Patient Rights and Responsibilities

Patient Rights

You have the right to:

- privacy and confidentiality regarding your medical care.

- expect that your medical records will be kept confidential and that access to information about you will be limited to those legitimately involved in your care. Your medical records will be released only in cases of medical emergencies, in response to court ordered subpoenas or to persons you specify with your written consent.

- receive the necessary information to participate in decisions about your care including cost, risk benefits, limitations of and alternatives to diagnostic and therapeutic modalities.

- give your informed consent before any diagnostic or therapeutic procedure is performed.

- information concerning diagnosis, treatment and prognosis of an illness or health-related condition.

- request a health care professional of either gender or particular treatment approach.

- be treated in a professional, courteous and caring manner which does not discriminate because of age, race, disability, handicap, national origin, religious beliefs, gender, sexual orientation or veteran status.

- information regarding fees for services. This includes being notified of what services may be involved, additional charges, the nature of the charges and methods of payment.

- a second opinion or appropriate referral.

- express suggestions and concerns in an appropriate manner.

- know the names and positions of people involved in your care by official name tags or personal introduction.

- a full explanation of any research or experimental procedure proposed for evaluation or treatment and the opportunity to give your informed consent before participating in a research study.

- request that health care services be communicated in your native language and efforts will be made to accommodate that request.
• appropriate assessment and effective management of pain.

**Patient Responsibilities**

You have the responsibility:

• to ask questions if you do not understand the explanation of your diagnosis, treatment, prognosis or any instructions.

• to follow instructions concerning medications, follow-up visits, education recommendations, other essential steps in your treatment plan and to notify the health care provider if this plan cannot be followed or if problems develop.

• for treating Student Health personnel in a respectful manner.

• to arrive as scheduled for appointments and to notify Student Health in advance in case of canceled appointments.

• for following all rules and regulations that are posted within Student Health.

• to carry adequate health insurance, be familiar with policy coverage and provide information necessary to process your insurance claims.

• to pay any charges billed to you.

• to help your health care provider assess your needs with respect to pain and to work with your health care provider to develop a pain management plan.