



PATIENTS' BILL OF RIGHTS AND RESPONSIBILITIES

The Student Health Center 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.

Patient's Rights include:

- Confidential and secure handling of your medical records
- Health counseling and education
- Reviews of your records with a medical provider
- Participation in selecting appropriate method of treatment
- Respectful and timely medical attention
- Ethical treatment in a safe and secure environment
- Choice of medical provider
- Refusal of medical care at anytime
- Timely information concerning services and any related health care fees
- Accurate information concerning 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

Patient's Responsibilities include:

- Asking the medical provider questions to help ensure proper communication
- Seeking prompt medical attention when health concerns arise
- Respecting and abiding the Student Health Center's policies and procedures
- Honesty and thoroughness in completing your medical history
- Arriving on time for scheduled appointments and/ or 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 personal health care
- Giving all necessary information so we may provide the right level of services
- 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