



Frequently Asked Questions

PCC Dental Clinic

Q: What should I expect during my New Patient Screening?

A: This is a one hour FREE appointment where a student, instructor and a dentist will do a quick evaluation to determine how much build up is on your teeth, if there is any noticeable decay, and if any gum treatment is needed as well. If extensive or emergency treatment is needed, or if medical conditions are such that a physician consultation is necessary, you would have to have these areas addressed before we could continue treatment in our clinic.

Q: Will I have my screening and teeth cleaned in the same appointment?

A: No. Following the New Patient screening appointment, you will be assigned to a student who is at the appropriate skill level to begin your dental cleaning. The student will schedule the cleaning appointments with you on their schedule. Expect to schedule anywhere from 2-4 appointments to complete cleanings. During your screening, The Dentist Dental Hygiene Instructor will typically prescribe x-rays to be taken. Occasionally, these can be done at the time of the screening if there is available space. If this is a possibility, be prepared for up to a \$25 charge. Otherwise, you will be scheduled for a separate x-ray appointment either before or during your cleaning appointment.

Q: What if I just want fillings done and no cleaning?

A: All patients are required to go through a new patient screening process to evaluate their specific needs. This needs to be done before any work can be completed on the patient. It is very important for patients to receive preventative dental cleanings and as such, all patients are assigned to a student for a dental cleaning. Anything different from this protocol, would have to be

discussed by the patient with the dentist.

Q: Why do the cleanings take so long?

A: We are a Dental Hygiene School, our students are learning while cleaning your teeth. They work in quadrants (four sections of your mouth) to provide a thorough and deep cleaning. It is necessary for the Dentist or Instructor to provide instruction while they are working and also check all of their work at the end. You can be assured that you will receive an excellent dental cleaning at a fraction of the cost of an office.

Q: I have dental/medical insurance; will you contact them for payment?

A: We do not work with insurances for payment. All fees are due at the time of treatment. We will give you a receipt/invoice that you are more than welcome to send in to your insurance to see if they will reimburse you.

Q: What methods of payment do you accept?

A: Cash, Check, and Card (Visa and MasterCard).

Q: What if I had X-rays taken at a previous dentist, can I send those to you?

A: We only accept x-rays dating back one year, which is what our dentist considers as current. Our dentist will not accept anything older than a year. If older than a year, the dentist would request new x-rays be taken. To request your x-rays that are less than one year old, you will need to contact the Dentist's office/clinic where you had the x-rays taken. The office will probably have you fill out a "Consent to Release Records" form and a fee may be associated with the office sending us your records. Please contact your past office to inquire about this. Please have your X-rays sent to:
dentalclinic@pcc.edu

Q: Why do I need x-rays?

A: So that we can assess the health of your teeth and bone structure that supports your teeth. Many conditions occur that cannot be seen visually during an

exam and can only be seen on x-rays. Professionally, we cannot treat a patient without current X-rays.

Q: Do you do electronic or film x-rays?

A: We currently take digital x-rays. The images that we take can be transferred to any office/clinic you go to in the future. You will be asked to sign our “Consent to Release Records” form and pay \$5.00 to transfer your records. Please allow 48 hours to process your request.

Q: What type of discounts can I apply for?

A: Our prices are already reduced from current private clinic prices. We do provide discounts to seniors (62+) and children (12 and under). Additionally, veterans and ESOL students enrolled in PCC courses receive free care. Veterans and ESOL students enrolled in PCC courses can apply for free dental care through the PCC Veteran’s services and ESOL Department.

Q: What are the prices for care?

A:

Cleanings: Adult \$20 - 25 Child \$15 Senior \$10

Dental X-rays = \$5 - 25

Senior Citizens pay \$10 for x-rays (Age 62+)

Sealants: Free

Fillings: \$10 per visit

Comprehensive Oral Exam: Free

Q: Can you help me with an emergency problem?

A: Unfortunately, We are not a full service clinic. We are only able to provide treatment for services that we are teaching to our students (cleanings and simple fillings). We run on class schedules and clinic hours, which unfortunately limits the hours available to have our clinic staffed. If you have an emergency or walk-in need, please contact OHSU dental school, or any urgent care available in your area.

OHSU Dental School 503-494-8867

611 SW Campus Dr., Portland 97239

*Be sure to indicate if need is emergency/urgent

Dental Access Program (uninsured & urgent dental need/M-F 8-5 \$25 down payment) 503-988-6942

Q: How do I find you?

A: We are located in the new Vanport Bldg (third floor) in Downtown Portland. Address: 1810 SW 5th Ave. Portland, OR 97201

GET HERE VIA TRANSIT

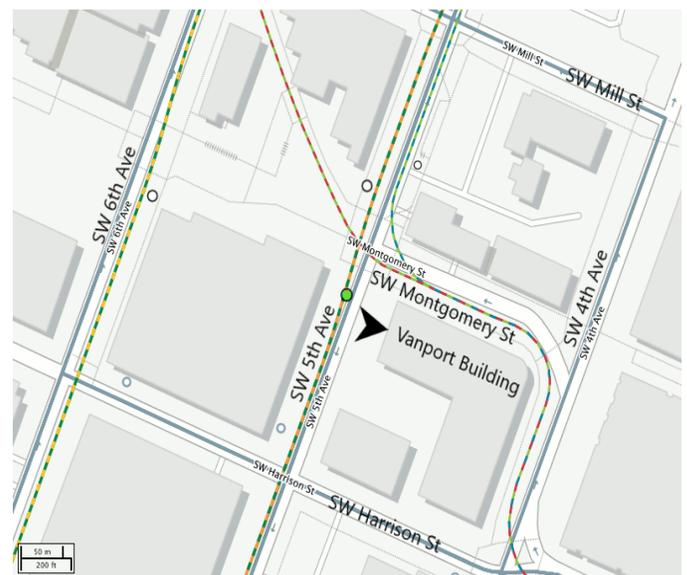
Using public transit is the easiest way to arrive at the Portland Community College Dental Clinic. We are easily accessible by bus, light rail, and streetcar lines that can get you here from any part of the city.

Visit the TriMet trip planner to plan your trip ahead of time. Simply enter our address (**1810 SW 5th Avenue, Portland, OR**) as your destination. Visit trimet.org/#/planner for more information.

Q: Where do I park?

A: The Portland Community College Dental Clinic is located on the main campus of Portland State University, which offers several visitor parking options on campus. Hourly pay-by-plate parking is available to the public.

Payment is required all hours, all days, except for official university holidays. Self-service pay stations do not provide change.



Q: I'm here. What now?

A: Once you arrive at the Vanport Building on the corner of SW 5th Avenue and Montgomery you will be greeted 30 minutes prior to your appointment and accompanied to the 3rd floor. We will make sure you have all necessary paperwork. If you need any assistance give our front desk a call at 971-722-4909.