

As a natural outgrowth of the beliefs, values, and mission of the Student Health Center, the following rights and responsibilities of patients are recognized:

## THE RIGHT TO:

- Receive Information about how their medical information may be used and disclosed, obtain access to this information, request restrictions on how information may be used or disclosed, request amendments to their record, and review their medical record with a provider.
- Consideration of the physical, psychological, spiritual, educational and cultural variables that influence their perceptions of illness.
- Change their primary physician or dentist if other qualified physicians or dentists are available.
- Assistance in locating alternate services when indicated.
- Provided with personal privacy and confidentiality of information and, except when required by law, will be given the opportunity to approve or refuse the release of disclosures of medical information.
- Be treated with respect, consideration and dignity.
- Receive an explanation, to the degree known, of their diagnosis, evaluation, treatment options, and prognosis. When it is medically inadvisable to give such information, the information is provided to a person designated by the patient or to a legally authorized person.
- Participate in decisions involving their health care, except when contraindicated for medical reasons, including the choice of treatment plan, as well as the right to refuse treatment to the extent permitted by law and be informed of the medical consequences of their actions.
- Information about the rules and regulations that apply to patient care and conduct, provisions for after hour and emergency care, statement of patient rights and responsibilities, the mechanism for resolution of patient complaints, the procedure for expressing grievances &/or external appeals, & the right to express suggestions.

## THE RESPONSIBILITY TO:

- Pursue healthy lifestyles and to take care of their health as best they can.
- Assist their provider in their care by giving complete and accurate information.
- Treat all SHC personnel with respect and dignity.
- Actively participate in decisions involving their care and treatment.
- Become knowledgeable about their health plans.
- State whether they clearly comprehend a contemplated course of action and what is expected of them.
- Follow the treatment plan prescribed by his/her provider.
- Patients have the responsibility for their own actions if they refuse treatment or do not follow the physician's or primary care giver's recommendations.
- Become knowledgeable about and comply with the rules and regulations that apply to patient care and conduct and their rights and responsibilities.
- Accept personal financial responsibility for any charges incurred for services rendered.
- Provide a responsible adult to transport him/her home from the facility and remain with him/her for the specified period of time as required by the provider.
- Inform his/her provider about any living will, medical power of attorney, or other directive that could affect his/her care.

## GRIEVANCE POLICY:

- You are encouraged to express your grievances, suggestions, and other comments regarding your experience with the Student Health Center. Comment forms are available for this purpose at various locations throughout the Student Health Center.