



# UNIVERSITY OF BERGEN

Department of Clinical Dentistry

## Welcome to The Department of Clinical Dentistry!

The dental clinic at The Department of Clinical Dentistry is a university teaching clinic. As a new patient your first visit will be at the admission clinic of Oral Diagnostics, consisting of a brief interview and clinical dental examination, including dental x-rays. Based on your dental history, clinical findings and need for treatment, you will be referred to the appropriate clinical department, where you will receive treatment by dental hygienists or dental students, or dentists in the qualification program or specialty training (resident program). All treatment is supervised by our highly qualified clinical instructors.

Being a patient in the university dental clinic may mean longer treatment sessions, and more visits compared to attending your general dentist. To make the most out of each visit, it is important that you are on time for your appointments. Cancellation/rebooking at short notice leads to loss of clinical training for the students. Repeated cancellations/no-show can lead to termination of your treatment in the university dental clinic.

### Treatment at the university dental clinic

- Monday-Friday 8:15 am-11:00 am and 12:30 pm-3:30 pm
- Appointments and reminders are sent to you as a text message (SMS)
- In case of cancellation due to illness or other hindrance, please call or e-mail:  
Telephone 55 58 66 00 (08:00 am-10:00 am and 12:00 pm-2.00 pm)  
E-mail [pasient@uib.no](mailto:pasient@uib.no)
- No-show or cancellations made later than 24 h prior to your appointment, will result in a set fee.

### Economy

As a new patient in the admission clinic of Oral Diagnostics, you are only charged for the x-ray images, and a hygiene supplement fee. Should the clinical dental examination reveal that you for some reason cannot be a patient at IKO, or if you decide that you do not want to receive treatment at the University Dental Clinics (UDC), you will be billed for the clinical dental examination. If desired, you can get a transcript of your dental chart, containing clinical information and x-ray images for use at your own dentist.

The introductory clinical examination will determine what kind of dental treatment you need, and the dentist at Pasientinnskrivning will refer you to the appropriate clinical department/s. The type of treatment and level of difficulty determines whether you are referred to a dental hygienist student or dental student, or to a dentist in the qualification program or specialty training (resident program).

At your second appointment, the student/candidate will perform a more detailed clinical examination, set up your clinical dental record, and prepare a treatment plan with a cost estimate. The hygiene supplement is charged every visit. Through the duration of your treatment, you will be informed should there be changes in the treatment plan or fees resulting in major changes in the cost estimate. If you need advanced dental care provided by a resident at Spesialistutdanningsklinikken, the rates are somewhat higher (specialist fees) than at the university dental clinic Studentklinikken.

### Payment routines

- Performed treatment is paid consecutively, directly following the treatment session.

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- We use Front Payment as our payment system. Payments are made easily and securely via mobile phone.
- Missing payment will temporarily stop your treatment.

#### *Social security – Helfo – NAV*

In general, adults are expected to cover their own dental costs, but there are exceptions if you have certain diseases or injuries. Your dentist considers whether you may qualify for assistance from The Norwegian Health Economics Administration (Helfo). University Dental Clinics (UDC) has an agreement with Helfo and performs Helfo subsidized examinations and treatments. If you hold a healthcare exemption card (*frikort*) please remember to register this at your first visit.

If your financial situation hinders you to pay for your dental treatment, and you need to apply to NAV for assistance, you are not eligible for treatment at the University Dental Clinics (UDC). Instead, you need to contact the public dental health care (Vestland fylkeskommune).

#### **Power of attorney**

If you want others to have access to your patient record, there is a separate authorization form for that.

#### **Use of interpreter**

- The right to an interpreter during dental treatment does not apply to UDC. But the hearing impaired registered in the NAV aid center Vestland-Bergen, have the right to an interpreter for all outpatient treatment, including dental treatment. This applies to treatment in the Public Dental Health Service and in hospitals (healthcare institutions).
- A free interpreter is only provided once at the University Dental Clinics (UDC), i.e. for examination /treatment cost estimation. Adults will have to pay for all further assistance by an interpreter, if needed. Individuals needing continued assistance by an interpreter is hence, for financial reasons, advised to not plan for a long-lasting treatment at the UDC.

#### **Unexpected events and complaints**

The University Dental Clinics (UDC) is a member of the Norwegian Patient Injury Compensation System, the dentist's liability insurance towards you as a patient.

Handling of complaints from patients follows the rules laid down in the Patient and User Rights Act and the Public Administration Act. If you, as a patient, have questions about the possibility of complaining, you may contact the Main Reception at UDC, Årstadveien 19 in person, or by telephone at 55 58 66 00 or by e-mail to [pasient@uib.no](mailto:pasient@uib.no)

#### **Arriving at the University Dental Clinics (UDC).**

##### *By car and by bus*

A limited number of parking spaces are available in the garage facilities underneath UDC (driveway at the north entrance), at a fee. Other parking facilities: About 200 meters away is a parking lot located at the National Archives, and about 500 meters away is the parking lot at Haraldsplass Hospital, also for a fee.

The bus-stop "Statsarkivet" is located just outside The University Dental Clinics, with lines 5, 6 and 16E. Alternatively, from the city center you can also take line 11 to "Svartediksvæien" (368 meters from UDC).

Bybanen line 2 may be taken to Haukeland University Hospital, exit Haraldsplass.

Welcome as a new patient at UDC – we look forward to a good collaboration!