axiUm login): [http://sdm-citrix.ucdenver.pvt](http://sdm-citrix.ucdenver.pvt) 4) CU Student Portal [https://portal.cusys.edu/UCDAccessFedAuthLogin.html](https://portal.cusys.edu/UCDAccessFedAuthLogin.html) 5) VPN
- University email is the only OFFICIAL means of communication used by faculty and staff.
- To check your emails go to [https://myemail.ucdenver.edu](https://myemail.ucdenver.edu). *Add Bookmark. *Add sdmit as a contact.
- When you give your email address to someone else it will be firstname.lastname@ucdenver.edu (in most cases)
- Your Group email class list is: students-dentistry-ortho2016@ucdenver.edu. This will send an email to all of your classmates.
- Emails to another UCDenver email account are automatically encrypted, as are emails to Children’s Hospital or University Hospital. To encrypt an email to any other account simply type the word “encrypt” in the subject line. You can find out more about encrypting emails here: [http://www.ucdenver.edu/about/departments/ITS/EnterpriseComputing/Pages/EmailEncrypted.aspx](http://www.ucdenver.edu/about/departments/ITS/EnterpriseComputing/Pages/EmailEncrypted.aspx)
- If you set up your university email account on a mobile device (there are instructions outside of the IT office), make sure you update your password on that device when you change your Passport ID password. Also remember to change the password in the UCDenver Wi-Fi connection if you use that.
- Please use your school email address for only work/school related content. OIT monitors email as to what you receive and what you send.
- Your email account has a limit of 50GB. You also get UNLIMITED space on One Drive and use of all of the Office 365 Applications. Don’t save PHI to One Drive. *Show how it looks.

**Computer, Printer, Phone Usage and Policies**

- Each clinic chair has a computer with a wireless keyboard and wireless mouse. It is very important that the mice and keyboards stay in the same operatory because they are paired with only that computer. If you need to change batteries, be sure not to take the mouse or keyboard away from the operatory, instead bring the new batteries to the operatory so they will stay paired up. Each keyboard and mouse has a sticker on the underside which shows what operatory it belongs in.
- Once you are done working on a clinic computer, please log out of axiUm and Citrix. Please DO NOT shut down the computer or log out. Please DO log out of any other computers that you log in to with your credentials. If you log in, log out. If you don’t log in, don’t log out.
- Use the school computers for Work/School related content only. DO NOT use them for checking out CNN, Facebook, personal email, etc. You may use your personal laptop for these functions.
- DO NOT stream music or videos on any computer in the building including your personal laptop as streaming uses up the school’s bandwidth. This slows everyone down. Please be courteous to others. This includes playing online games, chatting online etc. We monitor our networks constantly and Central IT monitors our building and the whole campus. Be very careful what you use the computers for while on campus. NOTE: If you do play games, stream music/video online and get malware or virus on your personal laptop, WE WILL NOT TAKE CARE OF IT ON YOUR COMPUTER.

- The laptop you have is your personal laptop and you are free to install whatever you want on it. HOWEVER, we would like you to wait until after you graduate before installing anything because if you do install while you are here and it causes conflict with your work software then you are on your own.

- Printers – You have monthly quota for the printer. You will get $40 on your account every month on the first day of the month. If you have questions about the printer, please contact Kathi Frymier.

- To check your account balance, go to: https://equitrac:2941/webtools/start.html. *Add Bookmark.

**Xerox Printer Install**
- *Install drivers, install printer, and show how to make presets.

**BACKUPS, Thumb / External Drive**
- It is your responsibility to back up your data from your computer. Do it everyday if possible. If your computer crashes, even if it is under warranty it may come back from repairs with a new, empty hard drive. Buy at least a 1TB hard drive to back up your laptop.

**Software Installations**
- Install VLC Player
- Firefox

**TOOTHIQ**
- Username=sdm  Password=4teeth  (Dental procedures education software). It will work from anywhere.

**EPOCRATES**
- https://online.epocrates.com/noFrame/. *Add Bookmark. Pharmacy software, which is free for everyone in school. It will work from anywhere on campus with a wireless or wired connection on any device.

**AxiUm Login**
- *Install Citrix Receiver, run script, put icon on dock, register VPN, install VPN
- To use the AxiUm software program you will need to log in twice using two different passwords. Your username will be the same at both logins but your password will not. The first login is the Citrix login. Here you will use your Passport ID username and password. Please click on AxiUm icon once only. If you click on it two times it will launch two clients. At the second login you
may use your university issued badge, which will automatically enter your username and password for you, or you can enter your username and password manually. You can and should change your AxiUm password at the same time interval and to the same password as your Passport ID. (Remember you have to change your Passport ID password every 90 days, which means you should change your AxiUm password every 90 days too). We recommend that you login to AxiUm using your username and password every now and then even if you have your card with you. To change your AxiUm password click on “Tools-Change Password” or put in a ticket and come see us and we can help you with it.

**Laptop Repair**
- We use Netbuilders for Apple and Windows computer repair. They can do warranty and non-warranty repairs and they will pick up and deliver from the dental school. They can be reached at 303-922-0481.
- Dr. Shellhart has loaner laptops (Windows) for you to use if your laptop is in the shop for repairs.

**University Badge**
- You can log in to the Xerox machine with your badge OR with your user name and password. Xerox Badge Setup document is in your IT folder.
- If you lose your badge or forget your badge you will need to get a new badge from the badging office. Please come and give us your new badge number so we can change it in axiUm. You will also have to register your new badge on a Xerox machine.
- *Xerox Badge Setup.

**IT Department**
We are here to help you! If you have a problem or a suggestion, please let us know about it. Maybe your classmate has the same problem, too.
If you have a problem, PLEASE SUBMIT A TICKET.
8.8 IT Orientation for Faculty

SDM IT DEPARTMENT

Location: SDM Basement – Room 015
Phone: 303-724-7119 (off campus) 47119 (on campus)
Email: sdmit@ucdenver.edu

Staff: Jaymil Patel, Chris Ashburn, Arthur Swanson, Ed Richmond, Sam Wheeler, Erik Cantor, Ernesto Jamison, Sai Suresh, and Harley Robertson

UNIVERSITY CENTRAL IT

The AMC has a campus-wide IT department (OIT) that can also help you with your problems. They handle anything that is campus-wide (emails, networking, wireless connections). You can always start with us but we might refer you to OIT.

OIT Phone - 303-724-4357 (off campus) and 44357 - 4HELP (on campus)

SDM IT HELPDESK

- The ONLY way to contact us for IT questions/support is to SUBMIT A TICKET. We will entertain walk-in issues only after a ticket has been submitted.
- Email us at: sdmit@ucdenver.edu (You will need to put something in both the subject line AND the body of the email) You MUST use your university email account to submit a ticket. Make sure to tell us your location.
- Other emails you might need in order to put in a ticket: sdmfac@ucdenver.edu (Facilities), sdmdr@ucdenver.edu (Dental Repair), sdmsch@ucdenver.edu (Scheduling).
- Use our website at: www.ucdenversonm.zendesk.com (REGISTRATION IS REQUIRED - Click signup on the top right hand side and follow the instructions-make sure to sign up using your university email address).
- The IT policy that explains what we can and cannot help you with is available on request and is posted outside the IT room.

Username, Password & Email

- Once Jada puts an employee in the system, that person’s Passport ID is created automatically in approximately 2 business days. We will get an email confirmation stating that the account for the new employee has been created. If you are an existing UCD employee then we will not get an email so please let us know if this is the case. At that point we will forward the email to the respective supervisor. You must “Claim Your Passport ID” by browsing to https://myaccount.ucdenver.edu and submitting the required information. This will allow you to set up your password. Your password must be changed every 90 days by going to https://passport.ucdenver.edu. The Password format must be: at least 8 characters, one number or symbol (*don’t use characters from 6-0), and one Capital letter. You cannot use your name in your password or use one of your last 12 passwords. After 5-failed login attempts you will be locked out for 30 minutes.
- This Passport ID will be your key to logging in to 4 things. 1) Your desktop computer. 2) Myemail or Outlook. 3) The Citrix Login (the first part of our axiUm login): http://sod.ucdenver.pvt 4) The CU Portal https://portal.prod.cu.edu/UCDAccessFedAuthLogin.html
- University email is the only OFFICIAL means of communication used by faculty and staff.
- To check your emails go to https://myemail.ucdenver.edu or you may use Outlook if your computer is not shared.
- WE DON’T SUPPORT ANYTHING OTHER THAN myemail and Outlook.
- Your Group email list is: AMC-SOD-FACULTY@ucdenver.edu. This will send an email to all faculty members. We have similar email lists for Staff (AMC-SOD-Staff@ucdenver.edu) and Students (Students-Dentistry@ucdenver.edu)
- Emails to another UCDenver email account are automatically encrypted, as are emails to Children’s Hospital or University Hospital. To encrypt an email to any other account simply type the word “encrypt” in the subject line. You can find out more about encrypting emails here: http://www.ucdenver.edu/about/departments/ITS/EnterpriseComputing/Pages/EmailEncrypted.aspx
- If you set up your university email account on a mobile device, make sure you update your password on that device when you change your Passport ID password. Also remember to change the password in the UCDenver Wi-Fi connection if you use that.
- Please use your email address for only work related content. Campus IT monitors all emails.
- Your email account has a limit of 50GB. You also get UNLIMITED space on One Drive and use of all of the Office 365 Applications. Don’t save PHI to One Drive.

**University Directory**
- To look up any Faculty, Staff or Student, go to https://directory.ucdenver.edu. If you want to edit your information on the directory log in using your Passport ID and make the changes. Save it after you are done making changes.

**Computer and Printer Policy**
- Each clinic chair has a computer with a wireless keyboard and wireless mouse. It is very important that the mice and keyboards stay in the same operatory because they are paired with only that computer. If you need to change batteries, be sure not to take the mouse or keyboard away from the operatory, instead bring the new batteries to the operatory so they will stay paired up. Each keyboard and mouse has a tag on the underside which shows what operatory it belongs in.
- Once you are done working on a clinic computer, please log out of axiUm and Citrix. Please DO NOT shut down the computer or log out. Please DO log out of any other computers that you log in to with your credentials. If you log in, log out. If you don’t log in, don’t log out.
- Use the school computers for Work/School related activities only. DO NOT use them for checking out CNN, Facebook, personal email, etc. You may use your personal laptop for these functions.
- DO NOT stream music or videos on any computer in the building including your personal laptop as streaming uses up the school’s bandwidth. This slows everyone down. Please be courteous to others. This includes playing online/offline games, chatting online etc. We monitor our networks constantly and Central IT monitors our building and the whole campus. Be very careful what you use the computers for while on campus.
Your University ID badge will allow you to print on any of our 16 Xerox machines. You will need to register your badge on any Xerox machine the first time you use it or any time you get a new badge. The Xerox machines will Fax, Scan, Print or Copy. Personal printers will not be purchased per the IT policy.

**BACKUP POLICY**

- It is your responsibility to backup your data from your computer. Do it everyday if possible. The best way to backup is by saving your Data to your H-drive. The H-drive is your personal drive and only you can access it. If you don’t backup your data and your computer crashes then we cannot recover your data. Whatever data you save to the H-drive needs to be work related only. Do not put personal pictures, music or personal files on the H-drive. We monitor what is on the H-drive and due to space and policy constraints we will delete any non work related data.

**Vital Source**

- Faculty members who teach classes outside of the clinic will be given a Vital Source license. Each license will allow you to have your books on two computers and two mobile devices. It is very important that you remember the email address and password that you use to register your Vital Source account. You must use your University email address, which will stay with you throughout your school time.

**TOOTHIQ**

- Go to [http://roark.toothiq.com/login/Login.aspx](http://roark.toothiq.com/login/Login.aspx)
- Username – sdm Password – 4teeth (Dental procedures education software) It will work from anywhere.

**EPOCRATES**

- [https://online.epocrates.com/noFrame/](https://online.epocrates.com/noFrame/) Pharmacy software, which is free for everyone in school. It will work from anywhere on campus with a wireless or wired connection on any device.
- It will work anywhere on campus. Wired/Wireless. (Pharmacy software free for everyone in school)

**AxiUm Login**

- After claiming your Passport ID, please have your supervisor put in a help desk ticket with the following information in order to get access to axiUm: First Name, Last name, Passport ID, Gender, Email Address, level of access, and expiration date of access.
- To use the AxiUm software program you will need to log in twice using two different passwords. The first login is the **Citrix login**. Here you will use your Passport ID and password. At the second login you may use your University ID badge or enter your username and password manually. To change your AxiUm password, when you are in axiUm, click on “Tools”, and then click on “Change Password”.

**Canvas**

- We don’t have access to Canvas and cannot help you with it. Please call 303-315-3700 or 303-724-HELP (4357) for any questions related to Canvas.

**Laptop & Presentations**
The conference rooms on the 1st (Meskin and Hiatt) 2nd floor (Delta Room) 3rd floor (Dean’s Room) & 4th floor have built in TV monitors that you can hook your laptops up to. They also have Mac computers in each room so you can plug your flash drive into those if you prefer. We can help you with the setups if you need it. You just have to connect the laptop to the VGA or HDMI port and you can display everything to the TV. If you are presenting in any other building other than SDM we can loan you an adapter but we cannot help you with the setup. Please call Educational Support Services (4-8129) and schedule with them for setting up the equipment.

**Phone Setup**
- We don’t support phone configuration. You will find instructions for them outside the IT room on the board. Also, they are in your IT folder.

**University Badge**
- You can log in to the Xerox machine with your badge OR with your user name and password.
- If you lose your badge or forget your badge you will need to get a new badge from the badging office. Please come and give us your new badge number so we can change it in axiUm. You will also have to register your new badge on a Xerox machine.

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8.9  IT Orientation for Staff

**SDM IT DEPARTMENT**

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- Other emails you might need in order to put in a ticket: sdmfac@ucdenver.edu (Facilities), sdmdr@ucdenver.edu (Dental Repair), sdmsch@ucdenver.edu (Scheduling).
- Use our website at: [www.ucdenversodm.zendesk.com](http://www.ucdenversodm.zendesk.com) (REGISTRATION IS REQUIRED - Click signup on the top right hand side and follow the instructions-make sure to sign up using your university email address).
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- To check your emails go to https://myemail.ucdenver.edu or you may use Outlook if your computer is not shared.
- WE DON’T SUPPORT ANYTHING OTHER THAN myemail and Outlook.
- Your Group email list is: AMC-SOD-STAFF@ucdenver.edu. This will send an email to all faculty members. We have similar email lists for Staff (AMC-SOD-Faculty@ucdenver.edu) and Students (Students-Dentistry@ucdenver.edu)
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- PLEASE SUBMIT A TICKET to sdmit@ucdenver.edu
IX. Quality Assurance
9.1 Swallowing of Foreign Objects Policy

Title: Swallowing of Foreign Objects
Source: Office of Clinical Operations
Effective Date: July 31, 2014

PURPOSE

To prevent swallowing or aspiration of dental instruments, prosthesis and or their component parts and expedite the assessment and care for patients who swallowed an object.

IMPORTANCE

Swallowed objects may represent a significant health hazard as well as a malpractice risk. Timely treatment can prevent serious complications.

POLICY

If a patient under your care swallowed an object (crowns and bridges, orthodontic band etc.) during your treatment, it is prudent to assume it has been aspirated, even if the patient exhibits no symptoms of airway obstruction. Aspirated objects pose an immediate hazard to the patient’s life. Swallowed objects may also pose a serious health risk.

1. Check to confirm that your patient has a patent airway. If the patient has trouble breathing, lips turning blue or skin turning a dusky color, not able to speak or shows any signs of distressed breathing, call 911 immediately or send someone to call activate medical emergency protocol for help.

2. Inform the patient and reassure your patient chairside.

3. Inform your supervising faculty immediately.

4. Perform a complete visual evaluation of the oral cavity in an attempt to locate the instrument/or piece of the instrument

5. Check all disposable items used on that patient, the floor, dental chair, your clothes etc. in an attempt to find the instrument

6. Check the trap on the dental unit (rinse suction line prior)

7. Take a Pan radiograph to see if the instrument/or piece of the instrument is still in the oral cavity

8. Inform the patient of the need for a chest x-ray to determine the location of the object.

9. The clinic manager will have a list of faculty with hospital privileges that can write a prescription for chest x-ray. Contact or page the faculty on the list and obtain an x-ray prescription.

10. In the rare occasion that you cannot locate a faculty with hospital privileges or that faculty cannot write the prescription because of medical or other reasons, proceed to the emergency room and follow the standard admission procedure.
You or a staff member should transport the patient in to register as a patient in the radiology department located in UCH for appropriate radiographs (before 4:30 PM) or to the UCH ED (after 4:30). (Note: Many patients of record are also registered at UCH, so the patient or their health history should be consulted to determine this.) Serial radiography - multiple radiographs may be necessary to watch the instrument move through the digestive system.

1. If the patient is absolutely certain he/she ingested the object rather than aspirated it, it is still optimal to refer for medical evaluation and follow-up imaging. In every instance, referral to a physician is the most prudent course of action, as it demonstrates that you are acting in the patient’s best interest. Explain to the patient that there can be incidents of aspiration without symptoms. Appropriate and timely medical management through UCH or patients PCP is critical to ensure prompt retrieval of the instrument and prevent complications related to ingestion. Retrieval can be naturally (stool) or Surgical or endoscopic retrieval.

2. Document the event in the patient’s chart and your actions following the incident. This should include your recommendation of a medical evaluation, including imaging, how the patient was transported for medical evaluation and by whom, and any telephone discussions with the medical facility and treating physician. A copy of the treating physician’s report should be retained in the patient’s file.

3. Document all preventive measures (rubber dam, pharyngeal drape, etc.) that had been taken to prevent the swallowing or aspiration of the object and any pre-treatment referrals or discussions about referrals. Precautions/Prevention measures include:
   - Rubber Dam
   - Oral pharyngeal screen
   - Attempt to displace the bur from the hand piece
     - (give it a tug)
   - Run the hand piece outside of the mouth
   - Tie floss of larger items (screw drivers)

4. Complete and Safety Intelligence report and notify risk management and clinical affairs departments.
INTRODUCTION:

The University of Colorado School of Dental Medicine has a consistent and effective emergency response system that ensures the highest quality of treatment in the event of a medical emergency for anyone within the School of Dental Medicine.

PURPOSE:

To provide guidance, direction and uniformity in handling a medical emergency in the University of Colorado School of Dental Medicine

POLICY:

The response system is comprised of a number of facets: the immediate response system for an acute emergency; patient screening; education and training; equipment; and review. The components of a medical emergency plan for the dental school include:

1. Medical emergency prevention
2. Recognizing a patient’s distress, Chain of survival
3. Management of medical emergencies
4. Emergency drugs and equipment
5. Education, Documentation, Drills and Quality review

Medical Emergency Prevention

Performing an accurate health assessment which includes a history and assessment of the Patient’s condition including baseline vital signs and early recognition of warning signs are key to preventing a medical emergency. All patients who request admission to the School of Dentistry are required to complete a medical history questionnaire for inclusion in their dental patient records. It is the responsibility of the faculty/health care provider to review and update the medical history prior to initiation of treatment. Vital signs should be obtained on each visit.

Patient screening criteria

All patients that are deemed ASA III (patients with severe systemic disease) or greater shall have a medical consultation completed and on file in the EHR prior to any routine dental treatment in the School of Dental Medicine. Emergent care can be administered without a written medical consult under the direction and direct supervision of the attending faculty.

Chain of survival and management of acute emergency in the School of Dental Medicine
Purpose of CPR (cardiopulmonary resuscitation) = Circulate oxygenated blood to the vital organs

Purpose of AED (Automated External Defibrillator) = Re-establish a normal cardiac rhythm

The immediate response to a potential emergency is best managed by the early recognition of a potential emergent patient need and the appropriate response to that need. The immediate provider should initiate basic emergency measures and initiate the chain of survival process which includes

**ADULT AHA CHAIN OF SURVIVAL**

- Activation of the emergency response system
- Early CPR that emphasizes chest compressions
- Rapid defibrillation if indicated
- Effective advanced life support
- Integrated post–cardiac arrest care

**Notification of SOD Internal Rapid Response/Medical Emergency Team**

Upon recognition of emergency in patient care and treatment areas the faculty/health care provider assumes responsibility for initial evaluation and appropriate action. When additional medical assistance is needed, an overhead page will be made to SOD Rapid Response team/SOD Medical Emergency Team with the caller stating the location and type of emergency.

**Activation of the City of Aurora EMS system:**

*Red Phones:* Red phones are located strategically and prominently throughout the clinics and student lounge area (see attachment A; map of clinics (1st, 2nd, 3rd and 4th floors). Adjacent to the red phone is a placard with instructions on how to activate the emergency procedures within the school and direction for the emergency response team. When the phone receiver is lifted, a red emergency phone in both the oral surgery clinic and in the Department of Surgical Dentistry will ring. Faculty in both areas will answer the phone and respond to the emergency. If the emergency phone call is not answered in 15 to 20 seconds it will automatically call 911 and the City of Aurora EMS system will be activated. The response time to the school by Aurora EMS is approximately three to five minutes. If the Red Phone does not pick up within 15 to 20 seconds the caller should dial 911. Once the call with the EMS system
is connected the caller should give appropriate directions to the clinic which are posted adjacent to the red phone.

**Immediate Action and Intervention**

The first faculty/health care provider on the scene assumes responsibility for initial evaluation and appropriate action. For medical emergencies occurring in non-clinical areas of SOD, the first person on scene, employee or student will initiate emergency treatment as outlined below until a SOD faculty member arrives. It is expected that the first faculty member arriving on the scene assumes responsibility for evaluation and treatment till the SOD medical emergency team or the EMS team arrives.

Immediate actions upon recognition of medical emergency include but not limited to:

- Stop dental treatment, remove intraoral materials, clamps, and discontinue nitrous oxide.
- Assess consciousness; if conscious, vital signs (blood pressure, pulse and respiratory rate) are to be taken immediately and the dental chair positioned according to the patient’s symptoms. An oxygen tank is brought to the scene and when appropriate oxygen is to be administered in all cases but hyperventilation.
- If the patient is unconscious, CPR is to be initiated immediately
- Take and record vital signs for patient breathing with pulse

**The CABDs of BLS**

**Assess Circulation**

- Check for pulse for 5-10 seconds
- If NO pulse, lay the patient flat with board beneath chest or move patient to floor and begin chest compressions
  - To provide effective chest compressions for adults, push hard and push fast. It is reasonable for laypersons and healthcare providers to compress the adult chest at a rate of at least **100 compressions per minute with a compression depth of at least 2 inches/5 cm**. Rescuers should allow complete recoil of the chest after each compression, to allow the heart to fill completely before the next compression.
  - Rescuers should attempt to minimize the frequency and duration of interruptions in compressions to maximize the number of compressions delivered per minute.
  - A compression-ventilation ratio of **30:2 is recommended**.
- Apply the AED
- If pulse is present, check rate and strength

**CPR**

| 1 Rescuer – 1 Ratio (all ages) = 30:2 **5 Cycles of 30:2 take approximately 2 minutes |

**Assess Airway**

- Open airway:
  - **Techniques to Open the Airway**: Head Tilt/Chin Lift or Jaw Thrust (if cervical spine injury is suspected) **If you cannot get adequate chest rise with the Jaw Thrust, use the Head Tilt/Chin Lift.**
• Suction as necessary

Assess Breathing

• Check for breathing
• If not breathing, give two breaths via pocket mask (100% O₂ if possible)
• Insert oral airway if apneic

Rescue Breathing with or without Bag-Valve Mask and supplementary Oxygen:

❖ Adults = 1 breath every 5-6 seconds
❖ Children/Infants = 1 breath every 3-5 seconds
❖ Advanced Airway (ET, LMA, King) (all ages) = 1 breath every 6-8 seconds

❖ AGONAL RESPIRATIONS -GASPING, INADEQUATE BREATHS SEEN IN UNRESPONSIVE VICTIMS, NO CHEST RISE – NEED TO GIVE RESCUE BREATHS

❖ CPR when Advanced Airway is in place (all ages) = No pause for breaths. Continuous chest compressions while breaths are done 1 breath every 6-8 seconds. Switch after approximately 5 cycles of compressions (~150).

Defibrillation – AED - Universal Steps to run the AED:

1. Power

2. Place pads on chest

3. Plug in pads to unit (if needed)

4. Analyze (CLEAR!!)

5. Shock (if indicated) (CLEAR!!)

6. Immediate cycles of CPR beginning with compressions (DO NOT pause for pulse check after first shock). Continue until next prompt from AED (will be approximately 2 minutes).

Rate/Speed of Chest Compressions (all ages)  At least 100 compressions per minute

SOD Medical Emergency/ Rapid Response Team

SOD Medical Emergency team consists of Oral and Maxillofacial Surgery personnel (Faculty, residents, nurses). In the absence of designated team members the GPR resident will be the emergency team leader. The responsibility of the emergency management is transferred to the SOD medical emergency team upon its arrival to the scene. The SOD medical emergency team leader will receive a report from the initial faculty/healthcare provider at the scene which includes medical history of the patient, nature of emergency, patient’s vital signs and all treatments rendered. The SOD medical emergency team
leader will determine the plan and disposition of the emergent patient and will direct other team members and overall treatment including administering emergency medications.

**Emergency Response Drugs and Medical Equipment**

Every clinical floor has a crash cart with an Oxygen cylinder, appropriate masks and bag valve resuscitation equipment, drugs for use during a medical emergency, and a defibrillator. Every clinic also has multiple emergency cabinets adjacent to the red phones. These cabinets contain oxygen, appropriate masks and bag valve resuscitation equipment, an AED – automatic external defibrillator, stethoscope and sphygmomanometer, and CPR barrier. Each crash cart is checked for oxygen, supplies and drugs every business day. Any supplies and drugs used must be restocked by facility operations department within 24 business hours following a medical emergency. Written Inspection records of equipment, supplies, and drugs will be maintained by department of facilities.

**Education and training requirements**

All faculty have personal review of emergency medical procedures as a part of their orientation to the School of Dental Medicine prior to their participation in clinical activities within the School. All faculty, residents and students are required to complete and pass the Basic Life Support for Healthcare Providers course every 2 years. Additionally select faculty and residents have also taken and passed an ACLS – Advanced Cardiovascular Life Support or PALS – Pediatric Advance Life Support course. In addition to the basic life support course the dental students take a course in the “Prevention and Management of Medical Emergencies” DSSD 6608 in the spring of their 2nd year and a “Medical Problems and Physical Assessment” DSDD 7700 in the spring of the 3rd year. Other corresponding ISP courses include “Prevention and Management of Medical Emergencies “DISP 7126 in the spring of 1st year and “Medical Problems and Physical assessment” DISP 8127 in the spring of 2nd year. All students have simulation training in medical emergencies in the CAPE –Center for Advancing Professional Excellence as a part of their inter professional educational experience and all faculty, residents and students have simulated emergency training via SIM MAN provided by the Division of Oral and Maxillofacial surgery. All employees and students are required to attend an annual update session conducted by the SOD. Designated SOD medical emergency team members will maintain current ACLS certification.

**Failure to comply**

Current CPR certification is a condition for maintaining clinical privileges for all faculty, employees and students of SOD. Failure to maintain current certification results in suspension of clinical privileges in all areas to which the individual is assigned until evidence of successful course completion is presented to the Associate Dean of Clinical Affairs. Disciplinary action up to and including dismissal will be initiated for any employee or student who is non-compliant with this policy.

**Documentation and Quality Review**

- All clinical areas are required to participate in mock code drills that will be conducted every 6 months.
An ongoing review of Medical Emergencies is conducted quarterly. Reports are reviewed and reported at the School Dental Quality and Patient Safety Council and recommendations are made to enhance safety precautions when necessary.

All clinical area managers or their designee will be responsible for ensuring that daily emergency cart and defibrillator checks are completed.

SOD medical emergency record is generated each time a medical emergency team responds to a call. The documentation is completed by the clinic coordinator or designee and is to be reviewed and signed off by the faculty member present at the patient emergency. The original medical emergency record must be included in SOD patient record and a copy should be submitted to the SOD Associate Dean of Clinical Affairs or SOD Director of Quality and Patient Safety within 48 hours.

A Medical Emergency critique/Evaluation checklist (See addendum) is completed by clinic coordinator and signed off by faculty leading the patient emergency.

