

Patient Rights & Responsibilities

To assure our patients are treated in a manner recognizing their basic human rights, the University Health Service has established the following *Statement of Patient Rights and Responsibilities*:

PATIENT RIGHTS – Patients have a right to:

- Be treated with respect, dignity, and privacy in a caring and considerate manner in a clean, safe, smoke free environment.
- Receive treatment without discrimination as to race, color, religion, sex, national origin, disability, sexual orientation, or source of payment.
- Be assured of confidentiality regarding their care and records and have a right to approve or refuse the release of their records, except when required by law or in a life-threatening situation.
- Know who is responsible for providing care.
- Ask questions and participate in all decisions involving their care and treatment unless contraindicated for medical reasons. Review their medical records and obtain copies of their records.
- Receive complete information about their diagnosis, treatment, and prognosis, to the extent known, and timely assessment and treatment of pain, including education in terms that can be understood.
- Know the chances that treatment will be effective and to know the possible risks, side effects, and alternative methods of treatment.
- Be informed of the medical consequences of their refusal if they refuse treatment. Patients have the right to a second medical opinion before making any decision.
- Receive information about:
 - Services available and after hours/emergency coverage.
 - Fees for services, payment policies, and their financial obligation.
 - Resources for health education, self-care, and prevention of illness.
 - The right to refuse to participate in research.
 - The right to voice concerns or complaints without fear of reprisal.

PATIENTS' RESPONSIBILITIES – Patients have a responsibility to:

- Provide accurate and complete information, to the best of their ability.
- Follow instructions and ask questions when they do not understand their care, treatment, or service.
- Follow the care, treatment, and service plan and express any concerns about their ability to follow the proposed care plan or course of action.
- Accept the outcomes if they do not follow the care, treatment, and service plan.
- Follow rules and regulations, i.e., keep appointments, notify office if unable to keep an appointment, provide accurate insurance information, and pay balances not covered by insurance.
- Show respect and consideration for patients, staff, and property and following the rules and regulations.
- Meet financial obligations agreed to with the organization.