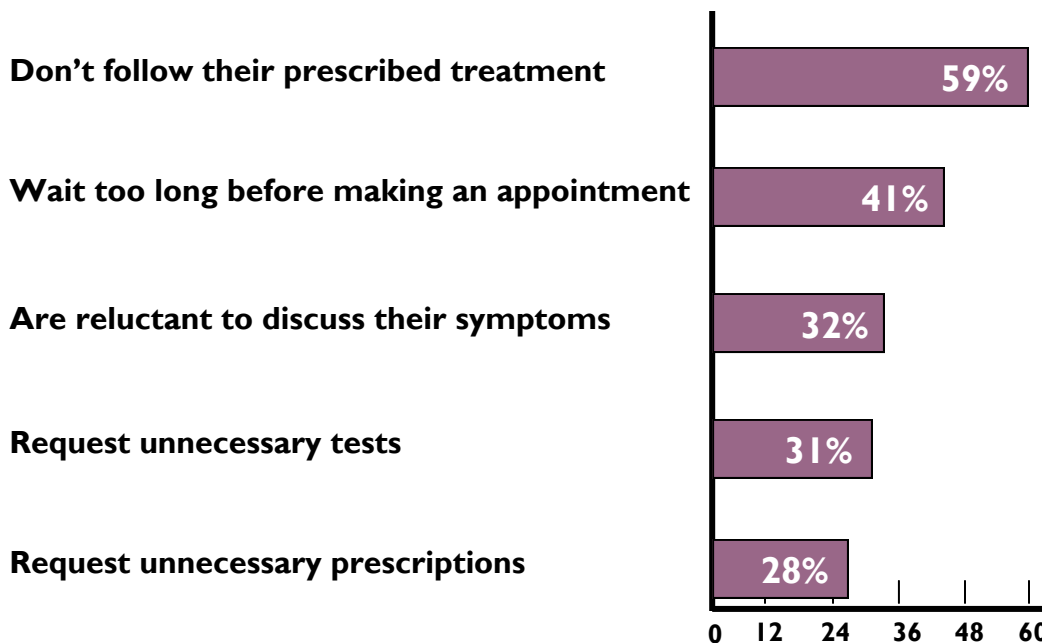


Resource for feature article: www.ConsumerReports.org

Patients and Doctors Sound Off

What bugs doctors about patients



Legislative Update — issues that concern the dentist

Here is California Legislation that is currently working its way through the legislature. It is not known if it will make it through or make it through in its present form, but dentists should pay attention to it:

Summary SB 1633: Would prohibit a person providing dental services, or an employee or agent of that person, from charging to a line of credit or other extension of credit, or accepting payment from loan funds, for services that the patient, client, or customer has not yet received. The bill would require a person providing dental services, or an employee or agent of that person, who arranges for, or refers a patient, client, or customer to a 3rd party to obtain, a loan, line of credit, or extension of credit for dental services to provide a written and verbal notice, as specified, and to take specified action with regard to patients, clients, or customers who are covered by a dental benefit plan, dental insurance policy, or Medi-Cal, and would prohibit that arrangement or referral with regard to a person who has been administered and is under the influence of anesthesia. The bill would make a loan or credit arrangement made in violation of these provisions void, and would subject a person who violates these provisions to specified civil liability. Because a violation of these provisions would be a crime, this bill would impose a state-mandated local program. This bill contains other related provisions and other existing laws.

QUESTIONS OR COMMENTS? CONTACT US!

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CONTINUED FROM FRONT SIDE

What bugs patients about doctors

Kept me waiting for 30 minutes or longer

24%

Could not schedule an appointment for me within a week

19%

Spent too little time with me

9%

Didn't get me test results promptly

7%

Didn't respond to my phone calls promptly

6%

0 12 24 36 48 60



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