An Incident report is generated in PSN (Patient Safety Network) following the medical emergency.
Simplified Adult BLS

Unresponsive
No breathing or
no normal breathing
(only gasping)

Activate
emergency
response

Get
defibrillator

Start CPR

Check rhythm/
shock if
indicated
Repeat every 2 minutes

Push Hard • Push Fast

© 2010 American Heart Association
BLS ADULT ALGORITHM

Unresponsive
No breathing or no normal breathing
(ie, only gasping)

Activate emergency response system
Get AED/defibrillator
or send second rescuer (if available) to do this

Check pulse: DEFINITE pulse within 10 seconds?

Definite Pulse

Give 1 breath every 5 to 6 seconds
Recheck pulse every 2 minutes

No Pulse

Begin cycles of 30 COMPRESSIONS and 2 BREATHS

AED/defibrillator ARRIVES

Check rhythm
Shockable rhythm?

Shockable
Give 1 shock
Resume CPR immediately for 2 minutes

Not Shockable
Resume CPR immediately for 2 minutes
Check rhythm every 2 minutes; continue until ALs providers take over or victim starts to move

High-Quality CPR
• Rate at least 100/min
• Compression depth at least 2 inches (5 cm)
• Allow complete chest recoil after each compression
• Minimize interruptions in chest compressions
• Avoid excessive ventilation

Note: The boxes bordered with dashed lines are performed by healthcare providers and not by lay rescuers

Berg R A et al. Circulation 2010;122:S685-S705
BLS PEDIATRIC ALGORITHM

Pediatric BLS Healthcare Providers

1. Unresponsive
   Not breathing or only gasping
   Send someone to activate emergency response system, get AED/defibrillator

2. Lone Rescuer: For SUDDEN COLLAPSE, activate emergency response system, get AED/defibrillator

3. Check pulse: DEFINITE pulse within 10 seconds?
   Definite Pulse
   - Give 1 breath every 3 seconds
   - Add compressions if pulse remains <60/min with poor perfusion despite adequate oxygenation and ventilation
   - Recheck pulse every 2 minutes

3A. Definite Pulse

4. One Rescuer: Begin cycles of 30 COMPRESSIONS and 2 BREATHS
   Two Rescuers: Begin cycles of 15 COMPRESSIONS and 2 BREATHS

5. After about 2 minutes, activate emergency response system and get AED/defibrillator (if not already done).
   Use AED as soon as available.

6. Check rhythm
   Shockable
   - Give 1 shock
   - Resume CPR immediately for 2 minutes

   Not Shockable
   - Resume CPR immediately for 2 minutes
   - Check rhythm every 2 minutes; continue until ALS providers take over or victim starts to move

High-Quality CPR
- Rate at least 100/min
- Compression depth to at least 1/3 anterior-posterior diameter of chest, about 1 1/3 inches (4 cm) in infants and 2 inches (5 cm) in children
- Allow complete chest recoil after each compression
- Minimize interruptions in chest compressions
- Avoid excessive ventilation

Note: The boxes bordered with dashed lines are performed by healthcare providers and not by lay rescuers

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MEDICAL EMERGENCY MANAGEMENT CRITIQUE/EVALUATION TOOL

(This form should be completed following an medical emergency including drills by Clinic Coordinator/Manager)

FACILITY: ___________________________  Date: _________________________

TYPE OF DRILL/EMERGENCY (Describe): __________________________

<table>
<thead>
<tr>
<th>COMMUNICATIONS</th>
<th>Circle One</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Was the appropriate CODE reported through the intercom system?</td>
<td>Y</td>
</tr>
<tr>
<td>2. Did all the appropriate staff and individuals hear the CODE/Alarm?</td>
<td>Y</td>
</tr>
<tr>
<td>3. How quickly did the staff respond?</td>
<td>______________</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ORDERS</th>
</tr>
</thead>
<tbody>
<tr>
<td>4. Did all staff respond appropriately to the DRILL/EMERGENCY?</td>
</tr>
<tr>
<td>5. Did the staff call 911 in a timely manner</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PATIENT, PERSONNEL &amp; VISITOR SAFETY</th>
</tr>
</thead>
<tbody>
<tr>
<td>6. Did the staff remove unneeded staff, patients and visitors from the area?</td>
</tr>
<tr>
<td>7. Were all patients &amp; visitors escorted to a safe area and calmed?</td>
</tr>
<tr>
<td>8. Did all staff respond correctly and avoid injury?</td>
</tr>
<tr>
<td>9. Did staff maintain the patient’s privacy whenever possible?</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>EQUIPMENT AND SAFETY FEATURES</th>
</tr>
</thead>
<tbody>
<tr>
<td>10. Did the staff know where the emergency equipment/supplies located:</td>
</tr>
<tr>
<td>· ER Medication box</td>
</tr>
<tr>
<td>· Oxygen</td>
</tr>
<tr>
<td>· EKG machine</td>
</tr>
<tr>
<td>· Ambu Bags (peds adult)</td>
</tr>
</tbody>
</table>

Description of the Event
Please describe the circumstances of Medical Emergency below. Touch on all the actions performed throughout the Medical Emergency.

Staff and Faculty present during event

RECOMMENDATIONS FOR IMPROVEMENT IF ANY:

Manager/Staff completing Evaluation: ___________________________  Date: _________________________
References:

2010 American Heart Association Guidelines for Cardiopulmonary Resuscitation and Emergency Cardiovascular Care. Robert A. Berg, Chair; Robin Hemphill; Benjamin S. Abella; Tom P. Aufderheide; Diana M. Cave; Mary Fran Hazinski; E. Brooke Lerner; Thomas D. Rea; Michael R. Sayre; Robert A. Swor, Circulation 2010;122:S862-S875
9.3 Antibiotic Prophylaxis for Infective Endocarditis and Total Joint Replacement

Title: Antibiotic Prophylaxis for Infective Endocarditis and Total Joint Replacement

Source: Department Surgical Dentistry, Department of Diagnostic and Biological Sciences, and Office of the Dean

Effective Date: 12/1/13, Revised 2/4/15

PURPOSE:

To protect patients who are at risk for the development of infective endocarditis (IE) and/or infection of a total joint replacement subsequent to dentally-induced bacteremia.

GENERAL POLICY:

The University of Colorado School of Dental Medicine (S D M) will adopt the current recommendations of the American Heart Association (AHA) and the American Dental Association (ADA) for the prevention of infective endocarditis. This policy will automatically adopt the current guidelines of these organizations when they are published.

PATIENT SELECTION:

Inclusion criteria for Antibiotic Prophylaxis:

I. Patients who are at risk for infective endocarditis shall be treated using the current AHA and ADA guidelines for the prevention of bacterial endocarditis unless a significant medical reason exists for deviating from this policy.

II. Patients at risk, i.e. cardiac conditions associated with the highest risk of adverse outcome from endocarditis for which prophylaxis with dental procedures is recommended, are identified as follows

   o Prosthetic cardiac valve
   o Previous IE
   o Congenital heart disease (CHD)*
     ▪ Unrepaired cyanotic CHD, including palliative shunts and conduits
     ▪ Completely repaired congenital heart defect with prosthetic material or device, whether placed by surgery or by catheter intervention, during the first 6 months after the procedure†
     ▪ Repaired CHD with residual defects at the site or adjacent to the site of a prosthetic patch or prosthetic device (which inhibit endothelialization)
   o Cardiac transplantation recipients who develop cardiac valvulopathy

[*Except for the conditions listed above, antibiotic prophylaxis is no longer recommended for any other form of CHD.
Patients with cardiac stents are not considered to be at high risk for Infective Endocarditis, antibiotic prophylaxis in not recommended for these patients.

†Prophylaxis is recommended because endothelialization of prosthetic material occurs within 6 months after the procedure.]

III. Any dental procedure that involves manipulation of the gingiva or periapical tissues or perforation of the oral mucosa (except for the injection of local anesthetic through non-infected tissues) warrants prophylaxis if the patients fall into one of the categories above.

IV. Primary regimes for dental procedures are as follows:

**TABLE 1. Regimens for a Dental Procedure (1)**

<table>
<thead>
<tr>
<th>Situation</th>
<th>Agent</th>
<th>Adults</th>
<th>Children</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oral Unable to take oral medication</td>
<td>Amoxicillin</td>
<td>2 g</td>
<td>50 mg/kg</td>
</tr>
<tr>
<td></td>
<td>Ampicillin OR</td>
<td>2 g IM or IV</td>
<td>50 mg/kg IM or IV</td>
</tr>
<tr>
<td></td>
<td>Cefazolin or ceftriaxone</td>
<td>1 g IM or IV</td>
<td>50 mg/kg IM or IV</td>
</tr>
<tr>
<td>Allergic to penicillins or ampicillin—oral</td>
<td>Cephalaxin*†</td>
<td>2 g</td>
<td>50 mg/kg</td>
</tr>
<tr>
<td></td>
<td>OR Clindamycin</td>
<td>600 mg</td>
<td>20 mg/kg</td>
</tr>
<tr>
<td></td>
<td>OR Azithromycin or clarithromycin</td>
<td>500 mg</td>
<td>15 mg/kg</td>
</tr>
<tr>
<td>Allergic to penicillins or ampicillin and unable to take oral medication</td>
<td>Cefazolin or ceftriaxone†</td>
<td>1 g IM or IV</td>
<td>50 mg/kg IM or IV 20</td>
</tr>
<tr>
<td></td>
<td>OR Clindamycin</td>
<td>600 mg IM or IV</td>
<td>mg/kg IM or IV</td>
</tr>
</tbody>
</table>

IM indicates intramuscular; IV, intravenous.
*Or other first- or second-generation oral cephalosporin in equivalent adult or pediatric dosage.
†Cephalosporins should not be used in an individual with a history of anaphylaxis, angioedema, or urticaria with penicillins or ampicillin.

V. Total Joint Replacement:

The SDM recommends medical consultation when possible prior to dental treatment. Antibiotic prophylaxis should be considered in patients who are immunocompromised such as diabetes mellitus, systemic autoimmune disorders, HIV or AIDS, immunosuppressant therapy for organ
transplantation, chemotherapy for cancer treatment, or a history of previous joint infections. “The practitioner and patient should consider possible clinical circumstances that may suggest the presence of a significant medical risk in providing dental care without antibiotic prophylaxis, as well as the known risks of frequent or widespread antibiotic use. As part of the evidence-based approach to care, this clinical recommendation should be integrated with the practitioner’s professional judgment and the patient’s needs and preferences” JADA 2015: 146: 11-16. In accordance with the recommendations put forth in an evidence-based clinical practice guideline on the use of prophylactic antibiotics in patients with prosthetic joints who are undergoing dental procedures by the ADA (JADA 2015: 146: 11-16) the SDM makes the following clinical recommendation.

Clinical Recommendation

In general, for patients with prosthetic joint implants, prophylactic antibiotics are not recommended prior to dental procedures to prevent prosthetic joint infection. For patients with a history of complications associate with their joint replacement surgery who are undergoing dental procedures that include gingival manipulation or mucosal incision, prophylactic antibiotics should on be considered after consultation with the patient and orthopedic surgeon. To assess a patient’s medical status, a complete health history is always recommended when making final decisions regarding the need for antibiotic prophylaxis. Patients may also take antibiotics as prescribed by his orthopedic surgeon of primary care physician upon their recommendation.

Patient Exclusion Criteria

Antibiotic Prophylaxis is no longer recommended in

Patients who undergo GI or GU tract procedure including patients with highest risk of adverse outcomes due to IE.

Routine anesthetic injections through non-infected tissue,

Taking dental radiographs,

Placement of removable prosthodontic or orthodontic appliances, adjustment of orthodontic appliances, placement of orthodontic brackets,

Shedding of primary teeth, and

Bleeding from trauma to the lips or oral mucosa.

Antibiotic prophylaxis for dental procedures is not needed for patients who have undergone coronary artery bypass graft surgery. Antibiotic prophylaxis for dental procedures is not recommended for patients with coronary artery stents (Class III, LOE C).
SPECIFIC CONSIDERATIONS

Patients already receiving antibiotics

If a patient is already receiving chronic antibiotic therapy with an antibiotic that is also recommended for IE prophylaxis for a dental procedure, select an antibiotic from a different class rather than to increase the dosage of the current antibiotic. For example, antibiotic regimens used to prevent the recurrence of acute rheumatic fever are administered in dosages lower than those recommended for the prevention of IE. Patients who take oral penicillin for secondary prevention of rheumatic fever or for other purposes are likely to have viridans group streptococci in their oral cavity that are relatively resistant to penicillin or amoxicillin. In such cases, the provider should select either clindamycin, azithromycin or clarithromycin for IE prophylaxis for a dental procedure, but only for patients who meet above criteria. Because of possible cross-resistance of viridans group streptococci with cephalosporin, this class of antibiotics should be avoided. If possible, it would be preferable to delay a dental procedure until at least 10 days after completion of the antibiotic therapy. This may allow time for the usual oral flora to be re-established.

Patients receiving parenteral antibiotic therapy for IE may require dental procedures during antimicrobial therapy, particularly if subsequent cardiac valve replacement surgery is anticipated. In these cases, the parenteral antibiotic therapy for IE should be continued and the timing of the dosage adjusted to be administered 30 to 60 minutes before the dental procedure. This parenteral antimicrobial therapy is administered in such high doses that the high concentration would overcome any possible low-level resistance developed among mouth flora (unlike the concentration that would occur after oral administration).

Patient receiving Anticoagulants

Intramuscular injections for IE prophylaxis should be avoided in patients who are receiving anticoagulant therapy (Class I, LOE A). In these circumstances, orally administered regimens should be given whenever possible. Intravenously administered antibiotics should be used for patients who are unable to tolerate or absorb oral medications.

Patients who undergo cardiac surgery

A careful dental evaluation is recommended so that required dental treatment may be completed whenever possible before cardiac valve surgery or replacement or repair of CHD. Such measures may decrease the incidence of late PVE caused by viridans group streptococci.
References:


9.4 Administration of Nitrous Oxide

Title: Policy for the Administration of Nitrous Oxide/Oxygen
Source: Division of Oral and Maxillofacial Surgery
Effective Date: December 9, 2014 (replaces policy dated 2008)

OVERVIEW
Nitrous oxide/oxygen is available for use by trained clinicians at the School of Dental Medicine. This policy is written as a reference and guideline for the School of Dental Medicine to ensure that the quality and standards imposed on this modality of pain control is superior.

POLICY

I. **Indications:** Nitrous oxide/oxygen is indicated for apprehensive patients, medically compromised patients and patients with a hyperactive gag reflex.

II. **Clinicians:** Nitrous oxide/oxygen can only be given by students who have completed a CU School of Dental Medicine 16-hour course of didactic and laboratory training in the correct administration of nitrous oxide and oxygen conscious sedation. The extent of resident training is at the discretion of the program director pending the scope and history of previous training and clinical utilization of nitrous oxide/oxygen inhalation analgesia. Faculty members anesthesia privileges for the administration of nitrous oxide/oxygen inhalation analgesia are included in their Colorado Dental Licensure (Rule XIV, E, 1, d).

III. **Equipment:** All analgesia (nitrous oxide only) equipment shall be fail-safe, meaning that the equipment cannot function without an ongoing available supply of at least 100% pure oxygen. Nitrous oxide/oxygen machines currently employed for use at the University of Colorado School of Dental Medicine are both portable machines requiring no central piping or large reservoir of gas (Mobile Dental Van) and machines that are connected to a central supply of nitrous oxide and oxygen (School of Dental Medicine Clinics). It should be noted that analgesia machines are to be readily available as secondary tools of urgent medical care for airway support that allows an almost instant supply of 100% oxygen at 50 lpm. The primary tool for the administration of 100% oxygen are the oxygen cylinders associated with the crash carts in each clinic. The equipment should be checked quarterly for leakage and should never be used without scavenging equipment. To do so violates a significant standard of care issue.

IV. **Post-Operative:** All nitrous oxide administrations shall conclude with a minimum of 5 minutes of pure 100% oxygen – more if deemed appropriate by the clinician.

V. **Documentation:** All uses of nitrous oxide shall be recorded in a proper manner with information as indicated on the axiUm form CONSED – Nitrous Oxide Administration Record and save it as part of the patient’s permanent electronic record.
The use of nitrous oxide is encouraged for appropriate clinical experiences for the students and patients of the School of Dental Medicine and to be recognized as a useful and safe modality for pain control.

Qualifications of faculty for supervising the administration of nitrous oxide/oxygen inhalation are governed by the Colorado State Board rules which require that all dentists who administer nitrous oxide/oxygen inhalation must have a current Colorado Dental License. Upon request licensed dentists should be able to produce documentation of previous education and/or a history of clinical use of nitrous oxide/oxygen inhalation analgesia.

Delegation: Nitrous oxide/oxygen monitoring and administration may be delegated under direct supervision to appropriately trained personnel. The supervising dentist is responsible for determining the maximum dosage of nitrous oxide/oxygen analgesia. The maximum dose of nitrous oxide/oxygen anesthesia that a student is allowed to give is 50% without direct instruction by the attending faculty to increase the dose to a higher percentage.

Other State Board Requirements to note:

- **Basic Life Support:** The dentist and all personnel, including, but not limited to, dental auxiliaries, who render patient care services in a dental setting where nitrous oxide/oxygen is administered shall have proof of current basic life support (BLS) knowledge and skills.

- **Examination:** “Prior to the administration of nitrous oxide/oxygen, the dentist or auxiliary shall record, in the patient’s chart, the patient’s medical history and the pertinent physical findings.”

- **Documentation:** “When administering nitrous oxide/oxygen, the dentist or auxiliary shall record, in the patient’s chart, the treatment given, the dosage administered and the patient’s response to treatment.”

- **Emergency Care:** “Prior to the administration of nitrous oxide/oxygen, the supervising dentist and auxiliaries shall have appropriate training to recognize the symptoms and reasonably treat the complications and emergencies incident thereto.”

The School of Dental Medicine shall keep records of faculty who meet the certification standards for the State of Colorado as listed above.
INTRODUCTION:

The University of Colorado School of Dental Medicine (SDM) follows all rules, regulations and guidelines regarding dental unit water testing as put forth from the Center for Disease Control and Prevention (CDC) and the American Dental Association (ADA).

PURPOSE:

It is the legal and ethical responsibility of the SDM to provide safe patient care including the assurance that dental unit waterlines are maintained regularly to deliver water of an optimal microbiologic quality. Although infection associated with microbial contamination of dental waterlines appears to be rare, over time dental water lines continue to develop a biofilm of bacteria, fungi, and protozoans that may lead to accumulation of unacceptable levels of these organisms in these lines. The standards set by the CDC and ADA is that the appropriate level of microbiologic contamination in these water lines not exceed 500 CFU/mL. The purpose of this policy is to assure compliance to this standard.

POLICY:

This policy assures compliance to standards set by the CDC and ADA that state that the microbiologic contamination of dental water lines not exceed 500 CFU/mL. To assure compliance the SDM uses two processes: the use of a Sterisil 5 stage water treatment system throughout all the patient care areas and regularly scheduled testing and maintenance of this water treatment system.

Testing and Maintenance of the Sterisil Water Treatment System

The School of Dental Medicine conducts random testing on a quarterly basis to include one quarter of the dental units per test cycle to assure that each dental unit’s waterlines are tested once per year. Testing is scheduled during the calendar year prior to clinical breaks to allow for re-testing as necessary. This testing schedule is maintained in the SDM maintenance tracking system.

Testing Process

1. Call the testing facility (Agenics) to order the testing equipment (i.e. test vials, ice packs, coolers, packaging, shipping label and testing directions).

2. Choose dental units to be tested from the School of Dental Medicine maintenance tracking system schedule on a quarterly basis. Choose the dental units as per the pre-determined number of chairs per floor and or clinics.

3. On the test date, follow the directions from the testing facility (Agenics) precisely including how samples are taken, recorded and shipped. Flush all portions of the system for 30 seconds before samples are taken. A sample from the dental unit needs to include samples from each location on the dental unit that supplies water.
4. After the results are received from the testing facility any action taken will be determined by the results. If all results pass, then no action is required with the exception of documenting the results in the maintenance tracking system and a hard copy of the results kept on file. If the test results show a fail in HPC (Heterotrophic Plate Count) that is above 500 CFU (Colony Forming Units) on any of the dental units, those dental units will not be used until retesting is complete in accordance with the following procedures:

5. Complete retest in accordance with the original testing procedures outlined by the testing facility. (See item #3 above.) A 5-minute flush of all portions of the system is required prior to the retest.

6. Once results are determined, if the unit passes no further action is required with the exception of documenting the results in the maintenance tracking system and a hard copy of the results kept on file. If there is second failure, a 3rd test will be completed and sent to the appropriate state testing facility or reference lab in accordance with their testing protocol using a 5-minute flush. After a 3rd failure the supplier is called to determine what further maintenance or repair is required. The water delivery system on the dental unit in question will remain out of use until a result below the threshold of 500 CFU/mL is achieved.

8. If the water treatment system is determined to be malfunctioning, the system supplier (Sterisil) will be called to determine what further maintenance is required. If the malfunction is systemic and is resulting in CFU’s greater than 500 CFU’s/mL all affected dental units will be deemed out of service until the malfunction is corrected.

9. The School of Dental Medicine on an annual basis sends samples to the appropriate state testing facility to ensure the validity of the testing process.

**Maintenance**

The School of Dental Medicine will check the system for any expired filters, proper operation of the unit on a quarterly basis utilizing the School of Dental Medicine maintenance tracking system. If any of the filters are expired they are to be changed in accordance to the maintenance schedule.

**REVIEW AND APPROVAL:**

The SDM Water Testing Protocol is vetted by members of the SDM Infection Control and Life Safety Committee and the Sr. Associate Dean for Clinics and Professional practice. Final approval of the SDM Water Testing Protocol is conducted by the SDM Operations Committee, Faculty Senate and SDM Executive Committee. The SDM Water Testing Protocol is reviewed on an annual basis or sooner, as needed.

**REFERENCES:**

CDC Guidelines for Infection Control in Dental Health-Care Settings – 2003
http://www.cdc.gov/mmwr/preview/mmwrhtml/rr5217a1.htm

CDC Summary of Infection Prevention Practices in Dental Settings: Basic Expectations for Safe Care - 2016
http://www.cdc.gov/oralhealth/infectioncontrol/guidelines/index.htm

American Dental Association Statement on Dental Unit Waterlines
http://www.ada.org/en/member-center/oral-health-topics/dental-unit-
9.6 SDM Infection Prevention and Exposure Control Plan

INFECTION PREVENTION AND EXPOSURE CONTROL PLAN

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Section I

INTRODUCTION AND PURPOSE:
Infection Control is an integral component of all procedures and patient care activities. The overall goal of an infection control program is to prevent or reduce risk of disease transmission among patient/clients, students, staff and faculty. This protocol is also intended to provide an educational model reinforcing the ethics and practices necessary to provide safe care to patients.

RATIONALE:
Dental care personnel including dental students, faculty, staff, laboratory and other support personnel are occupationally exposed to a wide variety of infectious materials and pathogens including body substances, contaminated supplies and equipment, and environmental surfaces. In addition dental care personnel are ethically and legally obligated to provide care which minimizes the risk of cross contamination and nosocomial infection to patient/clients. Since pathogens may cause infections with serious complications including various types of hepatitis, AIDS, tuberculosis, etc. and the chain of transmission is largely microscopic, infectious patients or staff may not be readily identified.

Therefore it will be the policy of the University of Colorado, School of Dental Medicine (CU SDM) to adhere to Standard Precautions. OSHA mandates this approach to infection control in which all human blood, body fluids including saliva, excretions, secretions, non-intact skin, and mucous membranes are treated as if known to be infectious for HIV, HBV, HCV and other bloodborne pathogens. Standard precautions are procedure specific, not patient specific.

EPIDEMIOLOGICAL BASIS FOR INFECTION CONTROL:
The spread of infection in health care is best described through the five components of disease transmission:
(1) Sufficient source of infecting pathogens;
(2) Location or medium where the organisms are able to supply and multiply such as the blood stream or dental unit water lines;
(3) Route of transmission such as hands, surfaces, blood, water, air, droplet spatter, etc.;
(4) Portal of entry such as cuts or punctures or exposed mucosa;
(5) Reception of infectious agents by a susceptible host.

Disease may be transmitted from patients to dental care personnel; from dental staff to patients; and from patient to patient. Effective infection control disrupts one or more of those components. Precautions outlined in this protocol are based upon the measures recommended to protect against transmission of the benchmark bloodborne pathogens Hepatitis B (HBV) and Human Immunodeficiency Virus (HIV).

Regulatory Basis for Infection Control:
All protocols will be based on the most recent guidelines or regulations promulgated from the Centers for Disease Control (CDC) in the Guidelines for Infection Control in Dental Health-Care Settings 2003, MMWR, Dec. 19, 2003, Vol. 52, No. RR-17; and all laws currently in force from the Occupational Safety and Health Administration (OSHA), Bloodborne Pathogen Standard; and the Dental Practice Law of Colorado: C.R.S. 12-35-129. Causes for denial of issuance or renewal - suspension or revocation of licenses - other disciplinary action - unprofessional conduct defined - disciplinary panels - cease and desist. (1) The board may deny the issuance or renewal of, suspend for a specified time period, or revoke any license provided for by this article or may reprimand, censure, or place on probation any licensed dentist or dental hygienist after notice and hearing, which may be conducted by an administrative law judge, pursuant to the provisions of article 4 of title 24, C.R.S., or it may issue a letter of admonition without a hearing by certified mail for any of the following causes: ... (k) An act or omission constituting grossly negligent dental or dental hygiene practice or that fails to meet generally accepted standards of dental or dental hygiene practice; (C.R.S. 12-35-129 (1)(k)). Grossly negligent practice in relation to infection control is further defined in the Colorado Board of Dental Examiners Rules and Regulations 3 CCR 709-1 Rule XVII. Infection Control A. Failure to utilize generally accepted standards of infection control procedures may violate 12-35-129 (1) (k), CRS.

Scope
The scope of this plan encompasses all working facilities (treatment areas, clinics both on the grounds, mobile and free-standing) administered, staffed, and managed by University of Colorado School of Dental Medicine
APPLICATION
The stipulations of this document apply generally to all personnel and activities at University of Colorado School of Dental Medicine and specifically to all tasks, activities, jobs, or positions that have a potential for exposure to bloodborne pathogens and the employees who perform those tasks and activities or occupy those jobs and positions.
Section II

DEFINITIONS:
For the purpose of this document, the following terms/phrases from the Bloodborne Pathogen Standard have been extracted and revised/expanded/modified/qualified to reflect application/practice at University of Colorado School of Dental Medicine.

"At Risk": When, in the performance of an employee's duties, there exists an actual or reasonably anticipated* potential for skin, eye, mouth, mucous membrane or parenteral contact with blood or other potentially infectious materials, this employee is considered "At Risk" for OCCUPATIONAL EXPOSURE. This document applies most specifically to employees in this category. A list of tasks and jobs in the "At Risk" category can be found in the classification of risk section of this document.

Blood: Refers to human blood, human blood components and products made from human blood; May also pertain to blood from experimental animals infected with HBV, HCV or HIV.

Bloodborne Pathogens: Microorganisms present in human blood that can cause human disease; including, but not limited to, Hepatitis B Virus (HBV), Hepatitis C Virus (HCV) and Human Immunodeficiency Virus (HIV).

Clinical Laboratory: Work place where diagnostic or other screening procedures are performed on human blood or other potentially infectious materials.

Contaminated: Actual or reasonably anticipated* presence of human blood or other potentially infectious materials in or on an item or surface.

Contaminated Laundry: Bedding, clothing, textiles, gowns, bath linens are processed by a laundry service and cleaning cloths, mop heads, cleaning supplies soiled with human blood or other potentially infectious materials etc. handled and processed by Environmental Services personnel.

Contaminated Sharps: Any object contaminated with human blood or other potentially infectious material that can penetrate skin--includes, but is not limited to, needles, scalpels, broken glass, broken capillary tubes, exposed dental wire ends and surgical instruments.

Decontamination: The removal, inactivation or destruction, by physical or chemical means, of bloodborne pathogens in or on a surface or item to the point the pathogens are no longer capable of causing disease, or transmitting infectious particles, and the surface or item is rendered safe for handling, use or common disposal.

Dental Health Care Worker (DHCW): Refers to any healthcare worker including staff, students and faculty at the School of Dental Medicine.

Dental Laboratory: Workplace where dental laboratory procedures are performed on dental appliances, impressions that were exposed to potential infectious materials.

