

Patient Bill of Rights and Responsibilities

You have a right to:

- Be treated with consideration, respect and dignity.
- Have consideration shown to the spiritual and cultural beliefs that influence your perception of illness and care.
- Privacy during medical care and confidentiality of communications and records pertaining to your care.
- Know who is responsible for coordinating your care.
- Receive complete and understandable information about your condition and care and participate in decisions regarding your care.
- Refuse recommendations for treatment to the extent permitted by law.
- Access to information in your medical record.
- Approve or refuse the release of information from your medical record except when release is required or allowed by law.
- Receive an explanation of your bill.

You have a responsibility to:

- Provide accurate and complete information about current and past illnesses, medications and other matters pertaining to your health.
- Ask questions when you are in doubt.
- Follow your health care provider's instructions or discuss any obstacles you may have in complying with your prescribed treatment plan.
- Accept responsibility for refusing treatment or not following your treatment plan.
- Keep appointments or cancel on a timely basis.
- Voice concerns to administration or medical staff without fear of reprisals or discrimination.

You have a right to:

- Confidential and secure handling of your medical records in accordance with HIPAA guidelines
- Health counseling and education
- Review of your records by a medical provider
- Participate in selecting appropriate method of treatment and pain management
- Respectful and timely medical attention
- Ethical treatment in a secure, safe environment
- Choose your medical provider when possible
- Refuse treatment from a provider at anytime
- Timely information concerning services and any related health care fees

- Accurate information concerning unanticipated outcomes of care and possible side effects during medical treatment
- Effective communication with clinic staff while receiving services, care and treatment; including communication of complaints about your care to the medical staff or to the administration

You are responsible for:

- Asking the medical provider questions to help ensure proper communication
- Seeking prompt medical attention when you have a concern about your health
- Respecting and abiding by the Student Health Centers' policies and procedures
- Honesty and thoroughness in completing your medical history
- Arriving on time for scheduled appointments or for canceling or rescheduling appointments in advance
- Noting and reporting significant changes in symptoms or failure to improve
- Following medical instructions thoroughly
- Taking an active role in managing your health care
- Giving us all necessary information so we may provide the right level of service to you
- Respectful towards all healthcare providers and staff, as well as other patients
- Personally accept financial responsibility of charges incurred within the Student health Center
- When it is needed, having transport to and from the Student Health Center by a responsible adult who can remain with you for 24 hours