

Patient Rights & Responsibilities

Patient Rights:

1. You have the right to privacy and confidentiality regarding your medical care.
2. You have the right to 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.
3. You have the right to access, request amendment to, and obtain information on disclosures of your health information in accordance with law and regulation.
4. You have the right to receive the necessary information to participate in decisions about your care including cost, risks, benefits, limitations of and alternatives to diagnostic and therapeutic modalities.
5. You have the right to refuse or give your informed consent before any diagnostic or therapeutic procedure is performed.
6. You have the right to information concerning diagnosis, treatment, and prognosis of an illness or health-related condition.
7. You have the right to request a health care professional of either gender or particular treatment approach.
8. You have the right to be treated in a professional, courteous, and caring manner which does not discriminate because of age, race, disability, national origin, religious beliefs, gender, sexual orientation, or veteran status.
9. You have the right to be treated in a safe, abuse-free environment.
10. You have the right to 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.
11. You have the right to a second opinion and appropriate referral.
12. You have the right to express suggestions and concerns in an appropriate manner.
13. You have the right to know the names and positions of people involved in your care by official name tags or personal introduction.
14. You have the right to 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.
15. You have the right to request that health care services be communicated in your native language and efforts will be made to accommodate that request.
16. You have the right to appropriate assessment and effective management of pain.
17. You have the right to receive a copy of your current medication list.
18. You have the right to assistance in formulating your advance directives and then honored by Student Health when appropriate.
19. You have the right to contact the Joint Commission if you feel that the administration of Student Health is unable to respond to your concerns.
20. You have the right to receive considerate and respectful care in an environment that preserves personal dignity.
21. You have the right to have your cultural, psychological, spiritual and personal values, beliefs, and preferences respected.

Patient Responsibilities:

1. You have the responsibility to ask questions if you do not understand the explanation of your diagnosis, treatment, prognosis, or any instructions.
2. You have the responsibility for providing accurate information about present complaints, past illnesses, hospitalizations, medications, and other matters that are related to your health.
3. You have the responsibility to accept the consequences for the outcomes of care, treatment, or services if you do not follow the proposed plan of care, treatment, or services.
4. You have the responsibility to follow instructions concerning medications, follow-up visits, education recommendations, and other essential steps in your treatment plan and to notify the health care provider if this plan cannot be followed or if problems develop.
5. You have the responsibility for treating Student Health personnel in a respectful manner.
6. You have the responsibility to arrive as scheduled for appointments and to notify Student Health in advance in case of cancelled appointments.
7. You have the responsibility for following all rules and regulations that are posted within Student Health.
8. You have the responsibility to follow rules and regulations of the University of Virginia and State of Virginia which forbid engaging in verbal or physical abuse, using alcohol or illegal substances, and carrying weapons of any kind.
9. You have the responsibility to carry adequate health insurance either sponsored by the university or a comparable plan, be familiar with policy coverage and provide information necessary to process your insurance claims.
10. You have the responsibility to pay any charges billed to you.
11. You have the responsibility to follow all Student Health policies and procedures as noted on the Student Health website and as instructed by your care provider.
12. You have the responsibility 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.
13. You have the responsibility to inform your pharmacist when having your prescriptions filled about prescription and over-the-counter medications you are currently taking.