Engineering Controls: Controls--typically mechanical devices--that isolate or remove the bloodborne pathogen from the work place and minimize or eliminate the potential of exposure incidents for employees and others in the environment. Examples include the sharps disposal containers, "needleless" IV systems, self-sheathing needles, sleeved IV connecting needles, retracting Vacutainer holders, etc.

Exposure Incident: Any actual and specific eye, mouth, other mucous membrane, non-intact skin or parenteral contact with blood or other potentially infectious material resulting from performance of employee's duties; for example, contaminated needle stick to employee after using needle to start IV on patient, splash of fluid to eye/mouth while performing care, etc.

Fluid-Resistant: Materials that resist penetration by fluids/semi-fluids are described as "fluid-resistant." These materials do not totally prevent "strike-through" or liquid penetration; they delay it, thus providing only immediate and temporary protection against a splash.

Hand Hygiene: Use of hand washing facilities to remove soil and organisms from the hands or application of alcohol based hand-rubs to disinfect the hands when they are not visibly soiled.

Hand Washing Facilities: Apparatus (usually a sink) that provides potable running water, soap and single-use paper towels--found primarily in bathrooms and clinical patient care areas.

Hepatitis B Virus (HBV, Hep B): Causes Hepatitis B disease in humans.

Hepatitis C Virus (HCV, Hep C): Causes Hepatitis C disease in humans.

Human Immunodeficiency Virus (HIV): Causes Acquired Immunodeficiency Syndrome (AIDS) in humans.

Impervious: Materials that deflect and totally prevent penetration of a liquid/semi-liquid while the integrity of the material is intact are described as "impervious." These materials provide total, long-lasting protection from splash to the areas/items they cover.
**Occupational Exposure:** Actual or reasonably anticipated* skin, eye, mouth, mucous membrane or parenteral contact with blood or other potentially infectious material as a result of performance of employee's duties.

**Other Potentially Infectious Materials:**
- Human Body Fluids
  - Semen
  - Vaginal secretions
  - Synovial fluid
  - Cerebrospinal fluid (CSF)
  - Pleural fluid
  - Pericardial fluid
  - Peritoneal fluid
  - Amniotic fluid
  - Saliva in dental procedures
  - Any body fluid with visible blood in it.
  - Any unidentified body fluid, whether it contains visible blood or not
  - Unfixed tissue or organs, except intact skin, from a human, and
  - Cell, tissue or organ cultures, culture media or other solutions containing HIV, HCV or HBV; blood, organs and tissue from experimental animals infected with HIV, HCV or HBV.

**Parenteral:** Piercing of the skin or mucous membrane, as in needle stick, cuts, abrasions and human bites.

**PEP:** Post Exposure Prophylaxis.

**Personal Protective Equipment (PPE):** Specialized clothing, equipment and supplies worn by a DHCW as protection against an actual or reasonably anticipated* hazard. General work clothing (uniforms, cotton lab coats, skirts, pants, shirts, blouses, etc.) do not qualify as PPE. PPE is to be worn in addition to scrubs, or over, general work clothing, and provides a barrier to exposure for the DHCW and his/her normal attire. PPE is used in conjunction with Engineering Devices and Work Practice Controls for prevention of actual exposure incidents. See SPECIFICATIONS for types of PPE that can be used in certain areas and situations.

*Reasonably Anticipated:* If actual eye, mouth, mucous membrane or parenteral contact with blood or other potentially infectious materials is a potential outcome of the employee's performance of a procedure or task; i.e., if blood or other potentially infectious materials are an integral part of the procedure or activity, it is reasonable to anticipate that contact may result. Measures must be taken to prevent contact.

**Regulated Waste:** Also known as "Red-Bag Trash," "Contaminated Waste," "Infectious Waste," etc.:
- Liquid, semi-liquid blood or other potentially infectious materials.
- Items that would release blood or other potentially infectious materials if squeezed or compressed.
- Items caked with dried blood or other potentially infectious materials that are capable of releasing these materials during handling.
- All used needles, disposable sharps and syringes (except bulb syringes).
- All other pathological and microbiological wastes.

**Source:** The patient or individual whose blood or other potentially infectious material came into eye, mucous membrane, non-intact skin or parenteral contact with an employee.

**Standard Precautions:** An approach to clinical practice whereby all human blood and certain other body fluids (see OTHER POTENTIALLY INFECTIOUS MATERIALS) are presumed to be infected with HIV, HCV, HBV and other bloodborne pathogens, and treated accordingly. Standard Precautions are practiced at University of Colorado School of Dental Medicine.

**Sterilize:** Destruction of all microbial life, including spores.

**Strike-Through:** Penetration of a garment or other material by a liquid or semi-liquid that results in presence of the liquid or semi-liquid on both sides of the materials.

**Work Practice Controls:** Modifications or alterations in performance of procedures or tasks designed to minimize or eliminate potential for occupational exposure; including, but not limited to, consistent use of Engineering Devices and PPE in all appropriate situations, consistent hand hygiene after glove removal, never directly recapping a needle or using improper technique for recapping.
SPECIFICATIONS:
Personal Protective Equipment:

In order to meet the protection needs of the user/DHCW and the stipulations of the Bloodborne Pathogen Standard, the protective equipment provided must meet certain specifications under certain conditions of use:

Gowns: Fluid-Resistant vs. Impervious

Fluid-Resistant - In controlled situations where the DHCW, even though handling blood or other potentially infectious material, has the latitude to stop the task/procedure, remove and replace the gown before "strike-through" to the skin or clothing underneath occurs, a fluid-resistant garment may be utilized for protection. An example would be bench work in a clinical laboratory or in our dental clinics.

Impervious - A garment that deflects liquids and is impermeable to "strike-through" unless its integrity is physically damaged should be worn for protection in all situations where the DHCW cannot immediately stop and remove/replace the gown in the event of a blood/body fluid splash. Examples would include direct involvement in a full COR-arrest resuscitation or other emergency situation and direct performance or assistance with an invasive procedure (usually does not include routine IV manipulations).

Gowns: Front Opening vs. Back Opening

Front Opening - In situations where the DHCW, even though handling blood/body fluids, is not likely to encounter uncontrolled emission of blood/body fluids and the DHCW is normally in a position to stop participation in the procedure to remove/replace the gown, a front-opening garment may be worn. Again, the example would be bench work in a clinical laboratory.

Back-Opening or Closing - Garments with a solid front, preferably of impervious material, should be worn by DHCW engaged in situations/procedures where there is likely to be uncontrolled emission of blood/body fluids and the DHCW cannot halt participation in the event to remove/replace the gown. Again, an example would include direct involvement in a full COR-arrest resuscitation.

GLOVES:

Must be impervious to fluids in all situations until and unless the integrity of the material is damaged.

MASKS, EYE PROTECTION AND FACE SHIELDS:

Either a chin-length face shield that wraps the face and provides eye protection on the sides of the face back to the hairline or a mask in combination with goggles or glasses with solid side shields must be worn in situations where facial protection from uncontrolled emission of blood/body fluids is a potential anticipated outcome.
Section III

RESPONSIBILITIES
Administration and Management

Director of Quality Management and Patient Safety is the Infection Control Officer designated by the Dean and is responsible to review policies and protocols related to infection control in the CU SDM. The Director of Quality Management is the designated administrative staff in the Office of Clinical Affairs and ultimately the Dean will be responsible to oversee the implementation of these policies and protocols. It is the shared responsibility of faculty, staff and students at CU SDM to recognize the need for implementation of standard precautions as outlined in this policy and to comply with standard operating procedures. Faculty members are ultimately responsible for supervision of clinical care and must ensure that compliance is adequate to maintain a safe treatment environment for patients, students and staff. Key responsibilities and oversight functions are listed as below:

Maintain readily accessible copies of the Infection Control and Exposure Control Plan within the facility.

Establish and maintain working knowledge of provisions of the Infection Control and Exposure Control Plan.

Establish, provide resources for, monitor and enforce compliance with the provisions of the Infection Control and Exposure Control Plan.

Provide readily accessible and adequate supplies of appropriate engineering devices and personal protective equipment within the immediate work environment for DHCW protection and use.

Ensure there is a process in place to clean, repair, replace, or dispose of used/contaminated engineering devices and personal protective equipment.

Review and update relevant internal policies/procedures as necessary to maintain Standard compliance. Communicate changes to DHCW and assure compliance.

Maintain records of training and documentation of compliance.

Dental Health Care Worker (DHCW) Responsibilities

Faculty, Employee, Student, and Dental health care workers

Participate in initial training

Given during orientation for new DHCW

Special sessions held at implementation of Standard

Participate in additional training no less than annually.

Know the locations of and demonstrate appropriate use of engineering devices and personal protective equipment applicable to the particular work area and related task.

Be able to identify tasks and procedures that may result in occupational exposure.

Consistently utilize appropriate engineering devices, work practice controls and personal protective equipment to prevent occupational exposure in the performance of duties.

If DHCW has not already received Hepatitis B vaccine, communicate consent or declination for vaccination within ten days of hiring; if consenting to receive vaccine, should initiate series within three months of hiring.
DHCW who sign a vaccination declination have the option to reverse this decision, and may receive vaccine at any time during enrollment and employment at University of Colorado School of Dental Medicine.

Immediately report to supervisor and appropriate authorities all exposures to blood / other potentially infectious materials as defined by the Standard and comply with follow-up procedures.

Follow established policies and procedures relevant to the Bloodborne Pathogen Standard.

Participate in the selection/evaluation of engineering devices and personal protective equipment.

Immediately report to appropriate supervisors/authorities unsafe or incompetent products that do not provide expected/appropriate level of protection.

**Dental Infection Control and Safety Officer or Designee**

Coordinates with Infectious Disease Clinic/ Emergency care for immediate and long-term follow up of sharps injuries and body fluid exposures.

Schedules appropriate follow-up physical assessments and indicated laboratory testing of injured DHCW.

Maintains records documenting DHCW injury, test results and DHCW clinical response to follow-up.

Arrange for procuring and administering Hepatitis B vaccine to DHCW in accordance with manufacturer guidelines and the provisions of the Bloodborne Pathogen Standard.

Maintain written declinations and/or vaccination records in the DHCW's health file.

Maintain all DHCW health files and medical records required in accordance with the Standard.

Keep current of relevant regulations and legislation. Communicate requirements / changes to administration and staff.

Initiate policy adaptation.

Establish and maintain working knowledge of provisions of Bloodborne Pathogen Standard.

Maintain the Needle stick tracking log in event reporting system required by OSHA Standard.

Maintain Sharps Injury tracking log in event reporting as required by OSHA Standard.

Present analysis of data from Needle stick Log to appropriate committees that oversee quality, Product Safety and Infection Control at least annually.

Make recommendations for approval or discontinuation of a device based on data analysis.

Oversee and coordinate follow up activities with ID Clinic.

Facilitate training and orientation of requirements of Bloodborne Pathogens Exposure Control Plan to new DHCW.

Oversee and provide guidance in the selection and evaluation of personal protective equipment and engineering devices.

Participate in the development of work practice controls designed to prevent exposure to bloodborne pathogens appropriate for each work setting.

Monitoring and analysis of DHCW exposure incidents. Recommend corrective actions when appropriate. Participate in resolution of potentially exposure-prone situations.

Collect/Analyze/evaluate data and recommend corrective actions:

Liaison with UCH Occupational Health Nurse as needed and or Risk Manager regarding incident reports.

Personal communications with staff.
Review of literature
Observation
Attendance at relevant seminars, workshops, etc.
Appropriate Committee communication:
Personal communication with involved managers, administration, etc.
Make findings and recommendations known to administration, management, and appropriate staff.
Memos.
Personal verbal and written communication with involved manager, staff, faculty, student or resident
Evaluate results of changes made
Initiate and conduct at least annual review/revision of the Exposure Control Plan--more often if necessary to comply with regulatory or policy changes.
Maintain master copy of Exposure Control Plan with current reference documents attached for ease of review/revision.
Provide instructional counseling following infection control breaks by DHCW.

Infectious Disease Clinic
Conduct DHCW initial post-exposure evaluation and follow-up procedure according to the Standard and policy.
Keep current of relevant regulations and legislation. Communicate requirements/changes to administration and staff.
Establish and maintain working knowledge of Bloodborne Pathogen Standard provisions.
Forward relevant reports immediately to Dental Infection Control and Safety Officer or designated Occupational Health Coordinator.

Emergency/Urgent Care Department
Conduct initial DHCW post-exposure evaluation when DHCW Health and Infectious Disease Clinics are closed.
Refer DHCW to appropriate venue for follow up depending on evaluation outcome.
Section IV

DHCW EXPOSURE RISK CLASSIFICATION

All employees and DHCW of the University of Colorado School of Dental Medicine (CU SDM) will be classified in accordance with OSHA guidelines into Category I, II or III (29 CFR 1910.1030) according to their tasks/job related risk of exposure to infectious disease agents within 10 working days of employment.

Category I – Tasks that involve an exposure to blood, body fluids or tissues

Positions: All undergraduate and postgraduate dental students, ISP students, residents, all full and part time clinical faculties, staff dental assistants including Central Processing and Dispensary, dental production laboratory technicians, dental equipment repair and maintenance staff, environmental services staff.

Category II – Tasks that involve no routine exposure to blood, body fluids or tissues, but employment may require performing unplanned Category I tasks

Positions: administrative assistants, clinical coordinators, and staff assigned to clinical coordination, scheduling, financial, records; material managers or dental stores staff.

Category III – Tasks that involve no exposure to blood, body fluids or tissues as a condition of employment

Responsibility for Classification:

The Sr. Associate Dean for Clinics and Professional Practice or Designee upon input by the appropriate department chair or designated staff person, will classify all personnel within CU SDM for purposes of exposure to infectious disease agents. Employees include full and part-time faculty, clinical dental assistants and dental hygienists, group practice coordinators, dental equipment repair technicians, dental laboratory production technicians and assistants, and contracted environmental services staff. Pre-doctoral dental students, post graduate dental students, residents and ISP students are by definition in Category I.

Exposure Determination:

1. Complete UCD HSD Form 1030-1, for Employee Exposure Categories

   a. Record the names and job classification information for each employee, and categorize with respect to occupational exposure. Be sure to include student workers and work study employees.

   b. This exposure determination is to be made without regard to mitigation by the use of personal protective equipment (PPE).

   c. An example of the completed form would look as follows:

<table>
<thead>
<tr>
<th>Name</th>
<th>Job Classification Title</th>
<th>Exposure Category</th>
<th>HBV Vaccine Y/N</th>
</tr>
</thead>
<tbody>
<tr>
<td>John Doe</td>
<td>Clinical Lab Tech</td>
<td>I</td>
<td>Y</td>
</tr>
<tr>
<td>Mary Smith</td>
<td>Lab Tech</td>
<td>I</td>
<td>Y</td>
</tr>
<tr>
<td>James Jones</td>
<td>Professor</td>
<td>II</td>
<td>N</td>
</tr>
<tr>
<td>Anne Jones</td>
<td>Secretary</td>
<td>III</td>
<td>N/A</td>
</tr>
</tbody>
</table>
2. Complete UCD HSD Form 1030-2, Employee Exposure Category Assessment.
   a. List employees identified on Form 1030-1, including student workers and work-study employees. List the tasks and procedures that may result in occupational exposure to human blood and OPIM.
   b. Fill in the other blanks, as appropriate, with a checkmark to identify the infectious materials, PPE and so on, associated with each task.

EDUCATION AND TRAINING IN INFECTION CONTROL PROTOCOLS AND EXPOSURE CONTROL PLAN

Credentials of Trainers:
Training will be coordinated and provided by personnel with documented expertise. Name of trainer and credentials will be included as part of training records.

Students:
All CU SDM pre-doctoral and ISP students will be trained in basic infection control protocols prior to their first direct patient care experiences. A review of basic infection control guidelines along with site specific training in CU SDM protocols will be provided to postdoctoral and international ISP students prior to clinical activities. Update training will be mandatory for all students on an annual basis.

CU SDM Staff/Faculty:
All CU SDM clinical staff and faculty are required to complete initial training that will review all topics in this protocol. Initial training and OSHA safety information must be made available prior to clinical assignments. Update training will be mandatory for all staff at least annually is available online. Faculty and staff are expected to participate in bloodborne pathogens and hazard communications training from the UCDHSC Health and Safety Office. Training will include department specific issues affecting infection control as identified by department supervisors. The Dental safety officer will be responsible to coordinate training.

Content of Training:
1) A description of exposure risks and pathogens inherent to clinical dental care and the epidemiology of disease transmission in dental settings.
2) A review of the prevention strategies and protocols in place at the CU SDM with emphasis on personal protective attire and equipment; hand hygiene; post exposure protocols and environmental management.
3) Protocols for work restrictions related to illness or injury.
4) Types of records that will be maintained for employees and methods to maintain confidentiality.

Training Parameters:
1. Initial training within 30 working days of employment and before beginning assigned duties in patient treatment areas. Each clinical specialty area will be responsible for developing and providing acceptable training in procedures unique to that department. Specialty training is in addition to the basic training in standard precautions.
2. All employees and DHCW will be reviewed for understanding and compliance after initial training.
3. Training updates will be provided during working hours at no charge to employees at least annually and whenever significant changes occur in equipment or protocols.
4. Training must include all personnel with potential exposure to occupationally related hazards: all clinical staff, faculty, undergraduate students, graduate post-doctoral students and housekeeping/maintenance staff.
5. Training records will be kept by the Clinical Manager for the duration of employment plus three years.
Section V

EXPOSURE CONTROL PROGRAM: EXPOSURE PREVENTION

Definition of an Exposure:

1. Splash of blood or other potentially infectious material to mouth, eyes, open wound, mucous membranes, other non-intact skin;
2. Needle stick/sharps injury involving used/contaminated needle or other sharp (human bites resulting in broken integument also fit into this definition); OR
3. Minimal exposure is when body fluids are splashed onto intact skin.

How Exposures Occur:

The School of Dental Medicine places a priority on exposure prevention. Occupationally acquired infections may occur through percutaneous injury (needle stick, cut, "poke" with contaminated instrument); or through contact of potentially infectious blood, saliva, tissues or other body fluids with mucous membranes of the eye, mouth, nose or non-intact exposed skin. Research indicates that burs, syringe needles, lab knives, and processing of contaminated instruments are the most common sources of "sharps" percutaneous exposure.

The University of Colorado School of Dental Medicine will emphasize use of evidence based strategies most likely to reduce infection through exposures:

Immunizations: Immunizations especially Hepatitis B immunization. Refer to Immunization Requirements policy

Standard Precautions and PPE: Personal protective attire and equipment including consistent use of gloves, masks, gowns, and appropriate eyewear.

Engineering Controls: Passive engineering controls to limit exposure to percutaneous injuries ("sharps" exposures): cassette instrument holding and processing systems; closed solid side transport trays; automated instrument cleaning using ultrasonic instrument cleaners and automated instrument washers; and hard side biohazard sharps collection devices located at every treatment unit.

Work Practice Controls and Housekeeping: Work practice controls incorporated into Standard Operating Procedures. No food or drink in the clinic areas. Keep hand pieces with projecting burs turned downward and towards the delivery system and out of the path of injury at chair side. Wipe debris from instruments using cotton rolls or damp gauze on tray, not held in hand; sharpen instruments using sterilized stones and only after sterilization and immediately prior to patient treatment; during treatment, transfer instruments using "safe zone" transfer techniques; use one handed recapping techniques described in this section during local anesthesia procedures.

Hazard Communication and Waste Management: Refer to Hazardous Management Plan

Sharps Management: Protocol for sharps management during local anesthesia and other procedures requiring needle recapping:

- A protect card should be placed on needle cap before use. Protect cards are located in the cart with the anesthetic carpules and needles.
- Needles may be recapped between injections.
- Never recap using two hands. Use one handed recapping: The cap may be placed on the clean tray and "scooped" up onto the needle and tapped into place. Avoid contaminating the needle during the scoop process.
- Alternatives include use of disposable or reusable devices to hold the cap during one handed recapping such as inserting the cap into the disposable foam tray, cassette cap holder or cardboard cap holder.
- Use hemostat or cotton pliers to remove used capped needles from syringes.
• All used anesthetic needles, broken anesthetic cartridges, used endodontic disposable files and other "sharps" or blades will be discarded in the red rigid sharps containers located in each operatory. Intact anesthetic cartridges may contain aspirated blood and may be disposed of in sharps containers.

• Safe handling of other "sharps": upon completion of patient treatment all disposable sharps will be segregated first and disposed into the rigid side red sharps disposal containers. (Scalpel blades; used endo files, orthodontic wires, etc.)

### Hand Hygiene

**Rationale:**

Effective hand hygiene is the single most important measure for reducing the risk of transmitting pathogens. Hand hygiene includes methods to decontaminate hands, reduce soil load, and maintain skin barrier integrity. Transient flora which are most frequently implicated in healthcare acquired infections are also the most easily removed by routine hand washing. Hand hygiene is essential in addition to the correct use of gloves because gloves become porous or develop tears during procedures. Preferred methods of hand hygiene will depend on the type of procedure, degree of contamination and need for persistence of antimicrobial action.

Maintaining intact healthy skin is encouraged as intact skin is the best personal defense against infection. Hand hygiene using newer alcohol hand rubs with emollients will reduce some of the irritation associated with frequent hand cleansing. Use of lotions formulated for use in healthcare environments will be encouraged.

**Frequency, Timing and Applicable Agent for Hand Hygiene:**

- Bare hand touch of contaminated surface - hand wash with soap & water.
- When hands are visibly soiled* - hand wash with soap & water.
- Before leaving clinic area at end of shift or day- hand wash with soap & water.
- Before and after processing contaminated instruments - hand wash with soap & water.
- Before and after handling instruments in "clean" room - alcohol rub.
- Before handling sterilized packaged goods - alcohol rub.

*Alcohol (antiseptic) hand rubs are not to be used when hands are visibly dirty or contaminated with blood or other body soils.

<table>
<thead>
<tr>
<th>When to perform hand hygiene</th>
<th>Recommended method and agent for hand hygiene</th>
</tr>
</thead>
<tbody>
<tr>
<td>First entry of the day shift to clinic area</td>
<td>Hand wash w/ soap &amp; water</td>
</tr>
<tr>
<td>Reentry to clinics after eating</td>
<td>Hand wash w/ soap &amp; water</td>
</tr>
<tr>
<td>Immediately before donning gloves for patient treatment</td>
<td>Hand wash or alcohol rub</td>
</tr>
<tr>
<td>Immediately after removing gloves after patient treatment</td>
<td>Hand wash or alcohol rub</td>
</tr>
<tr>
<td>After removing gloves torn or punctured during treatment</td>
<td>Hand wash w/ soap &amp; water</td>
</tr>
</tbody>
</table>

**Correct Method for Routine Hand Asepsis Using Soap and Water:**
Using foot activated faucets, wet hands with cool to moderately warm water and dispense enough soap to create slight foam all over hands, between fingers and above wrists. Interlace fingers and include thumbs during hand washing. Wash for at least 15 seconds (the "Happy Birthday Song"). Rinse thoroughly and dry skin prior to gloving to reduce chapping.

Selected soap will be a liquid product with antimicrobial ingredients dispensed from disposable containers.

Correct Method for Routine Hand Asepsis Using Alcohol Based Hand Rub:

- Hand hygiene using a waterless alcohol hand rub is effective for routine hand antisepsis throughout the treatment day between patients, before donning gloves, and after removing gloves.
- Dispense enough solution to keep hands moist with product while vigorously rubbing hands and fingers together for at least 10 - 15 seconds (Happy Birthday Song). Interlace fingers and include thumbs. Allow hands and forearms to dry before donning gloves. Do not rinse off after application.
- Selected product will demonstrate minimum 60% ethanol or isopropanol and emollient agents.
- Alcohol rubs should not be used for hand hygiene when visible soil or organic material is present on hands.

Surgical Hand Hygiene:

- Surgical hand hygiene will follow CDC guidelines using products with proven persistent antimicrobial properties for an extended 2 to 6 minute scrub. When the scrub time is less than the recommended 2 -6 minute hand washing should be combined with use of any approved pre-surgical hand prep solution such as Avagard.

Policy for Lotions:

- All students, staff and faculty are encouraged to monitor skin for sensitivities or possible allergic reactions to various soaps and materials. Use of lotions is encouraged to maintain skin condition. Only approved lotion products known to be compatible with healthcare procedures and glove materials should be used. It is discouraged to bring products from home for clinical use.

PERSONAL PROTECTIVE EQUIPMENT, ATTIRE AND PERSONAL HYGIENE

CU SDM guidelines for personal hygiene and appearance are intended to maintain asepsis in the clinic environment and protect clinicians from exposure to infectious agents. In addition, the correct use of protective attire will also reduce the unintended transfer of infectious agents to the home environment. The following guidelines apply as appropriate to all clinic personnel - male and female - including faculty, pre and post-doctoral students, international students, staff with patient contact, and any clinic employees who are likely to contact contaminated materials or surfaces. These guidelines must be followed in all patient treatment areas. (See References:)

Personal Appearance and Hygiene for Patient treatment Procedures:

- No food or drink in any patient care area including the clinics. Covered drinks are allowed in the simulation clinic and the technique lab at the discretion of the Infection Control and Life Safety Committee.
- Secure hair away from the face and restrain from entering the treatment field.
- Beards or mustaches will be covered by face mask or shield.
- Jewelry on fingers, hands, arms or ears must not interfere with the effective use of gloves and masks. Jewelry on the hands and arms is discouraged during clinical sessions.
- Nails must be clean and short. Artificial nails are known to harbor soils and microorganisms and are not permitted.
- Intact healthy skin is a key element of infection control for health care workers.
- Use lotions to maintain skin health, wash frequently and at appropriate times, and inspect skin frequently for cracks and injuries that could increase risk of infectious agent transmission.
- Shoes must be worn in patient treatment areas and must be clean and have solid closed toes.
Neckties, scarves and necklaces should be covered by PPE during aerosol producing procedures.
Scubs must be clean.
Designated CU Dental T shirts distributed through School of Dental Medicine are permissible alternative to scrub shirts on Fridays only.

**Required PPE for Patient Contact:**
Correctly worn masks, gloves, eyewear and gowns provide an important level of protection from infectious materials that may contact mucous membranes of eyes, mouth, nose and non-intact skin. The following barrier techniques will be practiced routinely in all clinics of the CU SDM including the simulation clinic (with the exception of disposable gowns).

**Required PPE for Simulation Clinic:**
Correctly worn masks, gloves and eyewear must be worn during all simulation clinic activities.

**Required PPE for the Technique Lab:**
Correctly worn eyewear must be worn during all technique lab activities.

**Gloves:**
Nitrile or Nonlatex Gloves will be used in the CU SDM and are a single use item, with a fresh pair to be used for each patient. Wear cuff of glove over cuff of lab coat or gown. Torn or compromised gloves will be replaced immediately and hands washed prior to regloving. Contaminated gloves must be removed when leaving the treatment cubicle and/or clinic treatment area. Upon return to treatment area, hands must be decontaminated with soap and water wash or if no visible soils, use alcohol rub, then fresh gloves may be donned upon returning to patient treatment. Surfaces should not be touched with gloved hands during treatment sessions unless barrier protected.

**Masks:**
Selected masks will have an intermediate rating of 98% particle filtration at .1 micron and must be worn for all patient treatment. The mask must cover the nose and mouth and be correctly adjusted to stay in place. The mask collects aerosols and contaminated material during treatment. It should not be worn under the chin between uses as this allows the contaminated outer surface to touch the face, mouth, etc. Masks become saturated over time and must be changed a minimum of every 60 minutes or more frequently for high aerosol procedures such as ultrasonic instrumentation. Student clinicians will wear a fresh mask for each patient.

**Eyewear:**
Protective eyewear must be worn during patient treatment and includes goggles, prescription eyewear, or face shields. (Face shields do not take the place of masks.) Protective eyewear including prescription glasses must have side-shields or eyewear "wraps" that offer side protection. Patients must also wear protective eye-wear during all procedures including screening exams. All eyewear for clinicians and patients must be cleaned between patients with soap and water or wipes and if visibly soiled with splatter, must be cleaned and disinfected.

