



PATIENT RIGHTS AND RESPONSIBILITIES

You have the right to

1. Be treated with respect, consideration, and dignity, regardless of race, ethnicity, gender, sexual orientation, gender identity, religion, or country of origin.
2. Privacy.
3. Confidentiality: Patient/client records and information are treated confidentially, and may not be disclosed without your consent, except when required or authorized by law.
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 you.
5. Be provided with complete information concerning your diagnosis, evaluation, treatment, and prognosis unless providing such would reasonably lead to harm. Have the opportunity to participate in decisions involving your health care, except when such participation is contraindicated for medical reasons.
6. Select and/or change health care provider in consultation with your provider or practice manager.
7. Information concerning:
 1. Patient/Client rights
 2. Patient/Client conduct, responsibilities, and participation
 3. Services available at the organization
 4. Provisions for after-hours and emergency care
 5. Where possible, student insurance coverage when a referral is made to care outside of our centers
 6. Patient/Client's right to refuse to participate in experimental research
 7. Advance directives, as required by state or federal law and regulations
 8. Credentials of health care professionals
 9. Procedures for expressing suggestions to the organization
 10. Policies regarding grievance procedures and external appeals, as required by state and federal law and regulations

CONDUCT AND RESPONSIBILITIES OF PATIENTS/CLIENTS

As a patient/client, you have the responsibility to

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 SHWB provider sites, 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. Provide useful feedback about services and policies

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