



PATIENT RIGHTS AND RESPONSIBILITIES

Student Health Services respects the rights of each patient receiving care. The staff also encourages all students to be aware of the responsibilities of receiving high quality medical care.

THESE RIGHTS INCLUDE:

- ❖ 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
- ❖ Participation in selecting appropriate method of treatment and pain management
- ❖ Respectful and timely medical attention; ethical treatment in a secure, safe environment
- ❖ Choice of medical provider when possible
- ❖ Timely information concerning services and any related health care fees
- ❖ Accurate information concerning unanticipated outcomes of care and possible side effects during medical treatment
- ❖ Right for effective communication with clinic staff while receiving care, treatment, and services, including any complaints about patient care.

PATIENT RESPONSIBILITIES INCLUDE:

- ❖ Asking the medical provider questions to help ensure proper communication
- ❖ Seeking prompt medical attention
- ❖ Respecting Student Health Services' policies and procedures
- ❖ Honesty and thoroughness in completing your medical history
- ❖ Keeping appointments promptly or canceling in advance
- ❖ Scheduling an appointment whenever possible
- ❖ Arriving for non-emergency care during regular hours (8:00am to 7:00pm, Monday through Thursday, and 8:00am to 4:00pm on Friday)
- ❖ 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