**Gowns and Lab Jackets:**
Protective clothing must be worn over scrubs or street clothes during clinic patient treatment sessions and any tasks generating potentially infectious aerosols such as instrument processing. Note: Scrubs are considered street clothes and must be covered by protective gowns or jackets in the clinical setting. Protective gowns or lab coats are intended to limit the transfer of soils and contamination in two directions: from street clothes to patient treatment zones; and from aerosols and debris generated in the patient treatment zone that would otherwise be transmitted outside the facility, especially to home and family. Students will wear disposable gowns. Gowns and lab coats must be changed daily or more often if visibly soiled. Faculty and staff will wear approved clean lab coats or disposable gowns over scrubs during all clinic sessions when involved in patient care or while working in clinics where patient care is actively ongoing. A disposable gown must be worn by faculty and staff anytime they are engaged in patient care where there is the possibility of an aerosol and or spatter of debris. Lab coats must cover street clothing where aerosols are most likely to contaminate. Neckties are a known vector of contamination and should be covered if worn.
Restrictions and Removal of PPE:

Gowns, masks, and gloves must NOT be worn outside patient treatment areas. Gowns and lab coats should be removed prior to eating. Cloth lab coats should be turned inside out when hung up in non-treatment areas. Contaminated gowns may NOT be worn inside any of the laboratories. Appropriate containers will be provided for the collection of contaminated jackets/laundry.

Recommended PPE for Decontamination of Dental Unit Treatment Operatory:

Gloves, masks, eyewear and gowns are required while cleaning and disinfecting environmental surfaces in treatment units. The type of glove (utility glove or regular glove) that must be worn should provide adequate hand protection during dental unit cleanup and for surface cleaning and disinfecting. Disinfectant chemicals may compromise the integrity of some glove products. There is also the risk of sharps exposures during treatment area cleanup.

Required PPE for Receiving and Processing Contaminated Instruments in Dispensary Areas and Central Processing:

Receiving and handling contaminated instruments, including those contained within cassettes, trays and baskets, is an exposure prone procedure. Heavy duty puncture resistant utility gloves, masks, protective eyewear and gowns must be worn when receiving and handling contaminated instruments, equipment and supplies.

PPE in Dental Laboratory Areas:

Protective eyewear must be worn in dental laboratories. Masks must also be worn when grinding, using rag wheels or any other procedures likely to produce dust and aerosols or when shields and dust collection devices are not installed. Gowns or lab coats used during patient treatment be removed prior to entering dental labs. Gowns must be removed if visibly soiled. Rag wheels and other items that are used on patient appliances must be cleaned and sterilized.

PPE for Oral Surgery Including Implant and Osseous Involved Procedures:

Sterile gloves will be worn by clinicians and assistants during all oral surgery and periodontal surgery procedures in addition to general PPE required for all patient contact.

Latex Exposure:

The CU SDM will use latex free products in all general clinics. Nitrile exam gloves are standard supply.

SHARPS/INSTRUMENT MANAGEMENT

Sharps Management:

Instrument Management, Processing and Decontamination

Decontamination is the entire process of cleaning, transporting, processing and sterilizing instruments, objects and devices to make them safe for reuse. Instrument and device decontamination protocols are based on the concept that effective sterilization requires instruments and devices that are completely clean because debris acts as a barrier to sterillant contact with surfaces.

Classification of Items for Decontamination:

- Critical items include surgical instruments, scalers, etc. that penetrate soft tissue, bone or contact the bloodstream.
- Semi-critical items such as amalgam carriers, mouth mirrors, and film holders may enter the oral cavity, contact mucosa but do not penetrate soft tissues. All critical and semi-critical instruments and devices used for patient treatment will first be cleaned thoroughly, then heat sterilized or if not heat tolerant, at a minimum will be chemically disinfected in a high level disinfectant solution.
- Non-critical items contact only external intact skin and will be cleaned and disinfected with an intermediate level tuberculocidal disinfectant/ cleaner and will be covered with barriers. (Radiology tube head and collimator, curing lights, etc.)

Special note for semi-critical device exception: Phosphor plates for intra-oral radiology are barrier protected for intraoral use. Barriers are single use and discarded when plate images are processed.
Instrument Decontamination Process - Operatory Treatment Area:

- Instrument decontamination starts at the treatment area. Immediately upon dismissal of patient, student clinician and/or clinic assistant will prepare instruments for processing.
- Use recommended PPE - gown, eyewear, mask and appropriate gloves.
- Safely dispose of sharps first in the designated rigid containers including needles, anesthetic carpules if broken, used scalpels blades, discarded orthodontic wire, used endo files or burs that will be discarded.
- Remove and discard body tissue fragments or items soaked in blood or saliva to biohazard waste containers. Remove other trash and disposables from cassettes.
- Wipe cements and gross debris from cassette surface and instruments by wiping against damp gauze or cotton rolls on tray. (Never hold gauze in finger tips to remove debris from sharp instrument tips.)
- Make note of damaged or missing instruments and accessories. Attach tape to damaged instruments to identify them for replacement.
- Sort endo files or bur sets if used into holders and note if replacements needed.
- Wipe gross soils from surface of handpieces using damp paper towels with disinfect.
- Student clinicians and assistants are jointly responsible for transport of contaminated instruments and equipment to dispensary area via equipment carts.
- Transport instrument cassettes to designated instrument cart and loose instruments to the dirty instrument receiving window. All items will be contained within cassettes or other holders. Do not allow instrument tips to protrude from cassettes or holders.

Instrument Decontamination - Dispensary receiving Area - General Protocols:

- Manual cleaning of instruments and equipment will be minimized. Cassettes, ultrasonics, trays, enzyme pre-cleaning spray, automated instrument washers, closed cart transport systems and centralized processing are all in use to reduce sharps exposure incidents during instrument decontamination.
- Dispensary/ "return" area clinical staff must wear gowns, heavy duty utility gloves, masks and protective eyewear while receiving and processing contaminated instruments.
- The receiving area of the dispensary will be organized and labeled to sustain a one way flow of items from dirty to clean.
- No food or beverages are allowed on counters, shelving, or carts in dispensary instrument cleaning area or supply storage area.
- Where possible, items used such as code scanner should be barrier protected to reduce cross contamination.

Ultrasonic washers in dispensary areas:

- Cleaning solutions will be changed at least daily or more often based on soil load.
- Assistants will use drain baskets or file bur holders to insert and remove items in ultrasonic cleaners.
- Never insert hands into ultrasonic solution when filled with contaminated items.
- Ultrasonic chambers will be kept covered during operation to reduce aerosols.
- Ultrasonic devices will be labeled with type of solution and dilution ratio to meet OSHA labeling requirements for secondary containers.
- Do not overload ultrasonic. All items must be submerged for effective cleaning.
- Rinse items thoroughly after removal from ultrasonic solution.
- Monthly quality check of the effective function of ultrasonic using foil test or Sonochek.
High Level Glutaraldehyde Chemical Disinfectant in Dispensary Areas:

- Use will be eliminated where possible by use of disposable or heat tolerant devices.
- Where essential, use will be limited to semi critical items that are not heat tolerant.
- Solution tubs must be labeled with name of solution and dated for use and expiration according to manufacturer's directions for use life meeting OSHA labeling requirement for secondary containers.
- Solution will be kept covered.
- Items will be inserted and removed as a group. All items will be thoroughly rinsed with sterile water and packaged/ labeled for next use.

Decontamination of Handpieces and other devices attached to air and waterlines:

- High and low speed handpieces, contra-angles, prophylaxis angles, ultrasonic scaling tips, and air or water syringe tips are all cleaned and/or flushed for 30 seconds after each use. All handpieces, ultrasonic scaling tips are heat sterilized prior to re-use on next patient.
- Saliva ejector tips, high volume suction tips are disposable and discarded after use.

Steps for Receiving and Processing Contaminated Items in Dispensary Area:

- Scan bar codes.
- Open cassettes and check for missing or damaged items. Remove trash if present.
- Spray pre-cleaning enzyme foam on instruments.
- Clean endo file sets and bur sets in ultrasonic cleaning units. Rinse. Replace damaged or missing items for sets as labeled on "go-by" charts. Check for residual soil and re-clean as necessary. Package dried sets for heat sterilization in the dispensary area.
- Clean surfaces of handpieces, mats and compression rails; check for complete components, lubricate and bag for sterilization. All hand-pieces are sterilized between uses.
- Contaminated instruments will be transported to Central Sterile Processing inside cassettes and trays via closed case transport carts.
- As much as possible, contaminated items will be transported within 1 hour to Central Processing. All contaminated items will be transported in enclosed case carts. Since carts are loaded in dispensary area the outer surface is likely to be contaminated, clean exam gloves are recommended to handle case carts during transport.
- Case carts loaded with contaminated items must be accompanied during transfer. Case carts will not be left unattended in the elevators.

Sterilization Procedures in the dispensary areas:

- All items will be clean, dried and inspected for residual soils prior to sterilization.
- Items such as burs or jointed pliers may be sprayed with anti-corrosive lubricant agent prior to sterilization.
- Implantable devices processed in the clinical dispensary e.g. implant screws, pins, must be processed with a BI and released only after the BI result is received.
- All items are bagged for sterilization using medical grade paper/plastic self-seal pouches.
- An internal chemical indicator will be included inside every pouch.
- All critical and semi-critical heat tolerant items are heat/steam sterilized.
- All sterilizers in the dispensary areas are steam/heat sterilizers; gravity, prevac and or forced air Statim.
- Loading sterilizers: Improper loading is one of the most common causes of sterilization failure. DO NOT OVERLOAD sterilizer. All items must be loaded alternating paper to plastic.
- Do not load packages with paper side to paper side. Where possible load items on edges.
- All table top sterilizers in the department dispensaries are monitored: mechanical cycle settings and controls are observed for each cycle; internal and external chemical indicators are used with every pouch, and biological spore tests are processed daily for each sterilizer.
- Sterilization records will be kept a minimum of one year in the department. Older records will be labeled and bundled for storage at off-campus warehouse.
- Cycle parameters follow manufacturer’s directions. Gravity Tuttnauer sterilizers operate at 250 degrees F for 30 minutes after reaching correct temperature and pressure. Pre-vac Lisa sterilizers run 273 degrees F for 4 minutes, 250 degrees F for 30 minutes and 273 degrees F for 18 minutes on an extended cycle
- Statim sterilizer will be operated at parameters recommended by the manufacturer.
- Items must be allowed to dry and cool before removing from sterilizer. Handling wet packs will cause contamination to "wick" inside packaging.
- Check chemical indicators on each package and from each load to verify process prior to use in clinics. Do not use instruments if chemical indicators are not changed.
- Handle and store packaged sterilized items carefully to keep packaging intact. Storage and use of sterile packaged goods is based on "event - related sterility": Contents of pouches are presumed to stay sterile as long as packaging is intact and not contaminated by moisture.

Centralized Instrument Decontamination Department:
Centralized instrument decontamination is used for the majority of instrumentation at CU SDM. The Central Sterile area is organized as follows:
- The area is physically divided with contaminated "dirty" room, clean room, and sterile room.
- All instrument processing flows from dirty to clean.
- Each area (dirty, clean and sterile) will be physically separated to reduce cross-contamination. Keep doors and transfer window shut between contaminated and clean zones.
- All case carts carrying contaminated items will be processed through a case cart cleaning cycle prior to entry into the "clean/sterile" side of Central Processing.
- No food or beverages in the instrument processing areas.

Contaminated Receiving Area Procedures:
- Contaminated (dirty receiving side) receives transport case carts from all department clinics except faculty practice.
- Personnel must wear full PPE: mask, protective eyewear, heavy duty utility gloves, decontamination gown over scrubs when receiving contaminated carts and items.
- PPE supplies will be available in the contaminated receiving area.
- Disposable elements of PPE will be discarded prior to leaving contaminated receiving area, hands washed and utility gloves washed and air dried.
- Contaminated PPE (masks, utility gloves and gowns used when receiving contaminated carts) MUST be removed prior to using office area.
- Ultrasonic instrument cleaner will be labeled for solution in use and recommended dilution. All items will be completely submerged during ultrasonic cycle. Solutions will be changed when visibly soiled or drained at the end of day/shift. Equipment automatically drains when turned off. Tank will be manually rinsed between uses. Ultrasonic function will be monitored monthly with foil test or Soni chek.
- Contaminated items are in cassettes or transport trays. Contaminated items are loaded into automatic washer disinfectors. Wash cycles regularly in use are enzyme prewash, rinse, main wash, thermal disinfecting rinse and final
lubrication/surface treatment cycle. All cycles are set as per the validated parameters listed by the manufacturer. Washers are tunnel style with loading on contaminated side and unloading on clean side.

- AxiUm process Tracking – Items are scanned in main DC from user, checked for trash, scanned into washer. Surgical kits, hygiene kits and surgical and cannulated are clean with ultrasonic then washer disinfector.
- Washer tested weekly and daily

**Clean Room (Instrument Packaging):**

- Clean dry instruments and cassettes are removed from washers on the "clean" side in the inspection and packaging room. Instruments and cassettes are thermally disinfected by washers.
- Cassettes are opened and inspected for broken or missing items and are checked for functionality. Residual trash, etc. removed if still present. Cassettes are closed and packaged for sterilization. Loose items are grouped according to procedure cards and bagged for sterilization.
- New instruments for replacements must be cleaned prior to storage in clean room.
- Technicians must wash or decontaminate hands with alcohol rub agent upon entering clean area. Hand jewelry, bracelets and artificial nails are sources of contamination and should be avoided. Hair should be restrained. Eye Protection and clean lab coats are required. Clean exam gloves may be used to maintain asepsis during instrument packaging.
- Sterilizers are loaded from the "clean" side and unloaded on the "sterile" side.
- Sterilizers will NOT be overloaded.
- All pouches must be loaded so that paper is next to plastic. Racks will be used to load pouches and cassettes on sides or edges.
- Pre Vac sterilizers provide dry packages at the end of the cycle. Sterile packs should be handled carefully to maintain intact packaging. Validation Testing: Bowie Dick test daily, chemical integrator is included in each kit, process challenge device in sterilizer with every load, spore test included in first load and in loads containing an implantable device.
- Implantable devices are quarantined until spore test result is obtained.

**Sterile Room, Storage, and Quality Management:**

- Central Processing technicians must wash hands and don clean lab coats prior to working in the area.
- All instruments including individual items and cassettes are packaged for sterilization. Items are not flash sterilized or sterilized unwrapped.
- All Central Processing sterilizers are pre-vacuum sterilizers with dedicated steam lines.
- All Central Processing sterilizers are monitored: mechanical control check, external chemical indicators on all pouched items, and chemical class V integrator in every load; daily Bowie-Dick vacuum draw tests for the main sterilizers in Central Processing; daily biological spore tests in the large main sterilizers. Biological indicators are incubated along with controls and records kept for each sterilizer.
- Storage of sterilized goods is based on "event related" sterility. Indefinite sterility is assumed for intact packaged items. Throughout processing, pouches will be monitored for intact packaging. If tears, pinholes or protruding items are noted at any point in processing, the entire package will be pulled for repackaging in a fresh pouch and re-sterilized.
- Dropped packages: Packaged items will be repackaged and re-sterilized if dropped on floor, even if packaging is intact, due to potential for cross contamination of external pouch surface on clinical treatment surfaces.
All handpieces are surface cleaned and lubricated in the dispensaries, packaged and heat sterilized in upstairs sterilizers or transported for sterilization to Central Processing. Kits are stored in sterile storage or return to clinical dispensary. Instrumentation is released after reaching an internal temperature of 72 degrees F.

**Protocol for biological test failures:**

The following protocol will be used for all sterilizers (table top, pre-vac, etc.).

- Identify the sterilizer associated with the failed biological test. Ensure that this equipment is not used for sterilization until basic parameters and retesting is completed.
- For tabletop sterilizer run on full load, use items are not needed immediately. For Statim sterilizer run on empty load. For sterilizer larger than 2 CUFT run on empty load.
- Verify that mechanical controls are set correctly and that recent chemical indicator tests run in that machine are changing appropriately.
- If mechanical controls are correct and chemical indicators are changing, immediately run a cycle with a biological spore test. Do not include items needing sterilization in this cycle.
- Determine if any oral surgery sets run in this sterilizer and recall for quarantine and reprocessing. Recall all appropriate instruments in the lot and identify the reason for the spore test failure. Items other than implants do not necessarily need to be recalled; however if possible all items that can be traced and especially surgery packs should be repackaged and reprocessed in functioning sterilizers.
- Remove the sterilizer from service. The unit should pass three consecutive spore tests; return unit to service when test results show sterilization conditions are met.
- Review logs and records from interval since last negative BI and review procedures for sterilizer operations, including loading and how spore test was run. Identify if operator error.
- If second BI shows failure, keep sterilizer out of service until inspection and repairs are followed by three consecutive successful BI tests.

**Processing and Sterilization Protocol for Implant Cases:**

All implants are received certified sterilized by the manufacturer. Only the super periosteal components of implant systems may be cleaned and sterilized for use. These must be sterilized according to the manufacturer instructions.

**Storage of Sterilized Items in Central Processing:**

- All sterilized goods will be packaged. Items will not be unloaded from sterilizers until dry. Sterile packaged goods will be handled as little as possible. Packaging will be kept intact.
- Short term storage will occur on the "clean/sterile" side of Central Processing.
- Short term storage in departments and dispensaries will be on clean dry racks and bins in areas segregated from patient treatment and contaminated items. "Short term" is the period - usually less than one week elapsed - after sterilization and until items are requested for use.
- Storage will be based on "event related" sterility. All packages will be routinely inspected prior to use by clinicians for intact packaging prior to opening. Contents may be assumed to be sterile if packaging is intact. All instruments must be date stamp as this is critical in a process recall and stock rotation.
- Annual Sharps Risk Assessment and Evaluation

On an annual basis screening and evaluation for safer dental devices will be completed.

(See APPENDIX -D for screening form and evaluation form)

**Section VI**
HOUSEKEEPING - ENVIRONMENTAL INFECTION CONTROL - DENTAL UNITS AND CLINICAL SURFACES

Basic principles used at CU SDM for environmental infection control will be based on classification of areas and surfaces as:

- **Housekeeping** - includes floors, walls, windows, blinds, sills, cabinets, sinks.
- **Zone of aerosolization** - patient unit chairs, stools, carts, computer screens.
- **Clinical touch surfaces** - areas likely to be touched with gloved hands during the course of patient treatment - keyboard, handpieces, air/water syringe controls, evacuation lines, light handles, chair back and controls, small equipment such as curing lights and ultrasonic scalers.

**Facilities and equipment in place to reduce cross contamination:**

- Smooth upholstery.
- Foot controls for patient chairs and faucets.
- Electronic paper-less record keeping.
- Unit dosing of supplies.

Barriers will be used on all clinical touch surfaces and especially those that cannot be removed and heat sterilized. Barriers are single use and will be changed between patients. It is not necessary to reclean and disinfect covered surfaces as long as barriers remain intact and in place. Barriers must be removed in a manner that avoids contaminating surfaces underneath.

Barrier protected surfaces include but are not limited to: patient chair back, delivery/docking arm for handpieces and evacuation lines, cart, handpiece controls, computer keyboard and mouse, light handles, operator stool adjustment, radiographic head, control panel.

**Surface Cleaning and Disinfection:**

- An EPA registered intermediate level disinfectant/cleaner will be used for all clinical treatment surfaces but especially clinical touch surfaces and adjacent countertops, and computer monitor screen cover. Disinfectants will be applied by wiping with towelettes. Sprays are not allowed in the clinics to reduce aerosols and protect electronic equipment.
- Disinfectant will be applied in the CDC recommended two step method: Clean surfaces first to remove soils. Apply disinfectant/cleaner thoroughly using sufficient wipes to clean all surfaces. Cleaning is critical to effective disinfection. Discard wipes. Reapply disinfectant with fresh wipes to completely cover surface with disinfectant. Allow total contact time of 10 minutes. If barriers are used, they should be replaced in between each patient after wiping down the surfaces.

**Dental Unit Set up Step by Step:**

- Personal items, backpacks, books, etc. from the treatment unit should be stored in student lockers.
- No food and drink should be consumed in clinical areas.
- Wash hands thoroughly with soap and water upon entering clinic and before touching any supplies or equipment. Wear clean gloves for set up after washing hands.
- Water bottles may be left on units. Rinsing and disinfecting bottles is not necessary as all water used during treatment is continuously treated through a centralized silver ion system on the first and second floor clinics. Water for third floor orthodontic clinic is treated from a centralized silver ion system. Treated water is then used in unit bottle systems. Bottles will be removed, disinfected and allowed to dry on a daily basis in 3rd floor Orthodontic department clinics.
- Wear disposable clinic gown, eyewear, mask and clean gloves.
- Check treatment area for general cleanliness including floors, countertops, and arms of unit. Use disinfectant and cleaner towelettes for spot cleaning. Remember- patients perceive infection control via visual assurance of a clean, neat treatment area.

**Start of the Day:**
- Disinfect clinical touch surfaces using the two step method: Clean first using an intermediate level tuberculocidal disinfectant with cleaning surfactants. Discard wipes or paper towels used for cleaning. Apply disinfectant - dispense fresh disinfectant towelettes sufficient to reapply disinfectant to all clinical contact surfaces, counter tops and adjacent areas in the zone of aerosolization. Disinfectant total contact time is 1 minute.

- Collect disposables and treatment items. Wipe off excess disinfectant if necessary and ensure that seating areas of chairs and stools are clean and dry.

- Place barriers over all clinical contact areas including: patient chair back, cart, keyboard, mouse, operator stool and height control, unit light handles and light switch, air/water handle, and controls for evacuation lines.

- Attach air /water tip, evacuation tips and handpieces. Place sterile bur in chuck of handpiece and run for 30 seconds. Recover handpieces if they will not be immediately used. (After handpiece and bur are used during treatment, return to holder with bur end down pointing towards delivery system)

- With clean bare hands collect disposable supplies, paper goods, biohazard bag, patient education and home care supplies, etc. Do not access supplies with gloved hands during patient treatment.

- Check chemical integrator to ensure it is completely changed, also check kit for completeness, if not complete exchange for new kit.

- Seat patient, place bib and protective eyewear for patient. After initial conversation and medical history update, wash hands (soap and water or alcohol rub), place clinician PPE starting with mask, then eyewear, gloves last.

**Unit Clean-up or Unit Turn-over Step by Step between Patients:**

- PPE - Students and clinical assistants will wear masks, eyewear, gowns and appropriate gloves during unit clean up.

- Sharps - Safely dispose of sharps first in the designated rigid containers. Remove and discard body tissue fragments or items soaked in blood or saliva to biohazard waste containers.

- Sort and remove other disposables and debris from cassette and discard in general trash. Ensure all instruments are return to the kit.

- Discard disposable gowns and large barriers in large trash bins located at sides of clinic areas. Small trash receptacle at unit is only for smaller non-biohazard trash. Do not allow gross debris or cements to dry on instruments. It is the joint responsibility of clinic assistants and students to start instrument decontamination as quickly as possible to avoid dried debris damaging instruments and cassettes. Wipe cements and gross debris from cassettes and instruments by wiping against damp gauze on a solid surface (Never use gauze in finger tips to remove debris from sharp instrument tips.)

- Check for damaged or missing instruments and accessories required for that instrument set. Separate endo files, holders and bur sets and note if replacements needed. If present, wipe gross soils from surface of hand pieces using damp paper towels. Contaminated instruments and equipment will be transported to dispensary area via carts within cassettes or solid side pans.

- Remove all surface barriers and place in general trash. Use wipes to clean the surfaces and then replace with new barriers.

- Turn off unit light. After unit light has cooled off, leave light cover in place and clean off with damp paper towels. If noticeable spatter cannot be removed or is inside cover notify a clinic assistant.

- Diluted evacuation line cleaner to suction at least one to two cups solution through each evacuation line of the unit must be done at start of day and as often as needed.

- Clean all clinical contact surfaces after last patient of day including surfaces covered by barriers.

- Use disinfectant/cleaner towelettes. Check all unit surfaces including countertops, unit arms, computer monitor screen cover, etc. for any visible soils, especially blood spatter.

- All visible soils must be cleaned and the same area disinfected using the two step method: clean first, discard towelettes, obtain fresh towelettes, reapply disinfectant, and allow 1 minute contact time.
- The upholstery of patient and clinician chairs, keyboards, and monitor covers may be cleaned with disinfectant wipes and then wiped off with plain paper towels dampened with water.
- If visible blood or other body soils are noted on upholstery or keyboards, the two step process should be used.
- Replace unit light directly over chair. Raise chair slightly to allow floor cleaning.
- Turn off unit control.
- Change unit suction trap weekly.
- If using utility gloves, Wash utility gloves with soap and water then remove and hang.
- Wash hands thoroughly with soap and water prior to leaving clinic.

**Limiting Contamination via Aerosols and Consumable Supplies:**

- Aerosols: All procedures will be performed to minimize the amount of splatter and aerosols by consistent use of high volume evacuation, proper patient positioning, pre-operative mouth rinses, rubber dam placement and effective use of PPE.
- Consumable supplies will be accessed with clean bare hands only. Where possible items will be unit dosed. When containers must be placed in the dental treatment area, containers will be barrier protected if they must be handled during patient care.

**Water Lines and Evacuation Systems:**

Rationale for water line monitoring and treatment:

- Dental unit waterlines can become colonized with microorganisms, creating complex slime layers (glycocalyx) and biofilm. Although cultured samples demonstrate limited pathogenic potential, Pseudomonas aeruginosa, Legionella species and other potentially pathogenic species have been isolated from some water lines. Further the CDC states: "Although no epidemiologic evidence indicates a public health problem, the presence of substantial numbers of pathogens in dental unit waterlines generates concern. Exposing patients or dental health care workers to water of undetermined microbiological quality, despite the lack of documented adverse health effects, is inconsistent with accepted infection control principles." The American Public Health Association and American Water Works Association have set limits for heterotrophic bacteria in public water supplies not to exceed 500 cfu/ml.

- CU SDM uses a centralized Sterisil PureLine50 wall mounted, point-of-entry purification system connected to incoming municipal water supplies. This system provides treated water for all clinics, autoclaves and drinking water dispensers. The system filters contaminants in the source water using prefiltering and automated reverse osmosis (RO) filtration. Water is further disinfected using UV irradiation. Water dispensed for autoclave use is filtered through additional deionization to reduce total dissolved solids. Sterisil Corporation maintains the filters and ionizing cartridges and sends water samples for testing to a third party. Verification logs will be maintained in duplicate by Sterisil and CU SDM Clinical Manager.

- Procedures: Discharge water and air for a minimum of 20 - 30 seconds after each patient, from any device connected to the dental water system that enters the patient's mouth (e.g. handpieces, ultrasonic scalers, air/water syringes). ADEC unit antiretraction mechanisms are engineered to eliminate "suck-back" into water delivery lines.

- Maintenance for ADEC unit evacuation lines and solids filters: Evacuation lines will be cleaned at least weekly with approved solution by clinic assistants.

**LAUNDRY**

**Clinic Coats and Gowns:**

The School of Dental Medicine provides protective gowns for all students, staff, faculty and volunteers. Student and faculty clinic gowns are available in the clinics. Coats must be changed daily or more often when visibly soiled. Used coats should be handled carefully to avoid skin contact with patient's body fluids. Coats should be placed in the laundry bins on each clinical floor. A professional laundry service is responsible for cleaning the laundry. A gown must be worn during patient care by all students. A gown must be worn by Faculty and staff during patient care if there is an aerosol or spatter of debris that may occur.
EQUIPMENT MANAGEMENT
Equipment must be disinfectant and cleaned as listed above during preset-up, during patient treatment and after treatment. Equipment maintenance should be done only on equipment that has been decontaminated in the appropriate manner. This same decontamination of equipment must also take place prior to shipment of the item. If areas remain contaminated due to an inability to effectively disinfect, those areas must be indicated by attachment of a Biohazard sticker. All vendors must perform quality checks on all applicable equipment and provide timely reporting to ensure timely follow-up is completed as necessary.

Eye Wash /Eye Safety:
All dental clinical areas and support services have eye wash systems connected to the water system. Users must know the location and how to operate and use them as described below.

- Turn on cold water side of faucet (use of hot water may cause scalding or other injury).
- Pull knob on Eye Station unit forward to activate the eye wash. Water pressure will hold the eye wash in operation, thus leaving the user’s hands free.
- To return to normal faucet operation, push knob back to original position. When the faucet is turned off, the knob will return to original position automatically.

