

STUDENT HEALTH CENTER PATIENT RIGHTS

Every student receiving care in the Student Health Center has the right:

1. To have confidentiality of all medical records
2. To know why they are being treated and what their alternatives are
3. To be a partner in any decisions made regarding their treatment
4. To ask for additional information on any aspect of their condition or treatment
5. To refuse any treatment, lab, x-ray or medication that is unclear to them
6. To seek a second opinion
7. To be treated professionally and courteously by all Student Health Center staff
8. To expect health care providers to be cost conscious in treatment and diagnostic alternatives
9. To receive an explanation of any charges that may be made
10. To speak with the Director regarding suggestions, concerns, complaints or grievances.

Patients Conduct and Responsibilities

Patient responsibilities require the patient to:

1. Provide complete and accurate information to the best of his/her ability about his/her health, any medications, including over-the-counter products and dietary supplements and any allergies or sensitivities
2. Follow the treatment plan prescribed by his/her provider
3. Provide a responsible adult to transport him/her home from the facility and remain with him/her, if required by his/her provider
4. Inform his/her provider about any changes in symptoms or health status that could affect his/her care
5. Accept personal financial responsibility for any charges
6. Be respectful of all health care providers and staff as well as other patients.
7. Arrive on time for appointment. If he/she must reschedule or cancel his/her appointment he/she must do so within 1 hour of appointment time or pay a No Show fee.
8. Follow through with referrals &/or follow-up visits as directed by his/her provider