

PATIENTS RIGHTS AND RESPONSIBILITIES POLICY

Rights of Patients:

1. Patients are treated with respect, consideration, and dignity, regardless of race, ethnicity, gender, sexual orientation, religion, country of origin, or ability to pay.
2. Patients are provided appropriate privacy.
3. Patient disclosures and records are treated confidentially, and, except when required by law, patients are given the opportunity to approve or refuse their release.
4. When the need arises, reasonable attempts are made for health care professionals and other staff to communicate in the language or manner primarily used by patients.
5. Patients are provided, to the degree known, complete information concerning their diagnosis, evaluation, treatment, and prognosis. When it is medically inadvisable to give such information to a patient, the information is provided to a person designated by the patient or to a legally authorized person.
6. Patients are given the opportunity to participate in decisions involving their health care, except when such participation is contraindicated for medical reasons.
7. Patients have the right to select and/or change their health care provider.
8. Information is available to patients and staff concerning:
 - Patient rights
 - Patient conduct, responsibilities, and participation
 - Services available at the organization
 - Provisions for after-hours and emergency care
 - Fees for services
 - Payment policies
 - Patient's right to refuse to participate in experimental research
 - Advance directives, as required by state or federal law and regulations
 - Credentials of health care professionals
 - Procedures for expressing suggestions to the organization
 - Policies regarding grievance procedures and external appeals, as required by state and federal law and regulations

Conduct & Responsibilities of Patients:

1. Seek medical attention promptly.
2. Be honest about your medical history and to the best of your ability provide complete and accurate information about your use of prescription medications, over the counter products and dietary supplements as well as allergies and sensitivities.
3. Ask about anything you do not understand.
4. Respect clinic personnel, policies and your fellow students.
5. Follow health advice and medical instructions and participate in your care.
6. Provide a responsible adult to transport you home from SHWC and remain with you for 24 hours, if recommended by your provider.
7. Report any significant changes in symptoms or failure to improve.
8. Seek non-emergency care during regular hours and scheduled times.
9. Keep appointments or cancel or reschedule in advance.
10. Inform your provider of the existence of a living will, medical power of attorney or other directives that could affect your care.
11. Accept financial responsibility for any charges to which you have agreed with your provider.
12. Provide useful feedback about services and policies.

When you have questions.....Ask
When you have problems or concerns.....Speak Up
When you are satisfied.....Compliment

Copies of Patient's Rights and Responsibilities are located in the student waiting room and in each of the patient care areas.