Maintenance:

- Periodic cleaning of the eye wash aerators is advisable to assure proper water flow.
- Keep plastic float-off covers on outlet heads when the unit is not in use.
- The Eye wash unit, like all emergency eye wash and shower should be tested at least weekly by dispensary staff and quarterly maintained by facilities department.
Section VII

POST EXPOSURE MANAGEMENT AND PROPHYLAXIS PROTOCOL

How exposures may occur: Occupational exposure to potentially infectious agents may occur through percutaneous injury (needle stick, cut, "poke" with contaminated instrument); or through splash/aerosolization/spill of potentially infectious blood, saliva, tissues or other body fluids with mucous membranes of the eye, mouth, nose or non-intact exposed skin.

Immediate Action, Step-by-Step Protocol for Post Exposure Management:

If a student, staff, faculty or patient experiences an exposure to infectious agents, immediate action is necessary. DO NOT DELAY.

- Stop the task or procedure as quickly and safely as possible.

If involved in patient care, do not dismiss the patient.

- Students will immediately inform the attending or supervising faculty. Staff or faculty must promptly inform the department supervisor and or clinic manager.
- Supervising faculty should assist to temporize/stabilize the dental procedure in progress and reassure patient.
- Injured person should immediately cleanse wound or puncture sites using soap and water. Squeezing the wound is not recommended. Antiseptics are not recommended. Do not use dilute bleach solutions on skin wounds!
- Report incident immediately or within 24 hours. Obtain occurrence form and post exposure form from Clinic Manager. Forms are available on each floor/department. Complete the short information portion of form and take with you to Infectious Disease Clinic (IDC). Contact phone # for PEPLine is included on form.
- If known source patient, supervising clinical faculty will assist student clinician in discussion and request for baseline testing with source patient.
- Report to Infectious Disease Clinic within 2 hours of exposure.
- Injured person takes Post Exposure form with completed information portion, and source patient to the Infectious Disease group on the 7th floor of the Anschutz Outpatient Pavilion, 720-848.0191 (Clinic Hours: 8:00am-4:30pm). If unknown source patient or patient refuses consent, injured student, staff or faculty will immediately proceed to the clinic for testing and advisement.
- If an incident should happen outside of these hours, injured person and source patient should go to the Emergency Room on the Anschutz Medical Campus.
- If source patient is willing to be tested but cannot go to Infectious Disease Clinic, alternative for testing source patient as recommended by IDC - "Draw blood in 2 Serum separator tubes (Gold Tops) immediately". Bring blood with you to clinic. Include patient name, SSN, DOB, home address."
- Occurrence form must be filed with Clinic Manager within 24 hours of incident.
- Use of PEPLine: PEPLine is a confidential objective and reliable source of information to help assess degree of infection risk and recommended post exposure procedures based on that assessment. Use of PEPLine is recommended for reassurance of injured persons and faculty or health care providers involved in their care or counseling. PEPLine is NOT a substitute for prompt, timely post exposure testing and counseling.
- Contact PEPLine at 1-888-448-4911 (24/7) for confidential guidance on infection risk based on parameters of exposure.

<table>
<thead>
<tr>
<th>Infectious Disease Clinic Hours:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday, Tuesday, Wednesday</td>
<td>8:00am-4:00pm</td>
</tr>
<tr>
<td>Thursday</td>
<td>9:00 am -4:00pm</td>
</tr>
<tr>
<td>Friday</td>
<td>8:00am- 4:00pm</td>
</tr>
</tbody>
</table>
The School of Dental Medicine places a priority on exposure prevention including education; continuous assessment of exposure risk; wearing personal protective attire and equipment including consistent use of gloves, masks, gowns, and appropriate eyewear; using passive engineering controls to limit sharps injuries; and work practice controls incorporated into Standard Operating Procedures. Please see the Clinic Policy and Procedure Manual 7.7.2, 7.7.3, and 7.7.4 which outline the School’s Exposure Control Program: Exposure Prevention (APPENDIX - A).

There are four exposure management scenarios:

1. Students, staff, faculty and patients injured by a sharps instrument and/or exposed to body fluids in one of the School of Dental Medicine’s Anschutz Medical Center clinics (Procedure A).
2. Students, staff, faculty and patients injured by a sharps instrument and/or exposed to body fluids in one of the ACTS sites or on the mobile van, and are within a 90 minute drive from campus (Procedure B).
3. Students, staff, faculty and patients injured by a sharps instrument and/or exposed to body fluids in one of the ACTS sites or on the mobile van, and are not within a 90 minute drive from campus (Procedure C).
4. Students, staff, faculty and patients injured by a sharps instrument and/or exposed to body fluids in Children’s Hospital clinics should follow the protocol in that specific location. (Procedure D)

Students, staff, faculty and patients injured by a sharps instrument and/or exposed to body fluids in one of the School of Dental Medicine’s clinics should seek immediate testing and treatment from the Infectious Disease Clinic located on the 7th floor of the Anschutz Outpatient Pavilion, part of the University of Colorado Hospital (see Procedure A) or from the University of Colorado Hospital’s Emergency Room if after 4:30 PM or weekends.

If you are seeing patients at one of the ACTS sites or on the mobile van, and are within a 90 minute drive from campus, you should follow Procedure B and use a sharps injury kit (see Procedure B) if necessary.

If the injury/exposure occurs more than 90 minutes from campus, follow the ACTS site protocols for their employees (see Procedure C).

If the injury/exposure occurs at the Children’s hospital clinics follow Procedure D.

**WORKER’S COMPENSATION REPORTING**

1. Workmen’s compensation covers sharps injuries for students, staff, and paid faculty, unless the injury happens to a student who is practicing on another student. In this case, the costs associated with the injury will be charged to the student’s personal health insurance.

2. All patient testing will be paid for by the University of Colorado School of Dental Medicine.

3. All faculty, students, resident, and staff will be provided written notice of this policy and procedures.

**Procedures:**

<table>
<thead>
<tr>
<th>Post Exposure Management and Prophylaxis for Injuries that Occur at the School of Dental Medicine’s Anschutz Medical Center Clinics:</th>
</tr>
</thead>
<tbody>
<tr>
<td>If a student, patient, faculty or staff experiences an exposure to infectious agents, immediate action is necessary. <strong>DO NOT DELAY. Report to the Infectious Disease Clinic or University of Colorado Hospital's Emergency Room for exposure risk assessment and blood draw within 90 minutes of exposure.</strong></td>
</tr>
<tr>
<td>1. Stop the task or procedure as quickly and safely as possible.</td>
</tr>
<tr>
<td>2. If not involved in patient care (working in lab), inform coordinator and Office of Clinical Operations.</td>
</tr>
<tr>
<td>3. If involved in patient care (working in clinic), do not dismiss the patient.</td>
</tr>
<tr>
<td>4. Student/Resident should immediately inform the attending or supervising faculty and coordinator. If staff injured, immediately inform faculty and your supervisor.</td>
</tr>
<tr>
<td>5. Supervising faculty should assist to complete/temporize/stabilize the dental procedure in progress and reassure patient.</td>
</tr>
<tr>
<td>6. Injured person should immediately cleanse wound or puncture sites using soap and water. Squeezing the wound is not recommended. Antiseptics are not recommended. Do not use diluted bleach solutions on skin wounds.</td>
</tr>
</tbody>
</table>
7. If known source patient, the supervising clinical faculty will assist student clinician in discussion and request for baseline testing of the patient.

8. Student/Resident or faculty must promptly inform the clinic manager, clinic coordinator or department supervisor. Obtain “Post Exposure Management Report Form” (Form A: Green Form) from clinic manager or clinic coordinator. Complete the form and bring a copy of it with you to the Infectious Disease Clinic or Emergency Room. Contact phone number for PEPLine is included on the form.

9. Use of PEPLine is NOT a substitute for prompt post exposure testing and counseling.

10. Report to Infectious Disease Clinic within 2 hours of exposure. Injured person takes Post Exposure Management Report Form and source patient to the Infectious Disease Clinic on the 7th floor of the Anschutz Outpatient Pavilion, 720-848-0191, Clinic Hours: 8:00am – 4:00pm. If unknown source patient or patient refuses to be tested, injured student, staff or faculty will immediately proceed to the clinic for testing and advisement.

11. If an incident should happen outside of the Infectious Disease Clinic hours of operation, injured person and source patient should go to the Emergency Room on the Anschutz Medical Campus.

12. If source patient is willing to be tested but cannot go to the Infectious Disease Clinic, alternative for testing source patient as recommended by IDC - “Draw 2 red tops immediately. Bring blood with you to the Infectious Disease Clinic. Include patient names, SSN, DOB, home address.”

13. Following your visit to the Infectious Disease Clinic, you will need to file a worker’s compensation claim online. See reporting instructions later in this policy.

14. Following the initial visit to the Infectious Disease Clinic, Emergency Room or other physician, the exposed individual should follow all recommendations including follow-up to assure that no risk of infectious disease transmission exists.

Post Exposure Management and Prophylaxis for injuries that occur at the School of Dental Medicine’s ACTS sites or other clinical rotation sites within a 90 minute drive to the Anschutz Medical Campus:

1. If the exposure occurs within a 90-minute drive of the Anschutz Medical Campus:

2. Stop the task or procedure as quickly and safely as possible.

3. Do not dismiss the patient.

4. Student/Resident will immediately inform the attending or supervising faculty and clinic manager.

5. Supervising faculty should assist to temporize/stabilize the dental procedure in progress and reassure patient.

6. Injured person should immediately cleanse wound or puncture sites using soap and water. Squeezing the wound is not recommended. Antiseptics are not recommended. Do not use diluted bleach solutions on skin wounds.

7. The supervising clinical faculty will assist student clinician in discussion and request for baseline testing.

8. Student/Resident or faculty must promptly inform the clinic manager, clinic coordinator, department supervisor, and ACTS director. Obtain “Post Exposure Management Report Form” (Green Form) from clinic manager or clinic coordinator. Complete the form and bring a copy of it with you to the Infectious Disease Clinic or Emergency Room. Contact phone number for PEPLine is included on the form.

9. Use of PEPLine is NOT a substitute for prompt post exposure testing and counseling.

10. Report to Infectious Disease Clinic within 90 minutes of exposure with the source patient. Injured person takes Post Exposure Management Report Form and source patient to the Infectious Disease Clinic on the 7th floor of the Anschutz Outpatient Pavilion, 720-848-0191, Clinic Hours: 8:30am – 4:30pm. If unknown source patient or patient refuses consent, injured student, staff or faculty will immediately proceed to the clinic for testing and advisement.

11. If an incident should happen outside of the Infectious Disease Clinic hours of operation, injured person and source patient should go to the Emergency Room on the Anschutz Medical Campus.

12. If the source patient will not come to campus, it is important to have their blood drawn using the Sharps Injury Kits that are available at each of the ACTS sites for your use. See description below.
13. Student must report the injury to the Office of Clinical Operations within 24 hours: phone (303) 724-7110; and online with worker’s compensation. See reporting instructions later in this policy.


15. Following your visit to the Infectious Disease Clinic, you will need to file a worker’s compensation claim online. See reporting instructions later in this policy.

16. Following the initial visit to the Infectious Disease Clinic, Emergency Room or other physician, the exposed individual should follow all recommendations including follow-up to assure that no risk of infectious disease transmission exists.

**Sharps Injury Kits:**

The bags containing the Sharps Injury Kit will be stored in the medical refrigerator at the ACTS dental clinic. Before doing anything, read the protocol which is included in the kit. Have the person drawing the source patient’s blood complete the form to include the source patient’s name, location, date/time of draw, and name of the provider who ordered the draw.

The kits consist of a red, canvas, biohazard-marked, leak resistant zipper bag. Inside will be two SSTs (“gold top” blood vials needed for rapid HIV testing at UCH). The vials are plastic and should be sealed in leak-proof disposable sample bags and then placed inside reusable crush-resistant tubes and placed inside the red bag along with two gel cool-packs.

The student will transport the bag to UCH (either to the Infectious Disease Clinic or the Emergency Department) for rapid testing. Bring the red bag back to the School of Dental Medicine for re-stocking, and then return it to the clinic where it was used.

### Post Exposure Management and Prophylaxis for injuries that occur at the School of Dental Medicine’s ACTS sites or other clinical rotation sites more than a 90 minute drive to the Anschutz Medical Campus:

1. If the exposure occurs at a location more than 90-minutes away:

2. The source patient blood samples should be processed according to the ACTS site policy regarding sharps injuries and body fluid exposure.

3. The student should seek immediate care from the provider designated in the ACTS site’s own clinical protocol.

4. All follow-up care is to be done at one of the University’s employee health locations.

5. Students must report injury to the Office of Clinical Operations within 24 hours: phone 303-724-7110; and online with worker’s compensation. See reporting instructions later in this policy.

### Post Exposure Management and Prophylaxis for Injuries that Occurs at the Children’s Hospital of Colorado and Children’s Network of Care Sites

If you sustain a work-related injury immediately notify your supervisor/faculty and contact Occupational Health Services (OHS) as soon as possible through your employer and complete their required paperwork. If after hours, and the injury involves a life threatening, limb threatening, or is an eye threatening injury, go to Emergency Department and they will assess your injury and refer you for treatment. If you sustain a Blood Borne Pathogen Exposure during business hours report immediately to OHS. If it is after hours, immediately report to the emergency Department. They will provide immediate treatment and counseling. Follow-up will be through your employer’s Risk Management Department. Network of Care sites have site specific protocols.

Follow-up procedure is as follows:

1. Report to Occupational Health Services (or Emergency Department when OHS is closed) as soon as possible (within 1-2 hours) after exposure. Time is critical if antiviral prophylaxis is to be most effective for an HIV positive exposure.

2. You can expect to be treated in a confidential manner and be given priority in your care.

3. If you are not a CHCO employee, CHCO will do the initial evaluation, lab work, and intervention (as needed). Thereafter, follow up will be at your place of employment (e.g., University Hospital employees at university Occupational Health Department).

4. If you are a CU employee file a claim via the University Risk Management website at: [www.cu.edu/risk](http://www.cu.edu/risk)
**Coverage:**

The costs associate with post exposure testing for CU SDM employees (paid faculty, staff, residents, and students) and the source patient are covered by worker’s compensation when the injury is related to direct patient care. If the injury happens to a student when working on another student, or when the injury is not due to direct patient care, the student must submit the costs of testing and treatment through their personal health insurance.

**Reporting:**

The student should work with their clinic manager/coordinator/designated front-line reporter, to complete the required forms and PSN report. The required forms and reports include:

1. *Post Exposure Management Report Form* (Form A: Green Form) (within 24 hours)
2. Workmen’s Compensation online Needlestick or Bodily Fluid Exposure Form (Form B) within 4 days of injury. See APPENDIX - B for Reporting Protocols.
3. PSN Report (within 24 hours)

**Follow-up**

Appropriate follow-up with ID clinic at assigned intervals including 6 weeks follow-up visit must be completed and Director of Quality and Patient Safety and Program Assistant should be notified after completion of follow-up. The 3 months and 6 months follow-up visit can be completed at any nearby clinic such as the health-one clinic and SDM Director of Quality or Designee must be notified. Director of Quality will conduct a root cause analysis on each exposure and educate the DHCW as necessary.

**WORKER’S COMPENSATION REPORTING PROTOCOLS**

**Needlestick & Body Fluid Exposure:**

Prompt treatment is essential because, in some cases, post exposure treatment may be recommended and it should be started as soon as possible.

**On-line Resource Information:**

CDC’s Exposure to Blood, [http://www.cdc.gov/hai/](http://www.cdc.gov/hai/)

Mountain Plains AIDS Education & Training Center’s PEP Steps, [http://www.mpaetc.org/default.asp](http://www.mpaetc.org/default.asp)

**Students, Non-Employees, Volunteers, and Others Should Seek Immediate Treatment.**

Contact your personal healthcare provider for guidance. The closest campus facilities that may treat Students include the following.

**Anschutz Medical Campus**

University of Colorado Hospital: Infectious Disease Clinic at Anschutz Outpatient Pavilion, 1637 Aurora Court, 7th floor, between 8:00 AM and 4:00 PM Monday-Friday, or the Emergency Department after hours.

**Denver Campus**

Health Center at Auraria Plaza Building, Suite #150, between 8:00AM and 5:00 PM Monday-Thursday, Friday 8:00 AM and 3:00 PM (303-556-2525)

**Boulder Campus**

CU Boulder Students: Wardenburg Health Center, 18th and Broadway, between 8:00 AM and 5:00 PM Monday-Friday (303-492-5432).

**UCCS Campus**

UCCS Students: The Student Health Center is located in the Parking Garage Offices which are on the East side of the structure on ground level. Entrance is through the Dept. of Public Safety, Parking Division, Room #109. (719-255-4444).

**Reporting:**

- Report the injury immediately to your University representative (supervisor, Division/Department Chair, preceptor, faculty)
- You must report a needlestick/exposure within 4 days of the injury/exposure on the [URM website](http://www.irm.ucdenver.edu) using the needlestick form.
Medical Bill Payment:

- Submit bills to your health insurance for payment.
- Contact URM for assistance with any unpaid medical bills.

Employees:
(Faculty, staff, paid student workers, residents, fellows, students in internships, clinical rotations or practicums) Employees are covered by CU workers’ compensation should seek immediate treatment.

Emergency or After Hours Medical Treatment

Anschutz Medical Campus
University of Colorado Hospital: Infectious Disease Clinic at Anschutz Outpatient Pavilion, 1637 Aurora Court, 7th floor, between 8:00 AM and 4:00 PM Monday-Friday, or the Emergency Department after hours.

Boulder Campus
Arbor, WorkWell or Concentra

UCCS Campus
Concentra or CCOM

Clinical Off-Campus Exposures
University of Colorado Hospital - Go to the Infectious Disease Clinic at Anschutz Outpatient Pavilion, 1637 Aurora Court, 7th floor, between 8:00 AM and 4:00 PM Monday-Friday, or the Emergency Department after hours.

Children’s Hospital Colorado – Go to Employee Health Services, 13123 East 16th Avenue, B260, between 8:00 AM and 4:00 PM Monday – Friday, or the Emergency Department after hours.

Denver Health Medical Center - Go to the Occupational Health and Safety Center (corner of 6th Avenue and Bannock, 4th Floor) between 8:00 AM - 3:30 PM Monday through Friday or the Emergency Department after hours.

Other Hospitals, Clinics or Laboratories Off-Campus - Follow the off-campus facility’s Bloodborne Pathogen Policy for initial handling of exposures and source patient testing. If after hours go to the nearest emergency room or facility or for non-emergency or follow-up medical care for your workers’ comp injury, go to one of the CU Designated Medical Providers.

Non-Emergency and Follow up Care:

- Designated Medical Providers: For non-emergency or follow-up medical care for work related injury/illness, go to one of the CU Designated Medical Providers (Concentra, HealthOne, Arbor, WorkWell, and CCOM). Their contact information is on the URM website on the workers’ compensation information page.
- If injury is after hours or while traveling, go to the nearest urgent care facility or medical emergency room, then contact University Risk Management 888-812-9601 or 303-860-5682 for further instructions.

Reporting:
Report the injury/illness immediately to your supervisor. Interns and off-campus students and employees should also report the injury/illness to their off-campus supervisor (hospital, clinical rotation or employer supervisor).

- You must file a worker’s compensation claim form within 4 days of the injury/exposure. Report the incident on the URM website using the in-network needlestick form if reporting using the CU internet system and out-of-network form if using another internet system.
- If you have completed a report at the hospital or clinic where the incident occurred, the off-campus clinical facilities or you can fax or email their incident report form directly to 303-860-5680 or urm@cu.edu in lieu of completing the CU on-line form.

Medical Bill Payment
Request that all bills from medical providers be sent to:
University Risk Management | 1800 Grant Street, Suite 700 | Denver, CO 80203
Phone: 303-860-5682 or 888-812-9601 | Fax: 303-860-5680

Questions:
Additional current information and guidance is on the URM website on the workers’ compensation information page.
Please direct any workers’ compensation questions to University Risk Management 303-860-5682/888-812-9601.

**DHCW/PERSOENNEL HEALTH CONSIDERATION**

**Immunizations and infectious disease screening policies:**
Immunizations are a significant and cost-effective preventive strategy and will be reviewed on an individual and confidential basis at the time of hire and as new evidence becomes available regarding newly applicable immunization programs. All students, faculty and staff who have direct or indirect contact with patient’s blood and/or saliva should be immunized with hepatitis B vaccine or show serological evidence of immunity (anti-HBs) to hepatitis B virus infection. Those who receive the vaccine series are recommended to be serologically tested according to current recommendations (6 weeks to 6 months after the third injection) for antibody immune status.

**Students:**
Hepatitis B vaccination or evidence of serological immunity (anti HBs) is required for students prior to clinical contact with patients and for post-graduate students prior to initial clinical activity. A baseline tuberculin skin test (TST) and/or chest x-ray is also required. Other required immunizations include measles, mumps and rubella (MMR), tetanus / diphtheria and polio and Hepatitis A. Annual influenza vaccination is required. Student health records are confidential and are maintained separately from academic records.

**Faculty and Staff:**
It is required that all faculty and staff with direct or indirect contact with patients and who may then be potentially exposed to infectious blood or other body fluids be immunized with hepatitis B vaccine or show serological evidence of immunity (anti-HBs). Hepatitis B vaccinations will be offered to employees at no charge. Current published protocols will be followed for the schedule of vaccination and recommended follow-up testing for seroconversion. Declination of vaccination for hepatitis B must be documented in writing and a record kept in confidential employee health record files. Staff and faculty with direct patient contact will be encouraged to consult with their physicians and obtain other immunizations recommended for prevention of transmissible infectious diseases: annual influenza vaccination, Hepatitis A vaccination, measles, mumps, rubella (MMR) and varicella (chicken pox). Immunization and declination records will be kept confidential. It is recommended that all faculty and staff whose duties include direct patient contact, obtain a baseline tuberculin skin test (TST) using the two step method.

**Potentially Infectious Medical Conditions and Related work Restrictions:**
Reporting Requirements for Suspected Communicable Disease: Any CU SDM staff, faculty, or student including all undergraduate or post graduate students, who is aware or has reason to believe that she/he has a potentially communicable disease including those listed below, is responsible for reporting the information promptly to the Department chair and/or Clinic Manager who will report to the Sr. Associate Dean of Clinical Affairs and Professional Practice. It is recommended to obtain medical evaluation and advice for such conditions as part of the determination for work restrictions. All personnel health reports will be handled in a confidential manner. Using appropriate medical guidance, the Dean shall make final determinations regarding restrictions, modifications of duties and assignments. Further, all students, staff and faculty are ethically and professionally responsible to monitor their own health conditions regarding their ability to provide safe care and minimize the risk of disease transmission.

**Work Restrictions:**
The CU SDM will use as the basis of illness related work restrictions, the recommendations listed in the CDC Guidelines for Infection Control in Dental Health-Care Settings, 2003 (See APPENDIX - B).

**Recommendations regarding HIV infection or Hepatitis B e antigenemia when duties and assignments include patient contact during potentially invasive procedures:**
Any CU SDM student, staff or faculty member who knows or has reason to believe that she/he has such diagnosis which may compromise the ability to safely treat patients or work in a clinical setting, shall report this information immediately to her/his department Chair who will report to the Dean. All such reports will be handled in a confidential manner. Health care workers and students with infections shall not be subject to discrimination in employment practices. As per current recommendations, persons with acute or chronic Hepatitis B (e antigenemia) or those identified as HIV positive should not perform exposure prone invasive procedures until counsel from an expert review panel has been sought. All records and review procedures are confidential.

**Recommended Composition of Expert Panel:**

1. An infectious disease specialist with expertise in infectious disease transmission.
2. The individual’s personal physician.
3. A CU SDM faculty member familiar with the individual’s clinical activities and/or job functions.
4. A state or local health care official.
5. An attorney familiar with anti-discrimination and civil rights issues in the workplace.
6. A member of the CU SDM Clinic Operations Committee.

Factors for Expert Panel review:

1. Current health status of the individual.
2. Scope of clinical tasks and assignments.
3. Degree of clinical or job skill level of the individual.
4. Risks posed by infection and current applicable laws and regulations.

Students, faculty and staff who believe they may be at risk of HIV or HCV should seek testing and counseling. Mandatory prescreening or testing is not required at this time.

Recommendations regarding active tuberculosis:
A chronic productive cough (3 weeks or more), bloody sputum, night sweats, fatigue, fever and continuing weight loss are together indicative of possible active tuberculosis. Any CU SDM student, staff, or faculty including office, administrative and support staff with this group of symptoms should be promptly evaluated for TB and not return to work until a diagnosis of TB has been excluded or until the individual is on therapy and a qualified physician's determination is made that the individual is not infectious. All health care records and reports related to such conditions will be kept confidential.

Work Restrictions for other communicable diseases:
Students, faculty and staff should be restricted from patient contact during active stages of the following conditions: Conjunctivitis (pink eye), active diarrhea, Hepatitis A, Herpes simplex and herpetic whitlow, measles, meningococcal infection, mumps, lice, pertussis, rubella, staphylococcus aureus with skin lesions, tuberculosis active, varicella (chicken pox), zoster (shingles with open lesions in potential contact areas), febrile respiratory infections with active cough, sneezing, and mucous drainage. Training will include references so that students, faculty and staff may appropriately recognize active stages of communicable disease and thus effectively self-monitor their ability to attend the clinic environment and provide safe treatment.

Record Keeping and Confidentiality:
Health status and records of staff, student and faculty will be monitored as they pertain to infection control protocols. This includes relevant medical evaluations, screenings and results, immunizations, exposures and post exposure management. The related records shall be kept confidential and in accordance with HIPAA compliance.

Management of Patients with Infectious Diseases:
It will be the policy of the CU SDM to follow Standard Precautions, treating all patients as potentially infectious. Infection Control policies are procedure based, not patient based. Faculty and students will exercise professional judgment in situations where patients present with obvious active symptoms of highly contagious infectious conditions such as uncontrolled coughing, active open lesions in areas likely to be contacted during treatment, etc. When possible, such patients should be counseled and treatment deferred.

Medical History:
A thorough medical history must be obtained from each patient and signed by the patient or responsible party prior to initiating care at CU SDM. Faculty and student clinicians are required to review and update the history at subsequent dental visits. Medical histories must also be obtained and reviewed prior to clinical practice with student partners. In all cases, confidentiality and management of medical histories will meet HIPAA guidelines.

Tuberculosis Control Plan for Treatment of Prospective Patients Suspected of Active Tuberculosis:
- CU SDM will not routinely treat known or suspected active TB patients, and will routinely screen for TB symptoms, defer elective treatment until a qualified health care professional provides evidence of treatment and tests indicate a non-infectious status; and refer such patients with emergency dental treatment needs to appropriate care settings.
• Patients screened with potential TB infections must be promptly provided with masks and isolated from the general patient population until referral arrangements are concluded.

• DHCP who have contact with patients should have a baseline TST, preferably by using a two-step test at the beginning of employment. The facility’s level of TB risk will determine the need for routine follow-up TST.

• While taking patients’ initial medical histories and at periodic updates, dental DHCP should routinely ask all patients whether they have a history of TB disease or symptoms indicative of TB.

• Patients with a medical history or symptoms indicative of undiagnosed active TB should be referred promptly for medical evaluation to determine possible infectiousness. Such patients should not remain in the dental-care facility any longer than required to evaluate their dental condition and arrange a referral. While in the dental health-care facility, the patient should be isolated from other patients and DHCP, wear a surgical mask when not being evaluated, or be instructed to cover their mouth and nose when coughing or sneezing. After patient leaves, cleaning and disinfecting of the area must be completed.

• Elective dental treatment should be deferred until a physician confirms that a patient does not have infectious TB, or if the patient is diagnosed with active TB disease, until confirmed the patient is no longer infectious.

• If urgent dental care is provided for a patient who has, or is suspected of having active TB disease, the care should be provided in a facility (e.g., hospital) that provides airborne infection isolation (i.e., using such engineering controls as TB isolation rooms, negatively pressured relative to the corridors, with air either exhausted to the outside or HEPA-filtered if recirculation is necessary). Standard surgical face masks do not protect against TB transmission; DHCP should use respiratory protection (e.g., fit-tested, disposable N-95 respirators).

• Any DHCP with a persistent cough (i.e., lasting >3 weeks), especially in the presence of other signs or symptoms compatible with active TB (e.g., weight loss, night sweats, fatigue, bloody sputum, anorexia, or fever), should be evaluated promptly. The DHCP should not return to the workplace until a diagnosis of TB has been excluded or the DHCP is on therapy and a physician has determined that the DHCP is noninfectious.
Section VIII
INFECTION CONTROL PROCEDURES FOR RADIOLOGY
The CU SDM Radiographic procedures are completely digital. No chemical processing takes place at the school in conjunction with patient care.

