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