

## Frequently Asked Questions for Dental Hygiene Services with the Dental Hygiene Degree Program at UBC

**Who can have dental hygiene services at the UBC Dental Clinic?** Anyone who needs dental hygiene (dental cleaning) services, is healthy enough and has time to attend multiple appointments, can pay the reduced fee that is charged, and fits our teaching needs. There is no restriction for age.

**What is the fee charged for dental hygiene services at UBC?** The screening appointment is \$20.00 and required to be paid when accepted. As a new client into the program, the Comprehensive Initial Exam is \$10.00 and the Dental Hygiene services (Dental cleaning) \$30.00. Radiographs (x-rays) when indicated are charged at 40% less than the BCDA fee guide. Upon completion of your initial dental hygiene services clients are placed on an individualized recare (recall) interval. The Recare charge is \$30.00. **Note: These fees are current until June 2022.**

**Why does UBC charge a fee and how is it paid?** Fees are required to support the operation of our dental clinic – unlike hospitals, the Oral Health Centre is not subsidized by government and is supported by both patient and student fees. As a service to the community and because we are not looking to make a profit, our fees are typically significantly lower than those charged outside UBC. **All fees are charged and paid in full at the first appointment.** If you have insurance coverage, please let us know. Reception can inform you of Insurance details.

**When are appointments available and how many appointments will I need?** **You will need to attend regular appointments once a week until care is completed.** If you are unable to make this commitment, you will not be able to participate in the program as a patient/client. Your assigned Dental Hygiene student will schedule the number of appointments required to complete your care (approximately 4 – 6 sessions).

**Is it important that I attend every appointment?** In a word, **yes**. Our students count on your attendance to complete treatment in a timely manner. We recognise that your time is precious and so is our students' clinic time: they rely on patients/clients arriving on time and being flexible to stay for the 2.5 hours. If you are unable to attend your scheduled appointments at the designated time 24 hours' notice is required. **Two missed appointments &/or late arrivals may result in dismissal from our program.**

**Why does it take this length of time to complete dental hygiene services?** Everything our students do is carefully supervised and checked by Registered Dental Hygienists (RDH) who teach in the program. In addition, students do not have the same experience as RDH in Private Practice, so procedures tend to take longer. Our goal at UBC is to ensure that you receive quality, comprehensive care and that our students receive a positive learning experience.

**What if I need Dental treatment following the completion of my Dental Hygiene care?** Your fee includes a comprehensive dental exam. If you require dental treatment your student can make a referral to the UBC DMD program, Grad program, Faculty practice or community DMD. **Note: Only patients who meet the specific requirements for the individual UBC programs will be accepted for treatment. Currently the wait time is lengthy.**

**What if I have more questions?** Please feel free to call Ms. Susan Schmitz, the DHDP Clinic Coordinator at **604-827-1302** and/or Ms. Evangeline Jonasson, Patient/Client Coordinator, at **604-822-5668**.

**DHDP Clinic Sessions 2021/22: Due to COVID Safety Protocols Clinic sessions may change.** Mon. 9:00 AM – 11:30 AM & 2:00 – 4:30 PM (PM is Term 1 only); Tues. 2:00 – 4:30 PM; Wed. 9:00 AM – 11:30 AM (Term 2 only); Thursday 2:00 – 4:30 PM; Friday 9:00 AM – 11:30 AM.