Infection Control Procedures during Radiographic Exposures:

- All dental health care personnel including staff, students and faculty will wear standard clinical personal protective equipment including clean gloves, mask, eyewear and clinic coat or gown during radiographic procedures.
- A fresh barrier (chair sox) will be used on chair and surfaces of radiographic exposure equipment including the tube head and chair back. All areas likely to be touched during adjustment of the equipment must be covered. The control panel will also be covered with an adhesive barrier. It is the responsibility of the clinician taking the exposures to assure that fresh barriers are in place and that upon completion, contaminated barriers are discarded. All barriers must be changed between patients.
- Any surfaces not covered by barriers during the radiographic procedure that become contaminated should be cleaned and disinfected using the standard two step wipe, discard, re-wipe procedure.
- Lead aprons must be placed carefully to reduce the need for touching during the procedure. If a lead apron must be touched or otherwise becomes contaminated between intraoral film placements, it must be cleaned and disinfected using the standard two-step wipe, discard, re-wipe procedure.
- Phosphor sensor plates used for intraoral imaging will be inserted into single use disposable protective covers. Sensor plates are arranged on a clean disinfected template prior to exposure and collected in a disposable holder upon removal from the oral cavity. The template will be thoroughly cleaned and disinfected prior to re-use using the standard two-step protocol.
- All intraoral positioning devices are either disposable or heat sterilizable. Positioning devices should be rinsed off by student clinician prior to returning to Central receiving area. Devices will then be packaged and sterilized by staff.

Infection Control during Processing
- Exposed phosphor sensor plates covered by disposable barriers are collected in a disposable cup and transported by clinicians to the image processing area. Covers are discarded onto a paper towel as sensor plates are inserted into the digital image transfer equipment. Clinicians will use gloves to remove contaminated sensor covers.
- The image processing unit should not be touched during this process. If surfaces are accidentally contaminated during image processing, they must be disinfected prior to next use.
- Extraoral image processing will utilize barriers over bite positioning devices.

DENTAL LABORATORY ASEPSIS
All impressions, appliances, wax rims, bite/jaw registrations or other materials that have been placed in the patient's mouth is a potential source of cross contamination. Therefore, CU SDM dental laboratory infection control will be based on the "clean" lab concept. Impressions, appliances, wax rims, bite/jaw registrations or other materials that have been placed in the patient's mouth will be disinfected in the clinic area BEFORE transporting such materials into any lab area including the first floor production lab. If dental prosthetic devices require adjustment or polishing that cannot be completed chair side, such items must be rinsed off and disinfected prior to entering the lab area.

Procedures for Disinfecting Impressions and Prosthetic Items.
- An intermediate level water based disinfectant-ready to use - with squirt top dispenser, and baggies will be supplied at each treatment unit. When it is anticipated that impressions or appliances will need to be disinfected, have disinfectant and several baggies out on counter ready for use on paper towel. All usual clinic PPE should be worn - clean gloves, mask, eyewear and gown.
- Upon removal of impressions, appliances, etc. from patient's mouth, gently rinse off blood, saliva or other soils. If necessary obtain denture brush to remove debris from appliances. Shake gently to remove excess water. Place item
inside baggie, squirt sufficient disinfectant onto item inside baggie to ensure complete coverage of all surfaces. Close baggie, allow 10 minute contact time. Remove gloves, wash hands.

- Rinse item gently to remove traces of disinfectant. Wash hands.
- Transport disinfected impressions, device, etc. inside clean baggie to lab area with bare hands. Do not transport contaminated items into labs or attempt to disinfect inside lab. Student and faculty clinicians must discard gloves and disinfect hands PRIOR to entering lab areas. Contaminated gowns must also be removed if visibly soiled with blood or if going to lab area that is not immediately adjacent to clinic.
- Before returning appliances and restorative items from lab to patient: re-clean item with denture brush. Make sure to remove any excess dust, polishing materials, etc. Rinse, Disinfect in clinic area using same protocol in fresh baggie. Rinse thoroughly prior to returning to patient.

DO NOT WEAR GOWNS OR MASK to first floor in-house lab.

**PPE and Related Safety Issues for Lab Areas:**
Many lab activities produce spatter or aerosol. Wear safety eyewear and mask. Secure hair away from face and check for loose clothing when working with rotary devices. Use built-in device to suction lab dust. Use built in plastic face screens. Wash hands after leaving lab and before re-gloving for patient contact.

Cleaning and disinfecting lab equipment:

- All heat tolerant semi-critical items (used inside the mouth) must be cleaned and heat sterilized between uses: e.g. metal impression trays, face bow forks, burs for chairside adjustment / polishing. Facebow ear-pieces should be cleaned and disinfected between uses.
- Shade guides must be single use disposable, barrier protected, or cleaned and disinfected between uses.
- Articulators will be cleaned and disinfected or barrier protected between uses (posterior posts & incisal pins may be barrier protected).
- Polishing lathe: Use unit dose fresh pumice, clean disposable tray and clean sterile rag wheel.
- Clean up splatters and spills immediately.
- A sharps container will be kept in each lab for disposal of contaminated sharps (e.g. Blades, broken lab knives, orthodontic wire from intra oral procedures, etc.).

All appliances, prosthetic devices received from internal or external lab production for delivery to the patient must be disinfected prior to try-in if not clearly labeled as disinfected from the lab. Rinse disinfectant off before inserting intra-oretally.

**Adjustment or Polishing of Appliances, Prosthetic Devices, and Restorative Items in the Lab:**

- If items require polishing or adjustments in the lab area after insertion in the patient's mouth, they MUST be cleaned and disinfected before going into any lab area. Clean with denture brush at chairside, rinse, disinfect in clinic, discard gloves, and wash hands.
- Before returning appliances and restorative items from lab to patient: re-clean item with denture brush. Make sure to remove any excess dust, polishing materials, etc. Rinse. Disinfect in clinic area. Rinse thoroughly prior to returning to patient.

All items sent to outside lab facilities will be clearly labeled as disinfected & type of disinfectant used.

**INFECTION CONTROL PROTOCOLS FOR ORAL SURGICAL PROCEDURES**
Procedures conducted at CU SDM include implants, biopsy, resection, excision, periodontal surgery and implants.
• Hand hygiene for surgical procedures will follow CDC guidelines using antimicrobial hand soap with an extended technique for a minimum of two minutes. In addition a pre-surgical hand prep solution may be used as deemed appropriate.

• All members of the surgical team involved in patient care will wear sterile surgical gloves. If gloves become torn or otherwise compromised, they will be immediately (as soon as feasible) discarded, surgical hand hygiene performed and fresh sterile gloves donned.

• Only sterile saline will be used for irrigant or handpiece coolant.

• A surgical irrigating apparatus will be used. Tubing and components are single use disposable or autoclaved/sterile.

Implants will be used that are delivered sealed and certified sterile from the manufacturer.

Section IX
WASTE MANAGEMENT

Protocols meet regulatory requirements and guidelines of the CDC, OSHA, Federal EPA, and Colorado State Dental Law, Rules and Regulations for regulated medical waste.

Handling Major Spills of Blood or Other Potentially Infective Materials Such as Vomit:
Person(s) handling spills of potentially infective material must don PPE for standard precautions including mask, eyewear, and gown. Use utility gloves over exam gloves if sharp items may be encountered in spill clean-up. Spills will be contained as quickly as possible with dry absorbent material. If spill contains blood, treat with intermediate level (TB kill) disinfectant for 10 minute contact time, then spill may be wiped up and disposed of as regular trash.

Disposable Sharps:
As described in dental unit post treatment clean-up, segregate and discard contaminated sharps including blades, needles, anesthetic cartridges with aspirated blood, files, burs, used orthodontic wire and bands and broken metal instruments into the rigid red biohazard sharps containers provided at every dental treatment unit. Sharps should be discarded first before any other unit clean-up. Containers will not be overfilled, maintained upright, replaced routinely and collected with other regulated biohazardous waste for pick-up. Containers must be closed prior to moving from area of use. Containers may not be reopened, emptied or re-used. Environmental Services/ Housekeeping will not handle sharps or medical waste bags. Housekeeping will report the presence of any regulated or sharps waste that may be found in regular trash to the Clinic Manager for that floor. The Clinic Manager will identify the source and schedule a meeting for corrective action. If found after hours, it is reported to the Environmental Services supervisor who will report it to the SDM Facilities Director.

Other Waste:
Other regulated non-sharp medical waste such as saturated bloody gauze will be collected into heavy duty marked biohazard red bags. Red bags and contents may not be placed in regular trash. Red bags will be collected for pick up with other regulated medical waste.

Liquid blood and body fluids will be evacuated during the course of treatment and disposed through the evacuation and sanitary sewer system.

Handling of Biopsy Specimens:
• Extracted teeth may be given to the patient upon request (1). No special container or handling is required when returned to the patient.

• OSHA considers extracted teeth to be potentially infectious material that should be disposed of as regulated medical waste in biohazard bags (2). Extracted teeth will be collected for disposal as medical waste unless saved for educational or research purposes.

• Extracted teeth collected for educational or research purposes can be handled in one of the following ways:

  1. Clean and remove all blood and tissue. Keep moist with saline or plain water and place in the biohazard labeled container with tooth storage solution supplied by the research labs, keep the container tightly closed. There is no need to separate teeth containing amalgam from those which do not contain amalgam. This container is labeled as biohazard and is refreshed on a regular basis. Notify
the research labs (contact information is on the container) if the collection container is more than 50% full for replacement. The teeth must be in the tooth storage solution for at least 24 hours prior to handling.

2. Clean and remove all blood and tissue. Keep moist with saline or plain water. Immerse teeth in 10% formalin in a labeled plastic container with a secure lid for at least 7 days (3-5). Use biohazard label with “FORMALIN” marked on it.

3. Clean and remove all blood and tissue. Keep moist with saline or plain water. Autoclave teeth WITHOUT AMALGAM for 40 minutes (3-5).

- When using extracted teeth in educational or research activities, students must still use standard biohazard precautions as the best simulation of clinical practice.
- Keep the teeth in a well-constructed container with a secure lid to prevent leakage during transport (6).
- Label the container with the biohazard symbol (7).

References


3- Chandki R et al. (2013) A Comparison of different methods for disinfection or sterilization of extracted human teeth to be used for dental education purposes. WJD 1;29-31.

4- Dominici JT et al. (2001) Disinfection/sterilization of extracted teeth for dental use. JDE 65;1278-80.


6- CDC Recommendations for using extracted teeth in educational settings (Last updated July 2013) http://www.cdc.gov/oralhealth/infectioncontrol/faq/extracted_teeth.htm


Section X
ENFORCEMENT, ACCOUNTABILITY AND REMEDIATION

Violation Reporting Procedure/ Speaking up for Safety:
All DHCW are encouraged to report violations pertaining to infection control and safety policies by using any of the below methods:
- Reporting to their immediate supervisor or Director of Quality and Safety or Sr. Associate Dean of Clinics and Professional Practice
- Completing the Safety Violation Reporting form and submitting it to the Director of Quality and Safety

DHCW compliance with this policy will be reflected in comprehensive grade scores (for students) and other applicable performance evaluations (Staff and Faculty).

<table>
<thead>
<tr>
<th>Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>Students who score between 90-100 points will not receive any corrective action and the scores will be included in the comprehensive care grades</td>
</tr>
<tr>
<td>Students who score between 75-90 points will be educated and counseled through feedback and reminders.</td>
</tr>
<tr>
<td>Students who score less than 75 points will receive any or all of the below corrective actions</td>
</tr>
<tr>
<td>- Counseling with Team Leaders/Department Chairs</td>
</tr>
<tr>
<td>- Counseling with Director of Quality and Safety and complete assigned task/assignment (e.g., written report on specific infection control issue).</td>
</tr>
<tr>
<td>- Written citation in student’s file</td>
</tr>
<tr>
<td>- Comprehensive care course grade reduction</td>
</tr>
<tr>
<td>- Counseling and corrective action with Sr. Associate Dean of Clinical Affairs and Professional Practice and Department Chairs</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Staff</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff who score between 90-100 points will not receive any corrective action and the scores will be included in the performance evaluations</td>
</tr>
<tr>
<td>Staff who score between 75-90 points will be educated through feedback and reminders and may include a verbal warning and meeting with supervisor</td>
</tr>
<tr>
<td>Staff who score less than 75 points will receive any of the below corrective actions</td>
</tr>
<tr>
<td>- Written warning that could lead up to disciplinary action including potential termination;</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Faculty</th>
</tr>
</thead>
<tbody>
<tr>
<td>Faculty who are non-compliant and violate the infection control policy will receive any or all of the following corrective action:</td>
</tr>
<tr>
<td>- Education and reminders from their Department Chair, Director of Quality and Safety and Sr. Associate Dean Clinics and Professional Practice.</td>
</tr>
<tr>
<td>- A remediation letter from department Chair with a copy to Director of Quality and Patient Safety and Sr. Associate Dean Clinics and Professional Practice; letter placed in their file;</td>
</tr>
<tr>
<td>- Written charges may be brought before the Faculty governance committee and if warranted a referral will be made for Peer review for investigation.</td>
</tr>
<tr>
<td>- A Written warning could lead up to disciplinary action including potential termination.</td>
</tr>
</tbody>
</table>
APPENDIX - A

PEP FORM

University of Colorado School of Dental Medicine - Post Exposure Management Report Form:

A body fluid exposure occurs when a person has been exposed to another person's body fluids. These include needle, instrument, and bur or file sticks and splashes to eyes, mouth or open skin (cuts). This Policy applies to students, faculty, staff, and patients.

REPORT TO INFECTIOUS DISEASE CLINIC WITHIN 2 HOURS OF EXPOSURE.

Take a copy of this form with you.

Step by Step Process:

- If with a patient, stop treatment process as quickly and safely as possible. Avoid alarming patient with inappropriate remarks.
- DO NOT DISMISS PATIENT.
- Wash wound immediately with soap and warm water. Squeezing the wound is not recommended.
- DO NOT use antiseptics on the wound. If eye is exposed, irrigate with one liter normal saline.
- Immediately notify supervisor, or for students- the supervising faculty.
- Stabilize treatment in progress and assure patient is comfortable.
- Obtain a copy of this form, available on every floor and in every department. Complete information below
- Supervisors must notify clinic floor or department manager within 24 hours of incident. Clinic manager must notify Clinical Affairs and Infection Control Officer.
- If known source patient, fill out information below- pt. name, DOB, SSN, home address and phone.
- If source patient consents, injured person takes this form and source patient and proceeds immediately to: Infectious Disease Clinic, Anschutz Outpatient Pavilion, 7TH floor
- Phone- 720-848-0191 Hours: (8-4 p.m. M-W & Fri; 9-4 p.m. Th).
- If ID clinic closed or after hours please go to the Emergency room of the Anschutz Medical Campus.
- If patient cannot go to ID clinic, alternative is to draw 2 red tops blood. Injured person then brings source patient blood and patient information with them to ID clinic.
- Injured person will have blood drawn at ID clinic for baseline testing: HIV 1 / 2 AB, Hepatitis BsAB titer, and an ALT.
- PEPLine: 1-888-448-4911 (24/7). The Post exposure Protocol Hot line is helpful for counseling regarding level of risk and follow up recommendations. (PEPLine is NOT a substitute for prompt post exposure testing.)
# SDM POST –EXPOSURE MANAGEMENT REPORT FORM

<table>
<thead>
<tr>
<th>Name of injured person</th>
<th>School of Dental Medicine (circle)</th>
</tr>
</thead>
</table>

Injured person's normal duties / job description:

<table>
<thead>
<tr>
<th>Time &amp; Date Injury Occurred:</th>
<th>Time / Date Reported: ---------</th>
</tr>
</thead>
</table>

Location of exposure on injured person (e.g., "right index finger")

<table>
<thead>
<tr>
<th>Hep. B vaccination:</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full Series?</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Post Titer Done?</td>
<td>Yes</td>
<td>No</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>HBV antibody status if known:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tetanus vaccination:</td>
</tr>
<tr>
<td>Date of last Tetanus vaccination:</td>
</tr>
</tbody>
</table>

| Clinic/department where injury occurred: | Supervisor: |

## GENERAL EXPOSURE INCIDENT INFORMATION

<table>
<thead>
<tr>
<th>Is injury sharps related?</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type of device: (circle)</td>
<td>blade</td>
<td>needle/ gauge</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Clinic/department where exposure occurred:</th>
</tr>
</thead>
</table>

Procedure or task in progress:

How incident occurred:

Describe the injury (depth of wound, gauge of needle):  

If fluid injected and volume of infectious material injected:

Mucous membrane exposure? Where?

## SOURCE PATIENT INFORMATION

Source Unknown?   Yes      (if unknown, skip this section)

<table>
<thead>
<tr>
<th>Source Patient Name :</th>
</tr>
</thead>
<tbody>
<tr>
<td>SSN:</td>
</tr>
<tr>
<td>DOB:</td>
</tr>
<tr>
<td>Phone:</td>
</tr>
<tr>
<td>Home Address :</td>
</tr>
</tbody>
</table>

From chart and medical history, list any known infectious disease status including HBV, HIV, HCV, etc.

<table>
<thead>
<tr>
<th>Was there exposure of source patient to HCW body fluids during course of exposure incident?</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>(For example: Did student nick self with contaminated needle, then proceed with injection.)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

If Yes, describe injury to source patient:

## FOLLOW-UP

Written Opinion received from Infectious Disease Clinic within 15 days:   Yes     No

Copy of Written Opinion filed in employee confidential medical record:   Yes     No

Copy provided to employee / student:   Yes     No

## COMMENTS:

Note: If written opinion not received, check with ID clinic and injured person.  OSHA requires the employer and the worker both receive copies. Copy of written opinion must be kept in employee's confidential medical record. Report must only contain documentation that employee was informed of evaluation results and need for follow-up; and whether HBV vaccine was indicated and if received. All other findings or diagnoses remain confidential and not included in written report.
APPENDIX - B
EMPLOYEE EXPOSURE CATEGORY

Use this sheet to identify the categories for all employees with regard to their risk of exposure to human blood, bodily fluids, other potentially infectious materials (OPIM), and other sources of bloodborne pathogens.

Dept/Division: ___________________________ Department Head: ___________________________

Completed by: ___________________________ Title: ___________________________ Phone: _____________ Date: _____________

Exposure Category I: All employees are at risk of exposure to human blood and OPIM
Exposure Category II: Some employees are at risk of exposure to human blood and
Exposure Category III: Employees are unlikely to be at risk

<table>
<thead>
<tr>
<th>Employee Name</th>
<th>UCD Employee Job Classification Title (e.g. Dental Assistant, housekeeper, etc.)</th>
<th>Exposure Category</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>Hep B vaccinated – Y</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Not Hep B vaccinated –</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Form 1030-2
BLOODBORNE PATHOGEN EXPOSURE CATEGORY ASSESSMENT SHEET

Identify the tasks and protective equipment/barriers for employees determined to be at risk of exposure to human blood, OPIM and other sources of bloodborne pathogens.

Dept./Division: ____________________________________________ Department Head:
Completed by: ____________ Title: _______ Phone: ___________ Date: ____________

Exposure Category I: - All employees are at risk of exposure to human blood and OPIM
Exposure Category II: - Some employees are at risk of exposure to human blood and OPIM

<table>
<thead>
<tr>
<th>Exposed Body Parts</th>
<th>Contamination of Clothing</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Hands</td>
</tr>
<tr>
<td>Infectious Materials</td>
<td>Gloves</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Employee Name</th>
<th>Exposure Cat.</th>
<th>Tasks</th>
<th>Human</th>
<th>Other</th>
<th>None</th>
<th>Req.</th>
<th>Avail</th>
<th>None</th>
<th>Req.</th>
<th>Avail</th>
<th>None</th>
<th>Req.</th>
<th>Avail</th>
<th>None</th>
</tr>
</thead>
</table>

|                   |              |       |       |       |      |     |       |      |     |       |      |     |       |      |
|                   |              |       |       |       |      |     |       |      |     |       |      |     |       |      |
|                   |              |       |       |       |      |     |       |      |     |       |      |     |       |      |
|                   |              |       |       |       |      |     |       |      |     |       |      |     |       |      |
|                   |              |       |       |       |      |     |       |      |     |       |      |     |       |      |
EXCLUSION CRITERIA FOR POST-EXPOSURE PROPHYLAXIS

- Known prior diagnosis of infection with HIV.
- Renal insufficiency with a creatinine greater than three times normal.
- Hepatic insufficiency with an SGOT, alkaline phosphatase or total bilirubin greater than three times normal.
- Known endogenous or drug-induced immunosuppression.
- Known bone marrow dysfunction: hemoglobin < 10 gms/dl, granulocyte count < 1500/mm3, or platelets < 100,000.
- Treatment with myelosuppressive/nephrotoxic/hepatotoxic drugs within two weeks prior to or concurrent with starting therapy.
- Pregnancy precludes treatment with 3TC or Indinavir.

MANAGEMENT OF INFECTED HEALTHCARE PROVIDERS

Recommendations for Managing Healthcare Providers Infected with Hepatitis B Virus (HBV), Hepatitis C Virus (HCV), and/or Human Immunodeficiency Virus (HIV)

<table>
<thead>
<tr>
<th>Virus, circulating viral burden</th>
<th>Categories of clinical activities</th>
<th>Recommendation</th>
<th>Testing</th>
</tr>
</thead>
<tbody>
<tr>
<td>HBV &lt;10^4 GE/mL</td>
<td>Categories I, II, and III</td>
<td>No restrictions</td>
<td>Twice per year</td>
</tr>
<tr>
<td>HBV &gt;=10^4 GE/mL</td>
<td>Categories I and II</td>
<td>No restrictions</td>
<td>NA</td>
</tr>
<tr>
<td>HBV &lt;10^5 GE/mL</td>
<td>Categories I, II, and III</td>
<td>No restrictions</td>
<td>Twice per year</td>
</tr>
<tr>
<td>HBV &gt;=10^5 GE/mL</td>
<td>Categories I and II</td>
<td>No restrictions</td>
<td>NA</td>
</tr>
<tr>
<td>HBV &lt;5x10^5 GE/mL</td>
<td>Categories I, II, and III</td>
<td>No restrictions</td>
<td>Twice per year</td>
</tr>
<tr>
<td>HBV &gt;=5x10^5 GE/mL</td>
<td>Categories I and II</td>
<td>No restrictions</td>
<td>NA</td>
</tr>
<tr>
<td>HBV &lt;5x10^6 GE/mL</td>
<td>Category III</td>
<td>Restricted</td>
<td>NA</td>
</tr>
<tr>
<td>Disease/problem</td>
<td>Work restriction</td>
<td>Duration</td>
<td></td>
</tr>
<tr>
<td>-----------------------------------------------------</td>
<td>-----------------------------------------------------------------------------------</td>
<td>-----------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>Conjunctivitis</td>
<td>Restrict from patient contact and contact with patient environment.</td>
<td>Until no Discharge</td>
<td></td>
</tr>
<tr>
<td>Cytomegalovirus infection</td>
<td>No restriction</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Diarrheal disease</td>
<td>Restrict from patient contact, contact with patient’s environment, and food-handling.</td>
<td>Until symptoms resolve</td>
<td></td>
</tr>
<tr>
<td>Enteroviral infection</td>
<td>Restrict from care of infants, neonates, and immunocompromised patients and their environments.</td>
<td>Until symptoms resolve</td>
<td></td>
</tr>
<tr>
<td>Hepatitis A</td>
<td>Restrict from patient contact, contact with patient environment, and food-handling.</td>
<td>Until 7 days after onset of jaundice</td>
<td></td>
</tr>
<tr>
<td>Hepatitis B</td>
<td>No restriction, refer to local regulations. Standard precautions should always be followed.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hepatitis C</td>
<td>No restrictions on professional activity. † HCV-positive health-care personnel should follow aseptic technique and standard precautions.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Herpes simplex (hands)</td>
<td>Restrict from patient contact and contact with patient’s environment.</td>
<td>Until lesions heal</td>
<td></td>
</tr>
<tr>
<td>Herpes simplex (orofacial)</td>
<td>Evaluate need to restrict from care of patients that are at high risk.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Human immunodeficiency virus; personnel who perform exposure-prone procedures</td>
<td>Do not perform exposure-prone invasive procedures until counsel from an expert review panel has been sought; panel should review and recommend procedures that personnel can perform, taking into account specific procedures as well as skill and technique. Standard precautions should always be observed.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Measles (active)</td>
<td>Exclude from duty</td>
<td>Until 7 days after the rash appears.</td>
<td></td>
</tr>
<tr>
<td>Measles (post-exposure of susceptible personnel)</td>
<td>Exclude from duty</td>
<td>From fifth day after first exposure through twenty-first day after last exposure or 4 days after rash appears</td>
<td></td>
</tr>
<tr>
<td>Meningococcal infection</td>
<td>Exclude from duty</td>
<td>Until 24 hours after start of effective therapy</td>
<td></td>
</tr>
<tr>
<td>Mumps (active)</td>
<td>Exclude from duty</td>
<td>Until 9 days after onset of parotitis</td>
<td></td>
</tr>
<tr>
<td>Mumps (post-exposure of susceptible personnel)</td>
<td>Exclude from duty</td>
<td>From twelfth day after first exposure through twenty-sixth day after last exposure, or until 9 days after onset of parotitis</td>
<td></td>
</tr>
<tr>
<td>Disease/Infection</td>
<td>Restriction Details</td>
<td>Duration</td>
<td></td>
</tr>
<tr>
<td>-------------------------------------------</td>
<td>-------------------------------------------------------------------------------------</td>
<td>----------</td>
<td></td>
</tr>
<tr>
<td>Pediculosis</td>
<td>Restrict from patient contact</td>
<td>Until treated and observed to be free of adult and immature lice</td>
<td></td>
</tr>
<tr>
<td>Pertussis (active)</td>
<td>Exclude from duty</td>
<td>From beginning of catarrhal stage through third week after onset of paroxysms, or until 5 days after start of effective antibiotic therapy</td>
<td></td>
</tr>
<tr>
<td>Pertussis (post-exposure-asymptomatic personnel)</td>
<td>No restriction; prophylaxis recommended</td>
<td>Until 5 days after start of effective antibiotic therapy</td>
<td></td>
</tr>
<tr>
<td>Pertussis (post-exposure-asymptomatic personnel)</td>
<td>Exclude from duty</td>
<td>Until 5 days after start of effective antibiotic therapy</td>
<td></td>
</tr>
<tr>
<td>Rubella (active)</td>
<td>Exclude from duty</td>
<td>From seventh day after first exposure through twenty-first day after last exposure</td>
<td></td>
</tr>
<tr>
<td>Rubella (post-exposure-susceptible personnel)</td>
<td>Exclude from duty</td>
<td>From seventh day after first exposure through twenty-first day after last exposure</td>
<td></td>
</tr>
<tr>
<td>Staphylococcus aureus infection (active, draining skin lesions)</td>
<td>Restrict from contact with patients and patient’s environment or food handling.</td>
<td>Until lesions have resolved</td>
<td></td>
</tr>
<tr>
<td>Staphylococcus aureus infection (Carrier state)</td>
<td>No restriction unless personnel are epidemiologically linked to transmission of the organism.</td>
<td>Until all lesions dry and crust</td>
<td></td>
</tr>
<tr>
<td>Streptococcal infection Group A</td>
<td>Restrict from patient care, contact with patient’s environment and food handling.</td>
<td>Until 24 hours after adequate treatment started</td>
<td></td>
</tr>
<tr>
<td>Tuberculosis (active)</td>
<td>Exclude from duty</td>
<td>Until proven noninfectious</td>
<td></td>
</tr>
<tr>
<td>Tuberculosis (PPD converter)</td>
<td>No restriction</td>
<td>Until all lesions dry and crust</td>
<td></td>
</tr>
<tr>
<td>Varicella (active)</td>
<td>Exclude from duty</td>
<td>From tenth day after first exposure through twenty-first (twenty-eight day if Varicella-zoster immune globulin [VZIG] administered) after last exposure</td>
<td></td>
</tr>
<tr>
<td>Varicella (post-exposure-susceptible personnel)</td>
<td>Exclude from duty</td>
<td>From tenth day after first exposure through twenty-first (twenty-eight day if VZIG administered) after last exposure; or, if varicella occurs, when lesions crust and dry</td>
<td></td>
</tr>
<tr>
<td>Zoster (localized, in healthy person)</td>
<td>Cover lesions, restrict from care of patients§ at high risk.</td>
<td>Until all lesions dry and crust</td>
<td></td>
</tr>
<tr>
<td>Zoster (generalized or localized in immunosuppressed person)</td>
<td>Restrict from patient contact</td>
<td>Until all lesions dry and crust</td>
<td></td>
</tr>
<tr>
<td>Zoster (post-exposure-susceptible personnel)</td>
<td>Restrict from patient contact</td>
<td>From tenth day after first exposure through twenty-first (twenty-eight day if VZIG administered) after last exposure; or, if varicella occurs, when lesions crust and dry</td>
<td></td>
</tr>
<tr>
<td>Viral respiratory illness, acute febrile</td>
<td>Consider excluding from the care of patients at high risk§ or contact with such patients’ environments during community outbreak of respiratory syncytial virus and influenza.</td>
<td>Until symptoms resolve</td>
<td></td>
</tr>
</tbody>
</table>
# APPENDIX - C

