



PATIENT'S RIGHTS AND RESPONSIBILITIES

KNOW YOUR RIGHTS

To the extent provided by law and within the capacity of this facility, every patient has the right:

- 1) to be treated with respect, consideration, and dignity regardless of race, creed, gender, age, national origin, religion, sexual orientation, or ability.
- 2) to prompt medical treatment in an urgent situation without discrimination on account of economic status or ability to pay at the time of service.
- 3) to a Good Faith Estimate (GFE) of services if you are uninsured or choose to be self-pay. You must schedule at least three days in advance and GFE will be provided one day prior to your appointment.
- 4) to confidentiality of all records and communications to the extent provided by law.
- 5) to request a medical provider of a particular gender or with a particular treatment approach.
- 6) to request a chaperone be present during your visit.
- 7) to privacy during medical care.
- 8) to clear and concise explanations of your condition and of all proposed procedures, including the risks, possible problems, or side effects that may result.
- 9) to refuse treatment - *unless you are evaluated as likely to harm self, harm others, or gravely disabled then protective measures are taken.*
- 10) to refuse to participate in research projects or to refuse any care or examination which is primarily educational or informational rather than diagnostic or therapeutic.
- 11) to change providers or request a second opinion from another qualified health care provider. Any fees assessed for these consultation(s) are the responsibility of the patient.
- 12) to access their medical records. Records are available via our patient web portal according to federal and state law and policies and procedures established by Pat Walker Health Center.
- 13) to submit to the Health Center Advisory Committee appointed by the Vice Chancellor for Student Affairs, grievances and recommendations regarding the policies and procedures followed at Pat Walker Health Center and to receive an explanation of ways to prevent problems from occurring again.

YOUR RESPONSIBILITIES

It is the responsibility of each patient:

- 1) to provide, to the best of the individual's knowledge, accurate information relating to your personal situation and health to include medications taken, including over-the-counter products and dietary supplements, and any allergies and sensitivities.
- 2) to follow the agreed-upon treatment plan prescribed by your provider and participate in your care.
- 3) to accept personal responsibility if they refuse treatment/care.
- 4) to assume financial obligations for services rendered and to provide, if applicable, accurate insurance information and accept personal responsibility for any charges not covered by insurance.
- 5) to respect the rights of others and behave respectfully toward all health care professionals and staff, as well as other patients and visitors with whom you may come in contact.
- 6) to adhere to all policies and processes of Pat Walker Health Center.
- 7) to keep scheduled appointments or notify Pat Walker Health Center of cancellation at least two (2) hours in advance.

2/2021, 2/2023, 2/2024- approved by Pat Walker Health Center Steering Committee & Student Health Advisory Committee – Hogs for Health

Signature: Rebecca Todd 2/29/24
Becky Todd, Associate Vice Chancellor for Student Well-Being