

As a patient, you and the health service staff have certain specific rights and responsibilities in your relationship with each other.

Your Rights Include:

- The right to humane care and treatment. You will be treated with respect, consideration, and dignity. You can expect that your personal convictions and beliefs will be taken into account when you seek help, and that the convictions and beliefs of the provider will not adversely affect your right to rational and appropriate care.
- The right to accurate information, to the extent known, concerning diagnosis or treatment.
- The right to participate in decisions that are made regarding your health care and treatment.
- The right to know who is counseling, caring for, or treating you. The practitioner's name and professional qualifications should be visible or stated on introduction.
- The right to information regarding the scope and availability of services. This should be available to you in written form.
- The right to information regarding fees for service, particularly, notification as to what services may involve additional charges.
- The right to confidentiality of your records.
- The right to be informed of any research aspect of your care and the right to refuse to participate. Such refusal will not jeopardize your access to medical care and treatment.

Your Responsibilities Include:

- Providing full information about your illness or problem to allow proper evaluation and treatment.
- Asking sufficient questions to ensure appropriate comprehension of your illness or problem, as well as the health professionals' recommendation for continuing care. If you find the care or course of treatment unacceptable for any reason, it should be discussed with staff of the health service or a student advocate.
- Showing courtesy and respect to health personnel and other patients.
- Not lending your personal identification to others. It may lead to entries in the wrong medical chart or errors in treatment.

- If you are unable to keep an appointment, canceling or rescheduling as far in advance as possible, so that the time may be given to someone else.
- Not giving medication prescribed for you to others.

Your Medical Records

The records made by the health service are held in the same strict confidence as in other health care settings. The entire medical record, including results of X-ray and laboratory reports, is the property of the health service. The confidentiality of the record belongs to you. You have the right to review your chart in company with a professional staff member, and to enter additional information, should any be needed.

Copies of the record may be sent, at your written request only, to physicians, hospitals, and other appropriate places. The chart is a legal document, and neither the student nor the health service has the right to destroy or alter the record or any portion thereof during the legally mandated retention period.

Records are not shared with parents, faculty, administrators, or potential employers.

PARENTS - Should parents request information of the health service, they will be told to contact you for the desired information. Only in serious emergencies will information concerning the nature of complaints and/or diagnoses be given directly to parents.

FACULTY AND ADMINISTRATORS - You should discuss directly with a faculty member or administrator any circumstances in which a health problem or treatment influences your academic performance or status. When you request it, the health service will verify your statement that you have been seen at a particular time. In such responses, no information will be given concerning the reason for the visit or the diagnosis, or the health professionals or department visited, unless you request, in writing, that such information be released.

POTENTIAL EMPLOYERS, GRADUATE SCHOOLS, PROFESSIONAL SCHOOLS - Information from health records will not be supplied in answer to requests for information when it appears that this information will be used for screening for employment, school admission, or other non-medical purposes. The health service recognizes that some routine authorizations in these circumstances may be obtained under duress, actual or implied, so this prohibition against release of information will be observed unless you give specific written instructions defining the nature of the information to be released.