## UNIVERSITY OF COLORADO SCHOOL OF DENTAL MEDICINE DENTAL UNIT INFECTION CONTROL AND SAFETY REFERENCE

### SET UP/START OF SESSION Total Points = 20

<table>
<thead>
<tr>
<th>Activity</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personal items are removed and stored separately from treatment area or</td>
<td>1</td>
</tr>
<tr>
<td>confined using a plastic cover/barrier</td>
<td></td>
</tr>
<tr>
<td>Wash hands with soap and water for 15 sec</td>
<td>3</td>
</tr>
<tr>
<td>Cubicle is neat and orderly; Barriers are present and checked</td>
<td>2</td>
</tr>
<tr>
<td>Attach water/tip, evacuation tips and handpieces; Sterile bur in handpiece runs for 30 sec.</td>
<td>2</td>
</tr>
<tr>
<td>Attire: Hair is confined appropriately or off face. Jewelry on wrists, fingers and arms should be minimal and not perforate PPE (Gloves, Gown)</td>
<td>5</td>
</tr>
<tr>
<td>Solid closed toe shoes. No artificial nails. Natural nails clean, length less quarter of an inch, no chipped polish</td>
<td>5</td>
</tr>
<tr>
<td>Student checked chemical indicator- steris strip upon opening cassette to ensure proper sterilization</td>
<td>5</td>
</tr>
<tr>
<td>Cassette checked before providing care to ensure all necessary instruments are available and in order</td>
<td>1</td>
</tr>
<tr>
<td>Water ortho clinic only – bottles need to be removed, disinfected and dried on a daily basis</td>
<td>1</td>
</tr>
</tbody>
</table>

### DURING SESSION Total Points = 35

<table>
<thead>
<tr>
<th>Activity</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hand washing: at least 15 sec rubbing and enough drying before gloves are worn</td>
<td>3</td>
</tr>
<tr>
<td>Alcohol rub may be used between patients if hands are not soiled</td>
<td></td>
</tr>
<tr>
<td>Gown worn and donned properly</td>
<td>2</td>
</tr>
<tr>
<td>Mask correctly worn covers nose and mouth, stays in place. Mask changed for each patient and changed every when soiled.</td>
<td>4</td>
</tr>
<tr>
<td>Eyewear worn correctly. Patient is wearing appropriate eyewear.</td>
<td>3</td>
</tr>
<tr>
<td>Gloves- cuff is worn over lab coat cuff. Gloves replaced if torn or compromised (hand wash with soap and water)</td>
<td>4</td>
</tr>
<tr>
<td>Surfaces without barriers are not touched with gloved hands</td>
<td>2</td>
</tr>
<tr>
<td>PPE changed as necessary and if soiled</td>
<td>2</td>
</tr>
<tr>
<td>Protect card on needle cap is present</td>
<td>5</td>
</tr>
<tr>
<td>Single scoop-one hand recapping technique is used</td>
<td>5</td>
</tr>
<tr>
<td>Handpieces with projected burs face away or towards delivery system</td>
<td>5</td>
</tr>
</tbody>
</table>

### END OF SESSION Total Points = 45

<table>
<thead>
<tr>
<th>Activity</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sharps removed from cassette and disposed in sharps container</td>
<td>5</td>
</tr>
<tr>
<td>Ensure that the Sharps container is not full prior to disposing sharps.</td>
<td>3</td>
</tr>
<tr>
<td>Appropriate PPE for cleaning- gloves, gown, mask, eyewear</td>
<td>3</td>
</tr>
<tr>
<td>Discharge water and air for a minimum of 20 - 30 seconds after each patient from any device connected to the dental water system that enters the patient's mouth (e.g. handpieces, ultrasonic scalers, air/water syringes).</td>
<td>5</td>
</tr>
<tr>
<td>Cassette checks for instrument damage, dispose single use items in cassette.</td>
<td>1</td>
</tr>
<tr>
<td>If present debris is removed with damp gauze on tray not finger tips</td>
<td>3</td>
</tr>
<tr>
<td>Unused disposable supplies removed (gauze/cotton rolls). Unused clean barriers removed and placed in trash</td>
<td>2</td>
</tr>
<tr>
<td>Contaminated barriers and supplies removed. Equipment and supplies returned to the dispensary</td>
<td>2</td>
</tr>
<tr>
<td>All surfaces are cleaned using 2 step disinfectant with 10 min contact time if visibly soiled or barrier wipe method if not visibly soiled</td>
<td>5</td>
</tr>
<tr>
<td>Barriers changed and surfaces must be wiped in between patients</td>
<td>3</td>
</tr>
<tr>
<td>Equipment used for vital signs wiped and cleaned between pts</td>
<td>2</td>
</tr>
<tr>
<td>Clinic gown disposed properly in trash (not left in the cubicle)</td>
<td>2</td>
</tr>
<tr>
<td>No Visible dust or dirt on equipment, cubicle. Sink and surrounding counter not left with wax, alginate and/or stone</td>
<td>2</td>
</tr>
<tr>
<td>Patient chair was raised to an upright position [DO NOT raise the chair to the highest position]</td>
<td>1</td>
</tr>
<tr>
<td>No food and drink present in cubicle</td>
<td>1</td>
</tr>
<tr>
<td>Multi dose vials appropriately used</td>
<td>2</td>
</tr>
<tr>
<td>Wash hands end of Session.</td>
<td>3</td>
</tr>
</tbody>
</table>
APPENDIX -D

DENTAL SAFETY SYRINGES AND NEEDLES SCREENING FOR SAFETY
This form collects the opinions and observations of dental healthcare personnel who screen a safer dental device to determine its acceptability for use in a clinical setting. Do not use a safer device on a patient during this initial screening phase.

Date:________________________

Product: Name, brand, company:
_________________________________________________________________________

Your position or title:
_________________________________________________________________________

Your occupation or specialty: ___________________________________________________

<table>
<thead>
<tr>
<th>Clinical Considerations</th>
<th>Does Meet Expectations</th>
<th>Not Meets Expectations</th>
<th>Meets Expectations</th>
<th>Exceeds Expectations</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. The device permits the exchange of cartridges during treatment on the same patient.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>2. The weight and size of device is acceptable.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>3. I have a clear view of the cartridge contents when aspirating.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>4. size and configuration of the syringe or needle permits a clear view of the injection site and needle tip.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>5. No excessive force is required to activate or control the plunger.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>6. size and configuration of the syringe or needle permits use in all mouth sizes and access to all areas of the mouth.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>7. The device permits multiple injections on the same patient.</td>
<td>No</td>
<td>Yes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8. The device is capable of aspiration before injection.</td>
<td>No</td>
<td>Yes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9. The needle is compatible with a reusable syringe. [For safety needles without syringes only.] Does the product meet the needs of your clinical practice based on the above criteria?</td>
<td>No</td>
<td>Yes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10. The worker’s hands can remain behind the sharp during activation of the safety feature.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td></td>
</tr>
</tbody>
</table>

Safety Feature Considerations

11. The safety feature can be activated with one hand. | 1 | 2 | 3 |
<p>| 12. The safety feature is integrated into the syringe or needle. | 1 | 2 | 3 |
| 13. The safety feature provides a temporary means of protecting the needle between injections. | 1 | 2 | 3 |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>14.</td>
<td>A visible or audible cue provides evidence of safety feature activation.</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>15.</td>
<td>The safety feature is easy to recognize and use.</td>
<td><em>No</em></td>
<td><em>Yes</em></td>
</tr>
<tr>
<td>16.</td>
<td>Once activated, the safety feature permanently isolates the needle tip and cannot be purposefully or accidentally deactivated under normal use conditions.</td>
<td><em>No</em></td>
<td><em>Yes</em></td>
</tr>
<tr>
<td>17.</td>
<td>The safety feature activates by itself.</td>
<td><em>No</em></td>
<td><em>Yes</em></td>
</tr>
</tbody>
</table>

**General Product/Manufacture Considerations**

<p>| | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>18.</td>
<td>The manufacturer can provide the device in needed quantities.</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>19.</td>
<td>A full range of needle sizes and lengths is available.</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>20.</td>
<td>The company provides free samples for in-use evaluation.</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>21.</td>
<td>The company has a history of responsiveness to problems</td>
<td>1</td>
<td>2</td>
</tr>
</tbody>
</table>

**Practical Considerations**

<p>| | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>22.</td>
<td>The device is packaged conveniently.</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>23.</td>
<td>The device is easy to remove aseptically from the package.</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>24.</td>
<td>Instructions are included in the packaging.</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>25.</td>
<td>Instructions are easy to follow and complete.</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>26.</td>
<td>Instructions are provided in more than one form (paper, videotape, Web site, or computer disk).</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>27.</td>
<td>Use of the safety device will not increase the volume of sharps waste.</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>28.</td>
<td>The shape and size of available sharps containers will accommodate disposal of this device.</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>29.</td>
<td>This is a single use, disposable device.</td>
<td><em>No</em></td>
<td><em>Yes</em></td>
</tr>
<tr>
<td>30.</td>
<td>The device should be considered for further clinical evaluation.</td>
<td><em>No</em></td>
<td><em>Yes</em></td>
</tr>
</tbody>
</table>
REVIEW CONDUCTED ON: _________________

REVIEWED/REVISED BY:

1) _____________________________________
   Dean

2) _____________________________________
   Associate Dean of Clinical Affairs

3) _____________________________________
   Director of Quality and Patient Safety

4) _____________________________________
   Infection Control Officer/Faculty

ADDITION OR REVISION OF JOB CLASSIFICATIONS, TASKS OR PROCEDURES?

____  ____
(NO)   (YES)

If yes, list job classification and addition or revision to tasks or procedures:

Annual In-Service Conducted On: _________________

Annual In-Service Conducted By: _________________

Annual Sharps Evaluation Conducted on: _________________

References:

- Curriculum and standards from the American Dental Association (ADA).
- CDC Guidelines for Infection Control in Dental Health Care Settings, 2003
- Implementation guidelines from The Organization for Safety and Asepsis Procedures (OSAP)
- University of Colorado Blood Borne Pathogen Plan

- School of Dental Medicine Patient Treatment Areas.
9.7 Strategic Quality Management and Patient Safety Plan

Title: Quality Management and Patient Safety Program
Source: Office of the Sr. Associate Dean of Clinics and Professional Practice
Prepared by: Director of Quality and Patient Safety, Quality Management and Patient Safety Committee, Sr. Director of Institutional Effectiveness, Sr. Associate Dean of Clinics and Professional Practice

Effective Date: May 20, 2015

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GLOSSARY
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SECTION I: INTRODUCTION

Mission

- The University of Colorado School of Dental Medicine (CUSDM), a collaborative partner on the Anschutz Medical Campus, is a diverse teaching, clinical care, and research community that innovates, creates and engages for the health of local and global communities.

Vision

- By 2020, CUSDM will be recognized for the quality workforce it prepares, the discoveries it makes, and the patient and community engagement performed that enhances the health and wellness of Colorado and the world.

Purpose

- The SDM is committed to the well-being of our patients; they are the number one focus of our performance improvement work, patient safety efforts and student education.
- The SDM Quality Program serves as the foundation for the improvement work, implementation and maintenance of both short-term and longer term, strategic goals that are generally included in the SDM Standards of Care. The program encompasses the inter-related functions, and processes of clinical, governance, operational and support services. See Appendix 1 SDM Standards of Care.
- The SDM’s Quality Program is used to guide and advance quality and performance outcomes as a means to improve the quality of oral health and patient care, institutional quality and patient safety, student and resident education and training.
- The SDM’s Quality Program focuses on identifying, prioritizing, tracking, measuring and evaluating opportunities to improve the quality care or components of care that are critical to patient safety, operational efficiency, academic excellence and community need. Performance improvement methodologies are partnered with a consensus-building process. The program includes on-going prospective initiatives, retrospective attention to adverse patient events and near misses through a post-event review or root cause analysis, and prospective analysis of a system or processes using a failure modes effect analysis.

Scope, Responsibility and Authority

- The SDM consists of approximately 115,000 gross square feet with 80,000 Assignable Square Feet (ASF) of clinical education space. The facility contains clinical practice, clinical support, learning laboratory and clinical simulation spaces. The SDMs Scope of Service includes general dentistry, endodontics, orthodontics, periodontics, prosthodontics, surgery, radiology and specialized areas for care of the adolescent and special needs patients. The school supports the preclinical and clinical education of approximately 400 dental and international dental students annually as well as post graduate training for residents and postgraduate students in general dentistry, orthodontics, and periodontics. In addition, simulation areas enable students to practice on simulated patients. The school also supports the clinical practice of general dental and specialty faculty.
- The combined activity of the clinics in the school result in approximately 80,000 patient visits annually with an expectation of continued growth. These patient visits are in support of our educational mission and service to the people of Colorado.
The SDM Quality Program is a collaborative effort of the SDM faculty, staff and division leadership. The Quality and Patient Safety program applies to all departments, services and practitioners, as well as students and residents throughout the SDM.

The ultimate responsibility for performance improvement and patient safety efforts rests with the Sr. Associate Dean for Clinics and Professional Practice. The authority and responsibility for the day-to-day operations and performance improvement activity is delegated to the SDM Quality Management and Patient Safety Committee.

Leaders

For the purposes of this plan, leadership is defined as faculty, staff, student, resident and every person providing and supporting care in the SDM. Performance improvement and patient safety requires the involvement of all members of the health care team and must be multi-disciplinary.

The first step in improving an organization’s performance and in developing a culture of safety is dedication by leadership to patient safety and quality and the effort that is required to achieve it. The SDM leaders make patient safety and quality core strategies and utilize continuous performance improvement principles to accomplish our mission, vision and goals. It is the job of leadership to set the direction, and build the foundation and ensure the tools, accountabilities and resources needed are available. Leaders provide the oversight for implementation of an integrated patient safety program throughout the organization.

It is the responsibility of every faculty, staff, student, resident and every person providing and supporting care in the SDM to ensure an environment where care is safe, effective and centered on patients’ needs. Leaders play a major role in creating an environment where staff feel safe and free to engage in patient safety and performance improvement and understand it is their responsibility to not only report quality and safety occurrences and concerns, but to understand that they are empowered to “stop the line” if necessary to ensure the “right thing is done.” The SDM is in the process of beginning to use a Just Culture method to evaluate occurrences, safety events or adverse patient outcomes in relation to personnel involvement. See also SECTION IX: SDM OCCURRENCE (EVENT) REPORTING PROCESSES

SECTION II: COMMITMENT TO QUALITY

Organizational excellence is one of the University of Colorado School of Dental Medicine’s (SDM) top priorities and is a recognized essential step to reach our vision of preparing a quality workforce, make significant discoveries and performing patient care and community engagement that improves the quality of oral health, and enhances the health and wellness of Colorado and our global partners.

The Quality Plan is our roadmap to excellence and follows the six “Aims for Improvement” as outlined by the Institute of Medicine (IOM) 2001 report titled, “Crossing the Quality chasm: A New Health System for the 21st Century”. The SDM Quality Program primarily focuses on these key AIMS:

- Provide care that is patient-centered and evidence based while meeting the clinical educational objectives of our students and residents;
- Provide care that is safe, predictable, reliable and meets regulatory standards;
- Provide care and services that add patient value, conserve resources and avoid waste.
- Clinical and operational staff and teams must be led by leaders who value and promote quality and patient safety improvements.
The Quality Program focuses on the six domains of quality by providing the right dental care for every person, every time by ensuring care is:

- **Safe** – avoiding injuries to patients and dental health care workers.
- **Effective** – providing services based on best scientific knowledge to all who could benefit and refraining from providing services to those not likely to benefit (avoiding underuse and overuse, respectively).
- **Patient-centered** – providing care that is respectful of and responsive to individual patient preferences, physical and language needs, and cultural values; ensuring that an informed patient guides all clinic care.
- **Timely** – reducing waits and harmful delays for both those who receive and those who give care.
- **Efficient** – avoiding waste, including waste of time, equipment, supplies, ideas and energy.
- **Equitable** – providing care that does not vary in quality because of personal characteristics such as gender, ethnicity, age, sexual orientation, and geographical location, cultural and socioeconomic status.

We are committed to consistently delivering the highest quality of care through disciplined performance and a regular re-examination of needs and desires of our patients. We primarily use the Model for Healthcare Improvement (IHI) from the Institute of Healthcare Improvement to accomplish this work. Other quality improvement related resources that are used include Agency for Healthcare Research and Quality (AHRQ), the National Quality Forum (NQF) and the American Dental Association (ADA), among others.

The SDM has adopted the ADA model for evaluating how safe and well dental procedures are performed, how appropriate was the treatment, how responsive was the care to the patient’s needs, and how thorough was the documentation. The ADA model includes:

- Select aspects of dental care to be evaluated;
- Establish criteria for quality dental care and make these characteristics of quality the standard for review;
- Compare the care that has actually been given with the criteria;
- Make a judgment of quality based on the results of the comparison;
- Act on the results of the evaluation to correct any deficiencies;
- Close the Loop: Assure that actions have favorable impact on the delivery of care by improving the system.

**SECTION III: SDM QUALITY AIMS**

**AIM 1: Patient-Centered Care**

Patient-centered care requires an unwavering focus on patients’ needs and expectations. Patient-centered care is

- Care that is coordinated, informed and rounded in respectful interactions with care providers that are consistent with the patient’s values, expectations and care decisions.
- Efficient through appropriate use of resources at the least expense to the patient, provider and care setting.
- Timely care delivery that is prompt and provided without delay to mitigate any harm to a patient.
- Evidence-based while meeting the clinical educational objectives of our students and residents.
Patient-centered care requires regular re-examination of the “Voice of the Customer” through patient surveys and complaints/grievances tracking and review to gain ongoing feedback and insight about the effectiveness of processes that are critical to the patient’s care and patient’s satisfaction.

**AIM 2: Safe, Reliable, Predictable and Regulatory Compliant**

Patient care must be safe, reliable and must meet regulatory standards. Aspects of this Quality Program AIM are

- Delivery of care in a manner that minimizes any risk of harm to a patient.
- Delivering the right care to the right person at the right time.
- Effective and reliable patient care through use of evidence-based practices that produce better outcomes than its alternatives.
- Continuous and credible regulatory and accreditation self-assessments against standards and regulations with timely creation of plans of correction and on-going monitoring.

As stated earlier, it is a core operational responsibility for every person providing and supporting care in the SDM to ensure that the environment and practices are safe. This engagement includes personal accountability for participation in patient safety and error reduction efforts. The SDM is in the process of beginning to use a Just Culture method to evaluate occurrences, safety events or adverse patient outcomes in relation to personnel involvement.

**AIM 3: Value-Driven**

Health care systems must provide patient care and services that add patient value, conserve resources and avoid waste.

- Resource utilization decisions, particularly in terms of additional new resources, should be evaluated as to the value added to the patient.
- Focus process improvement efforts toward eliminating non-value added steps and waste with the goal of reducing cycle times and reducing cost. Other performance improvement systems best used for reducing waste are Six Sigma or LEAN methodologies. In addition, benchmarking one improvement effort against an external organization, especially one with a Best Practice can help gauge improvement successes.

**AIM 4: Effective Leadership and Direction**

To achieve quality and safety objectives and to maintain the successes, personnel and teams must be well led by clinical and operational leaders with a bias towards action.

- Leaders set direction, align and coordinate strategic priorities, key initiatives and improvement activities.
- Leaders build the foundation by enabling execution through hiring, mentoring and retaining competent, quality-driven key leaders.
- Governance and operating values must support quality and a culture of safety.
- Leaders must be quality driven by effectively identifying issues, allocating resources, ensuring accountability and leading the deployment or execution of operational processes to maintain quality or accomplish needed changes.
By aligning and coordinating improvement activities, key initiatives and strategic priorities, staff are able to focus efforts on improving the aspects of care and service that are most important to patients and their families. Alignment of personal goals and strategic goals also creates a process where personnel are committed to organization-wide goals.

The leadership team must align all improvement activities with the strategic AIMS for the organization and identify gaps in activities and infrastructure that would be barriers to reaching goals.

- Clarify accountability for processes and outcomes throughout the organization.
- Build the infrastructure for regular review and alignment of new and on-going initiatives through data collection, analysis and reporting structures.
- Create and publish a SDM-wide view of how key improvement activities and strategies throughout the organization align with strategic goals and AIMS.
- Create reward and recognition systems for attainment of goals aligned with the strategic AIMS, assuring that the systems contribute to gain for the whole organization.

SECTION IV: QUALITY PROGRAM STRUCTURE

Quality and Patient Safety Committee

The SDM Quality and Patient Safety Committee (Quality Committee) is responsible for guiding and advancing quality and performance outcomes as a means to improve the quality of oral health and patient care, institutional quality and patient safety, and student and resident education and training. Additionally, the Quality Committee is responsible to create a culture and environment that fosters excellence in quality and service through commitment to the principles and practices of continuous performance improvement by all staff, faculty and students and to create a culture of safety. This committee is the central coordinating body for all performance improvement and patient safety activities within the SDM.

The outcomes of dental care will be assessed by committee members who provide recommendations to the appropriate committees especially with regard to clinical practice or professional behavior concerns.

Reporting Responsibility

The Quality Committee will report its findings to the Operations Committee and the Executive Committee through the Quality Committee chairperson. The Quality Committee will report barriers including resource needs as well as successes and opportunities for celebration to the Operations and Executive Committees. The Quality Committee will be responsible for follow-up and implementation of any recommendations from the Operations or Executive Committee(s).

At times, the Quality Committee may need to report additional information to the Sr. Associate Dean of Clinics and Professional practice outside of the regularly scheduled committee calendar in order to remedy a patient care or operations issue.

Reporting Structure
Membership

New members and the chairperson will be appointed by the Sr. Associate Dean of Clinics and Professional Practice. The chairperson(s) will be appointed by the Dean, SDM.

Membership includes representation from both leadership, staff and student levels. Membership includes the following multi-disciplinary personnel.

- Senior Associate Dean Clinics and Professional Practice
- Director of Quality and Patient Safety
- Chair, Division of Oral Maxillofacial Surgery
- Chair, Department of Restorative Dentistry
- Senior Associate Dean Academic Affairs
- Program Director, General Practice Residency
- Director of Faculty Practice
- Associate Dean of Budgets, Finance, and Strategic Projects
- Associate Professor Restorative Dentistry
- Sr. Director of Institutional Effectiveness and External Relations
- Director of Procurement, Facilities Management and Clinical Support Operations
- Director of Information Technology
- Director of Clinical Operations and Patient Advocacy
- Business Manager
Oversight

The Quality and Patient Safety Committee works with and oversees performance improvement, patient safety and key quality related functions for the areas listed here. The Committee, at times will work with other areas or SDM functions not identified by this listing. And, the Quality Committee will work with external consultants, auditors or inspectors, among others. Committee oversight includes maintenance of policies and procedures by the local owners along with compliance. Policy and procedure oversight may include review and directing SDM Standards of Care efforts or evidence-based guideline development.

- Management and implementation of the Quality and Patient Safety Plan and Program
- Standards of Care goals, definitions, metrics, applicability
- Evaluation of quality metrics related to dental care and dental outcomes
- Occurrence reporting (Safety Intelligence System) data analysis and information
- Provision of dental care (Quality and Patient Safety needs)
- Dental outcomes research
- Governance and leadership related to Clinics and Professional Practice
- Accreditation and licensure
- Patient satisfaction including complaints and grievances
- Service Excellence and Service Recovery
- Patient Rights and access to care
- Patient language, race and ethnicity considerations
- Organizational ethics
- HIPAA, patient privacy and confidentiality
- Infection prevention, sterilization and other infection control areas
- Sedation
- Medication management including prescription orders
- Urgent care, Emergency care and after school hours
- Clinical informatics, medical records and other documentation management including Axium
- Life safety, Facilities and physical environment
- Emergency management
- Environmental management including hazardous waste and security management
- Supply and equipment management; standardization
- Radiation safety
- Laboratory safety and inspections
- Occupational health, worker’s compensation
- Human Resources, employee competencies and employee health
- Inter-professional Quality and Safety curriculum

Subcommittees

The SDM Quality and Patient Safety Committee has two subcommittees: Infection Control and Life Safety Subcommittee and Patient Satisfaction and Clinical Informatics Subcommittee. These subcommittees manage performance improvement and patient safety work at a more granular or local level within their respective disciplines and in so doing, they help support organization-wide efforts.
These are working committees; these committees are responsible to create, implement, monitor and assess performance improvement related to the Standards of Care.

Membership for each subcommittee will be identified by the Quality and Patient Safety Committee and will include representation from dental faculty, leadership, staff and students. Please see the charter for each subcommittee for information about purpose or charge of committee, membership, scope, accountability, functions and goals.

SECTION V: QUALITY PROCESS

Identification

Quality improvement activities will be identified through:

- Annual or as needed internal gap analysis of current organizational needs
- Annual or as needed assessment or reassessment of projects or initiatives
- Review of the Standards of Care definitions, goals, metrics and applicability
- Departmental advisement
- Patient Safety or Risk Management findings
- Regulatory requirements
- Operational or business related needs that will improve patient safety, quality of care or access

Prioritization

A strong commitment to continuous performance improvement typically produces many opportunities. As a result, it is necessary to have a defined, criteria-based process for prioritization of projects, Standards of Care work, and the ability to adjust priorities in response to unusual or urgent events. The Quality Program gives priority consideration to the school’s strategic goals and high volume, high risk, problem-prone areas or low volume areas. Decisions with regard to prioritization of projects are made at the Quality Committee. The organization’s priority setting is sensitive to emerging needs such as those identified through data collection and assessment, unanticipated adverse occurrences affecting patients and students, changing regulatory requirements, significant patient and staff needs, changes in the environment of care or changes in the community.

Methodology

The SDM primarily uses the tools and methodology as published by the Institute of Healthcare Improvement: IHI Model for Healthcare Improvement. This model is based on a PDCA methodology (Plan, Do, Check, Act) and is the appropriate tool when planning improvement efforts among various departments or when coordination of teams is required. See Appendix 2. The more basic PDCA model methodology may be used when a Rapid Cycle Improvement technique is appropriate. See Appendix 3. At times the SDM may use LEAN Process Improvement methodology. LEAN focuses on eliminating non-value added steps and waste with the goal of reducing cycle times, improving performance and reducing cost.

Measurement

The focus of the Quality and Patient Safety Program is to document the outcomes of care, treatment and services we provide and identify opportunities for improvement. Outcomes-based performance is
measured according to criteria developed by divisional faculty that help ensure the validity and reliability of the results. Measurement objectives include:

- To identify and develop evidence-based oral health care performance measures and measurement resources.
- To advance the effectiveness and scientific basis of clinical performance measurement and improvement.
- To foster and support professional accountability, transparency and value in oral health care.

Process measures (and outcomes measures) may use either methodology mentioned in the previous section. All performance improvement efforts require measurable baseline data and on-going measurable data. Data is used to evaluate and demonstrate performance over time. Anecdotal evidence, although helpful in identifying potential opportunities for improvement, does not allow for comparison over time. Aggregation and analyses transform data into information that can be used to plan, change or monitor care.

Measurement criteria include:

- The measure can identify the events it was intended to identify.
- The measure has a documented numerator and denominator statement or description of the population to which the measure is applicable.
- The measure has defined data elements and allowable values.
- The measure can detect changes in performance over time.
- The measure allows for comparison over time within the organization or between the organization and other entities (may require risk adjustment).
- The data intended for collection are available.
- Results can be reported in a way that is useful to the organization and other interested stakeholders.

Indicators

The improvement project or Standard of Care should address key indicators of performance improvement or quality control monitors, taking into consideration high volume, high risk, or high cost issues and dimensions of performance. Indicators are generally classified into three types: Benchmarking, Required (by regulation or accreditation) and SDM/Department Specific. There are no specific requirements for a total number of indicators. As such, an indicator development worksheet should be used to define the plan for monitoring, including the numerator and denominator, the goal and acceptable upper and lower control limits, data collection methodology, and the reporting structure. Such deliberate analysis of indicators and measurements are useful in the IHI Model for Healthcare Improvement. However, a single indicator may fulfill the obligation for several categories.

Performance is compared against industry standards, internal benchmarks, comparable external organizations and best practices in order to determine patterns and trends. Information from data analyses, process review and performance improvement efforts are used to make changes that improve performance, increase safety and reduce risk of an adverse event occurring.
Performance Improvement Teams

Performance Improvement Teams (PIT) are convened when a specific SDM-wide or interdepartmental opportunity is identified. The purpose of a Performance Improvement Team (PIT) is to conduct the aspects of performance improvement with a system-wide approach. The team will provide Quality and Patient Safety Committee with progress reports, routinely.

Communication

The leader’s role is to ensure communication and implementation of quality, safety or other information that is pushed out from the Quality Committee. There are several venues that are used to communicate information to students, staff, and faculty such as student and resident education, Teams communications, staff meetings, and Clinic Managers meetings among others. The leader must also initiate improvements through coaching and direct support.

The functional process associated with the Quality Program is based on a continuous feedback loop with information coming from multiple constituents such patients, students, faculty, residents, staff and other related activities or persons. The Quality Committee and Faculty Committee assure feedback is reviewed, aggregated, analyzed and recommendations are reviewed to determine if further action is necessary.

SECTION VI: USING STANDARDS OF CARE AND OUTCOMES TO DRIVE PERFORMANCE

The SDM’s Value Proposition is to provide superior clinical outcomes and quality care and education with an approach which is disciplined, patient-centered and transparent. The SDM leadership is responsible for assuring that key business strategies are aligned with the vision, mission, values, goals and customer expectations. Standards of Care and goals are set which facilitate improvement efforts and appropriate resource allocations.

Outcomes measures are used to assess the quality of our clinical practice, patient outcomes and education of our students. We divided our outcome metrics into three domains: Institutional Effectiveness and Safety, Clinical Education and Patient Care and Meaningful Use.

SECTION VII: ACHIEVING AND SUSTAINING PERFORMANCE IMPROVEMENT

Once performance improvement objectives or changes have been integrated into everyday operations, it becomes necessary to perform regularly assessment to ensure that the change is sustained. Often, it is necessary to continue random audits at increasing time intervals; for example, audit the process at 6 months and again at 1 year post implementation.

The final step is to celebrate successful improvements. Leaders should celebrate the small successes embedded within the work with the teams in addition to the final celebrations.

Reporting

Summaries of performance improvement and patient safety activities will be submitted at least quarterly to the Quality Committee according to requirements set forth by regulatory or accrediting bodies or by SDM requirement. The Quality Committee will continue to review data and monitor compliance of the action plans and timelines as necessary. The Quality Committee oversees ongoing performance monitoring to ensure maintenance of achieved improvements.
Quality Committee findings will be reviewed at least quarterly by the Operations and Executive Committees. Education and training needs will be determined based on Quality Committee findings and training conducted as needed. The Quality Committee will maintain a training schedule.

SECTION VIII: PATIENT SAFETY

Patient Safety is a primary component of the Quality and Patient Safety Program. As such, the purpose, scope, responsibility, authority, structure, internal reporting requirements, membership and oversight among other elements are the same as those outlined previously for the Quality section of this document. The goal for reporting occurrences or safety events is to recognize and evaluate events that lead to, or have the potential to lead to, adverse patient outcomes and/or unsafe conditions.

Leadership and management are responsible for fostering a safe environment by integrating patient safety priorities into the design and redesign of all relevant processes, function, and services. The patient safety policy of SDM describes an environment that promotes the safety of patients, employees, volunteers, and visitors by providing a climate whereby the reporting of errors, near-misses and unsafe conditions is encouraged and in some cases required. The SDM embraces a non-punitive culture for the reporting of unsafe events, both for patient and non-patient events; the SDM is in process of adopting a Just Culture methodology when reviewing the human factors of events.

A post-event review (PER) or Root Cause Analysis (RCA) will be conducted after serious safety events or near misses; action items will be identified and completed by local owners or driven by SDM leadership for system-wide management. A failure mode effects analysis may be performed to prospectively review new processes or those that are high-volume, high-risk. The Quality and Patient Safety Committee may at times review specific events. The committee will be primarily focused on action items and status to completion in addition to any review and performance improvement work at the departmental level.

An organizational focus on patient safety includes various other entities who access or influence the care of our patients some of which include: licensing, regulatory or accrediting bodies, vendors, insurers, training institutions, educators, professional associations, and the public at large.

SECTION IX: SDM OCCURRENCE (EVENT) REPORTING AND REVIEW PROCESSES


Reporting

When a patient safety event occurs, the involved staff or student will notify the attending faculty and facilitate appropriate care and treatment. A factual description of the event, the patient’s response, and treatment provided should be documented in the patient’s medical record. The attending faculty has the primary responsibility for communicating unanticipated outcomes to the patient and family. See also Section X: DISCLOSURE OF UNANTICIPATED ADVERSE OUTCOMES.

DO NOT FILE A COPY OF THE OCCURRENCE REPORT OR REFERENCE THE OCCURRENCE REPORT IN THE PATIENT’S MEDICAL RECORD. DO NOT DOCUMENT ANY CONVERSATIONS WITH QUALITY and PATIENT SAFETY MANAGEMENT OR RISK MANAGEMENT IN THE MEDICAL RECORD. These conversations will be documented in the occurrence reporting system. The occurrence report is used to improve patient care or to improve systems
or processes that affect patient care and student education. The patient medical record is used to document specific elements of patient care.

In addition to attending faculty notification, any event resulting in harm should be immediately communicated to the clinic manager or appropriate supervisor. **If the event resulted in a hospital admission or a patient death or neurological damage, call risk management at 303-724-0455 and the sr. associate dean of clinics and professional practice at 303-724-6976, immediately. You should also notify the director of quality and patient safety at 303-817-3673 as soon as possible.** There are some adverse patient events that are reportable to the State of Colorado. The University of Colorado Risk Manager will analyze the event and extenuating circumstances and will determine whether to report an event to the State of Colorado.

Everyone has a responsibility to report occurrences, near misses and other unsafe conditions right away. The SDM requires the reporting of events that have direct involvement of patients. These events could include those that touched the patient or individual, but did not cause harm. Occurrences involving visitors, staff, faculty or the facility should be reported, as well. Also, the SDM expects that “near miss” occurrences will be reported. A “near miss” occurrence is one that did not reach the patient or individual and that, if it had, would have caused harm or had the potential to cause harm. Any injury to faculty, staff, students or residents must be reported for Worker’s Compensation purposes and must be reported immediately. Refer to policy 9.6 SDM Infection Prevention and Exposure Control Plan for more information.

An event can be reported anonymously to the Director of Quality & Patient Safety. The reporter should input the occurrence into the Safety Intelligence system or the Director of Quality & Patient Safety may enter the information. Also, the event can be reported to the person’s supervisor, manager, coordinator or faculty. The person in the leadership position will be responsible for recording the event in the Safety Intelligence reporting system and responsible to report the event to the Director of Quality and Patient Safety. Events should be reported as closely to the time of occurrence as possible, and should not be longer than 24 to 48 hours. The person closest to the event should be the one to report.

Reporters should use the Safety Intelligence occurrence reporting module to document and report occurrences. Reporting directly into the Safety Intelligence module allows for real-time review, planning for post-event reviews or root cause analyses, as indicated. Event reporting helps to document specific conditions present at the time of the event.

**Review, Analysis and Reporting of Safety Events**

The Director of Quality & Patient Safety coordinates the review process of safety events or occurrences within 72 hours; however, managers, supervisors and other designated leadership are responsible to evaluate the occurrence, provide immediate intervention or remedial action as indicated and document in the occurrence report. They will also be responsible for participating in corrective actions and performance improvement activities. These actions may vary from simple education to complex system improvements, depending on the harm severity, scope and trend of the occurrences.

The Director of Quality and Patient Safety is responsible for reviewing the event and closing it when all needed information is present. The Director of Quality and Patient Safety is responsible for data management and analysis. The data and analysis of events will be used to assist local leadership, faculty, and Quality and Patient Safety Committee to drive improvement in patient care and student education.
Aggregate data may indicate a trend that could be used to facilitate process improvement, reduce risk and minimize or eliminate adverse outcomes of care.

The Director of Quality & Patient Safety will provide reports to the appropriate committees quarterly.

SECTION X: DISCLOSURE OF UNANTICIPATED ADVERSE OUTCOMES

It is the policy of the SDM to provide patients with appropriate and necessary information about all outcomes of care, treatment, and services, including unanticipated outcomes. An unanticipated outcome of care is an outcome that was not planned or expected in advance as being a desired outcome of care, treatment or service including those that:

- Result in a significant change in the patient’s condition including temporary harm.
- Require a significant re-treatment.
- Create the need for unforeseen intervention.
- Result in permanent harm to the patient.
- Result in hospitalization.
- Result in death.

The attending faculty has the primary responsibility for ensuring that the unanticipated outcome is disclosed to the patient. Care providers and students will promptly notify their supervising faculty or department chair of any unanticipated outcome of care. Other clinical staff will notify their immediate supervisor and the attending faculty of all unanticipated outcomes. The involved providers will report the unanticipated outcome immediately to the Sr. Associate Dean of Clinics and Professional Practices and to Risk Management. The Director of Quality and Patient should also be notified. When multiple specialties or departments are involved in an unanticipated outcome, the attending faculty should contact the Sr. Dean for Clinics and Professional Practice to discuss next steps.

When an unanticipated outcome occurs, disclosure of the outcome to the patient should take place as soon as practical after the unanticipated outcome is identified and in a manner the attending faculty believes represents high quality, compassionate patient care. The patient should be stabilized and/or able to comprehend the information, unless it is determined that the patient’s family/guardian should be informed. The responsible care providers, the Patient Advocate, or Risk manager will provide ongoing information to the patient’s guardian as necessary or as it becomes available. The Sr. Associate Dean of Clinics and Professional Practices and the Director of Quality and Patient Safety should be kept informed.

Disclosure should take place in a setting that supports the patient’s right to information, dignity and confidentiality. Risk Management is available to help any provider prepare for a disclosure discussion with a patient and to provide resource material and support.

At times, faculty, students and staff involved in a serious safety event may need counseling or access to support services to help them internally process the event.

SECTION XI: LEVELS OF HARM (HARM SCALE)

Patient safety events are categorized by Levels of Harm. The Levels of Harm are based on the severity of the event and any extenuating circumstances. The Safety Intelligence reporting system uses the following Levels of Harm scale:

- Unsafe condition, Harm scale #1
- Near Miss, Harm Scale #2
- Patient experienced no harm, physical or otherwise, Harm Scale #3
- Patient experienced emotional distress or inconvenience, Harm Scale #4
- Patient needed additional treatment, Harm Scale #5
- Patient experienced temporary harm, Harm Scale #6
- Patient experienced permanent harm, Harm Scale #7
- Patient experienced severe permanent harm, Harm Scale #8
- Patient death, Harm Scale #9

SECTION XII: PROFESSIONAL RISK MANAGEMENT AND PATIENT SAFETY

The SDM and its Quality Committee work collaboratively with the University of Colorado Risk Management department to help identify and evaluate risk of loss from patient care activities including measures of potential frequency and severity of risk. The Risk Management department advises the SDM on actions to take to address, mitigate or eliminate risk. Risk management is an integral part of the SDM Quality and Patient Safety Program as required by Colorado Revised Statute 25-3-109. Under this statute, any individual who, in good faith and within the scope of their functions participates in reporting, provides information, opinion; or any other medical staff, administrative or governing body committee that evaluates quality of care issues or as part of the internal Risk Management, is immune under the statute from suit in any civil action based on such functions, if brought against a health care provider or person to whom the quality information pertains. In no event shall this immunity apply to any intentional act of omission in the provision of care.

SECTION XIII: COMPLAINTS AND GRIEVANCE MODULE

The SDM uses the Safety Intelligence module to enter complaints and grievances. Patient notification, steps to resolution and communications can be tracked. The data is analyzed and used to improve patient satisfaction or applicable systems issues.

SECTION XIV: CONFIDENTIALITY

All activities described in the Program and any other activities or investigations conducted by or on behalf of the University of Colorado School of Dental Medicine and its medical practitioners or staff to identify, evaluate, or reduce the risk of patient injury or to improve the quality of patient care including resource utilization and access to care shall be considered performance improvement activities.

All records, reports, and other information used to conduct performance improvement activities or produced as a result of performance improvement activities, including without limitation, all written or verbal communications by or provided to persons, committees or the University leadership for the performance of quality improvement activities; occurrence, incident and notification reports; complaints; responses to complaints; witness interview; correspondence; minutes, records, or transcriptions of meetings, interview, or other proceedings; recommendations; decisions or other results of performance improvement activities and any other items or documents generated by or for performance improvement activities, shall be considered performance improvement information.

All performance improvement activities and all performance improvement information shall be subject to the privileges and immunities of Colorado Revised Statute §25-3-109 or other corresponding provisions of any subsequent federal or state statute providing protection for performance improvement activities, and shall be strictly confidential to the greatest extent provided by law. The Colorado Department of
Public Health and Environment (CDPHE) and other regulatory or accrediting agencies may access the information if authorized the statute. Any person who participates in good faith in any performance improvement activity, including without limitation, any activity described in the Program or Plan or the reporting, collection, evaluation or use of information for performance improvement activities, shall be immune from suit to the greatest extent provided by law, including without limitation, as set forth in Colorado Revised Statute §25-3-109 or the corresponding provision of any subsequent federal or state statute providing protection for performance improvement activities.

In order to assure the confidentiality of performance improvement activities and information, the following procedures will be implemented by the Quality Committee:

- Patient information and individual health care providers or support services will be de-identified in accordance with HIPAA Privacy Standards and identified by a number or code and not by name.
- All performance improvement information will be maintained in confidential files in a secure location in accordance with applicable State and Federal Law, including HIPAA Privacy and Security Standards.
- Appropriate committee meeting discussions or minutes where performance improvement activities are conducted or performance improvement information is discussed, will be kept confidential.
- Other measures as directed by the Quality Committee or other oversight committees.

All Faculty, staff and others involved in the SDM Quality Committee information whether a volunteer or a vendor will be responsible for maintaining the confidentiality and security of data and information relating to Performance Improvement activities. However, each person having access to data/information is accountable for recognizing his/her responsibility for confidentiality and legal penalties for unauthorized disclosure. Problems relating to the confidentiality and security of data/information will be brought to the immediate attention of the Sr. Associate Dean for Clinics and Professional Practice or the Sr. Associate Dean of Finance who also serves as the Corporate Compliance Officer for the SDM.

SECTION XV: RELATIONSHIP TO PROFESSIONAL REVIEW ACTIVITIES

In the event a performance improvement investigation or other activity raises a concern with respect to the professional conduct or appropriateness or quality of care provided by an individual practitioner, information related to such conduct of care shall be provided to the appropriate professional review committee pursuant to the applicable policies of the SDM and the Medical Professional Faculty. Information provided to the professional review committee shall be confidential professional review information and shall be subject to all privileges that attach to such information.

SECTION XVI: APPROVAL

The Quality and Patient Safety Program is developed by the Director of Quality and Patient Safety and the Sr. Associate Dean of Clinics and Professional Practice. The Program is then presented to the Quality and Patient Safety Committee for final modifications and approval. The Quality and Patient Safety Program is forwarded to the Operations Committee as determined by the Sr. Associate Dean of Clinics and Professional Practice.
SECTION XVII: EVALUATION

The Quality and Patient Safety Committee will evaluate the Quality and Patient Safety Program annually, taking into consideration purpose, objectives, scope, effectiveness, areas demonstrating improvement and those needing improvement. This evaluation will include the Standards of Care. The evaluation may be presented to the Operations Committee as determined by the Sr. Associate Dean of Clinics and Professional Practice. The Program and Plan for the following year will incorporate findings from the annual evaluation in order to prioritize processes for improvement and on-going work.

GLOSSARY

Adverse event: An untoward, undesirable, and usually unanticipated event, such as death or serious injury of a patient, an employee, or a visitor in a health care organization. Incidents such as patient falls or improper administration of medications are also considered adverse events even if there is not permanent effect on the patient.

Disclosure: Providing information to the patient or patient’s family or guardians regarding a sentinel event, occurrence or substantive near miss occurrence.

Hazardous Condition: Any set of circumstances (exclusive of the disease or condition for which the patient is being treated), which significantly increases the likelihood of a serious adverse outcome.

Near Miss: Any process variation which either did not reach the patient or did not affect the outcome, for which a recurrence carries a significant chance of a serious adverse outcome.

Non-punitive Culture: Encourages personal accountability, provides a safe place to report errors, and seeks to learn from mistakes to improve the overall safety of the system.

Occurrence: An unintended act, either of omission or commission, or an act that does not achieve its intended outcome.

Personal Accountability: The individual involved in the occurrence (potential or actual), will participate in reporting the occurrence, determining what went wrong, identifying a solution, participating in discussions about the occurrence and taking an active part in improving the system.

Prevention: A future-oriented process that improves performance and productivity; a philosophy of never-ending improvement.

Punitive or Disciplinary Action: The recording of a reported medical/health care occurrence in an employee’s permanent record for use during the evaluation process for promotion, salary increase, or references. The requirement of an individual to undergo continuing education, competency training or assessment, or an individual educational plan is not defined as punitive or disciplinary action.

Re-design: Changing a process to create a more effective or safer environment.

Reportable Event: A suspected or actual variation in a health care delivery process where the patient/visitor is affected.

Risk Management: The prediction of risk of injury, avoidance, and control of exposure to prevent any other risks and the minimization of malpractice loss.
Sentinel Event: An unexpected occurrence involving death or serious physical or psychological injury, or risk thereof. Serious injury specifically includes a loss of limb or function. The phrase “or risk thereof” includes any process variation for which a recurrence would carry a significant chance of a serious adverse outcome.
APPENDIX 1

STANDARDS OF CARE

1. We ensure that patients are good candidates for care in our educational Comprehensive Care Program setting by providing a screening exam to determine if the patient’s dental care needs are within the scope of the student clinics.
2. We recognize the diversity of our patients and their individual needs.
3. We provide our patients with an Informed Consent to Treat document and allow time for questions to be asked and answered.
4. We maintain a complete electronic health record for each patient that includes a health history that is updated once per year.
5. We maintain and store patients’ Protected Health Information (PHI) securely in accordance with the Health Insurance Portability and Accountability Act (HIPAA).
6. We will ensure that our patients are fully informed of the costs of their treatment by providing an individualized treatment plan to every comprehensive care patient.
7. Emergency dental services are available at the CU School of Dental Medicine five days a week during clinic hours with call coverage available after hours.
8. We provide patients with access to care that occurs in a timely fashion based on their specific treatment needs.
9. We prepare faculty, staff, and students to provide care in the event a patient has a medical emergency in the clinics.
10. We follow up-to-date instrument and patient care safety standards.
11. We will ensure that patients are evaluated on a yearly basis to assess for any new oral disease or conditions including cavities.
12. We will ensure that patients receive preventative care.
13. We will ensure that patients receive appropriate follow-up care.
14. We will ensure that patients receive lasting care.
15. We are committed to patient satisfaction. We take each patient concern seriously and will work with our patients to find solutions.
APPENDIX 2

Focus PDCA model  Use when coordinating various departments, teams or subject matter experts is required.

APPROACH PROBLEM SOLVING MODEL
APPENDIX 3

Rapid Cycle Model of Improvement

Plan for changes to
Bring about improvement
Cause & Effect diagrams
Pareto analysis
Brainstorming
Flowcharting

Do Changes on a small scale
first to trial them
Implement change
Experiment design
Conflict resolution
On-Job training

Act to get the
Greatest benefit
from changes
Process mapping
Process standardization
Controlled reference information
Formal training

Check to see if the
changes are working and
to investigate selected
processes
Data analysis
Control charts
Key performance Indicators
INTRODUCTION:

The University of Colorado School of Dental Medicine coordinates transportation for patients by the most appropriate and safest method.

PURPOSE:

There are times when patients of the School of Dental Medicine (SDM) need transportation to other locations on the Anschutz Medical Campus, or very rarely to locations off campus. This policy provides guidance, direction and uniformity in handling patient transportation needs. These criteria may also apply to visitors or other non-patients who need transportation.

POLICY:

Methods of Transportation

Methods of transportation available on the Anschutz Medical Campus include:

1. University of Colorado Courtesy Shuttle (van or golf cart); Circulator Service
2. University of Colorado Hospital Courtesy Shuttle (van or golf cart)
3. University of Colorado Intercampus Shuttle Bus
4. University of Colorado Security Patrol
5. University of Colorado Campus Police
6. City of Aurora Police
7. Emergency Medical Services (EMS) (911)
8. Other (map posted at School of Dental Medicine front desk)
   a. Private car
   b. Taxi; Light Rail
   c. Walking

More information regarding shuttle services, public transportation, and parking and campus maps can be found at

http://www.ucdenver.edu/about/departments/FacilitiesManagement/ParkingMaps/Pages/ParkingMaps.aspx

Criteria Determining Method of Transport

Patients must be transported by the safest method possible considering emergency medical conditions, medical history, mental cognition, security issues, and specific reason for transport. The patient’s student, resident, faculty or Faculty Practice provider should accompany the patient to the University of Colorado Hospital Emergency Department, the University of Colorado Infectious Disease Department, or other location, as appropriate. For example, patients transported by private vehicle, public transportation or law
enforcement would not be accompanied by an SDM representative. In these cases, the SDM representative (student, resident, faculty provider) should follow-up on patient’s care and/or status within 24 hours; record the follow-up in the contact notes of the patient’s electronic health record.

At times, there is a delay in the arrival of the patient’s transportation. This delay can occur when the patient’s private vehicle transportation (friend or family member) is late in picking up the patient or when public transportation is delayed i.e. Access-a-Ride, public bus, taxi, among others. If the delay will extend past SDM normal hours of operation i.e. 5 p.m. M-F, the patient’s student or resident should wait with the patient until their transportation arrives or until a different means of transportation can be arranged. In these circumstances, it is important that a second SDM representative be present while the student/resident waits with the patient. In other words, there should be two SDM representatives waiting with a patient if the delay extends after normal operating hours. Both of the two SDM representatives should be BLS certified. Having two SDM representatives present while the patient waits protects the patient, SDM representative and the School from claims of inappropriate behavior or situations and provides an additional SDM respondent to emergency events.

Delays in patient transportation, SDM persons waiting with the patient, final transportation means, and time of pick-up are to be documented in the contact notes section of the patient’s electronic health record.

**Emergency Medical Reasons**

Patients being transported (transferred to a higher level of care) for emergency medical reasons must always be transported by EMS (911). By transferring patients with an emergency condition via EMS, the School of Dental Medicine (SDM) is assured that intra-transport emergencies will be managed and that hand-off communication between the SDM doctors, the EMS personnel and the receiving facility emergency providers (University of Colorado Emergency Department) is accomplished. The SDM attending faculty may contact the receiving facility and conduct a verbal hand-off communication via telephone. For more information on Medical Emergency Response, see policy 9.2 Medical Emergency Response Policy and Procedure. Patient transfer including the method of transport, reason for transfer and location of transfer are to be documented in the patient’s electronic health record. The student, resident or faculty provider will follow-up on the patient’s care and/or status within 24 hours.

**Non-emergent Medical Reasons**

Patients who are being referred non-emergently to a higher level of care (urgent care or to an emergency center at the order or request of the patient’s provider, for example) or who are being referred to the patient’s primary care provider’s office/clinic for medical reasons that are non-emergent may be transported by EMS (911) or by the patient’s own “responsible adult” driver and private car at the discretion of the attending faculty. They may be allowed to drive themselves or take public transportation also at the discretion of the attending faculty. The patient may elect to use EMS (911). The student, resident, or faculty provider should contact the receiving facility or receiving provider and conduct a verbal hand-off. The student, resident or faculty provider will follow-up on the patient’s care and/or status within 24 hours.

A “responsible adult” is a person who is able to access (EMS) emergency medical services by calling 911 or who is able to arrange other transportation to a medical facility in the case of an emergency. A responsible adult must be able to provide or obtain appropriate after procedure care.

Patients being referred for non-emergent medical conditions who elect to go to a University of Colorado Hospital service may be transported by the University of Colorado Courtesy Shuttle (van or golf cart).
Circulator Service or by the University of Colorado Hospital Shuttle (van or golf cart). It is important to note that the University of Colorado Courtesy Shuttle and/or the University of Colorado Hospital Shuttle are not staffed appropriately to assist patients with medical needs. Patient referral or transfer for non-emergent medical reasons are to be documented in the contact notes section of the patient’s electronic health record and will include the method of transport, reason for transfer and location of transfer.

Campus-wide emergency situations including severe weather, emergency operations procedures or at the discretion of the SDM Senior Associate Dean of Clinics and Professional Services or other Attending Faculty may take precedent over the non-emergent transportation methods listed above.

**Additional Prohibitions**

Patients must never be transported in a car owned or operated by a staff member, faculty, student or resident of the School of Dental Medicine (SDM). (Exception: if an SDM staff, faculty, student or resident is identified at the beginning of the appointment as the “responsible adult” for the patient i.e. family member of the patient, then that person would be allowed to transport the patient in a car owned or operated by the SDM person.)

Staff, faculty, students and residents of the School of Dental Medicine must never transport a patient in a car owned or operated by the patient or the patient’s responsible adult. (Exception: if an SDM staff, faculty, student or resident is identified at the beginning of the appointment as the “responsible adult” for the patient, then that person would be allowed to operate the patient’s car.)

Patient transportation in a car owned by an SDM staff member, faculty or student operated by the patient or the patient’s responsible adult is also prohibited, even if the SDM staff member, faculty or student has automobile liability insurance. (Exception: patient is related to or an approved driver of the SDM person’s vehicle.)

Documentation of patient transport in any of the above three scenarios must be entered in the contact notes section of the patient’s electronic health record. This documentation will include the method of transport, reason for transport and location. The name, contact information and relationship between the patient, the patient’s responsible adult and the SDM representation will also be documented in the electronic health record.

**Courtesy Transportation**

The University of Colorado Courtesy Shuttle (van or golf cart) Circulator Service may be used to transport a patient as a courtesy or in the course of a diagnostic evaluation. For example, the patient asks for a ride back to their parking space or the patient needs to go to the University Hospital Outpatient Pavilion Infectious Disease Department for phlebotomy in the case of a blood born pathogen exposure or to the Department of Radiology in the case of a swallowed object. TheCourtesy Shuttle service may be requested by either the patient or the SDM. The University of Colorado Hospital Courtesy Shuttle (van or golf cart) operates similarly. However, the Hospital shuttle generally transports Hospital patients to the SDM from the Hospital and may not accommodate a ride from SDM back to the Hospital.

**Transportation by Law Enforcement**

The University of Colorado Anschutz Campus has access to two law enforcement agencies and Campus Security. Law enforcement officers may transport patients to a higher level of care at their discretion, for example in circumstances where EMS is unavailable. Generally, law enforcement officers will transport
patients with emergent conditions to the University of Colorado Hospital; they may transfer patients to other suitable locations, either on or off campus, also at their discretion. To access or request their services, the SDM will call 911 or 4-4444. Transportation of patients by Law Enforcement to another level of care or location are to be recorded in the contact notes section of the patient’s electronic health record along with the reason for the transfer. The student, resident or faculty provider should follow-up on the patient’s condition and/or status within 24 hours.

Other Forms of Transportation

Other forms of transportation listed are used by the public to access the campus. The University of Colorado Intercampus Shuttle Bus is available to associates of the University of Colorado, the Veterans Administration Hospital or National Jewish Hospital to commute between campuses.

REVIEW AND APPROVAL:

The SDM Patient Transport policy is vetted by members of the Institutional Quality and Patient Safety Committee and the Sr. Associate Dean for Clinics and Professional Practice. Final approval of the SDM Patient Transport policy is conducted by the SDM Operations Committee, Faculty Senate and SDM Executive Committee. The SDM Patient Transport policy will be reviewed on an annual basis or sooner, as needed.