

# **St. Mary's University Student Health Center**

## **Notice of Patient Rights and Responsibilities**

This document is meant to inform our patients of their rights and responsibilities while undergoing medical care. To the extent permitted by law, the rights of the patient may be delineated on behalf of the patient to the patient's guardian, next of kin, or legally authorized responsible person if the patient: a) has been adjudicated incompetent in accordance with the law; b) is found to be medically incapable of understanding the proposed treatment or procedure; c) is unable to communicate his or her wishes regarding treatment; or d) is a minor.

If there are any questions regarding its contents, please contact the Student Health Center at (210) 436-3506.

### **Patient Rights**

- 1. Access to Care.** You will be provided with impartial access to treatment and services within this practice's capacity, and availability. This is regardless of race, creed, sex, national origin, religion, disability/handicap, or source of payment of care/services.
- 2. Respect and Dignity.** You have the right to considerate, respectful care/services at all times and under all circumstances. This includes recognition of psychosocial, spiritual, and cultural variables that may influence the perception of your illness.
- 3. Privacy and Confidentiality.** You have the right, within the law, to personal and informational privacy. This includes the right to:
  - Be interviewed and examined in surroundings that assure reasonable privacy,
  - Have a person of your own sex, when available, present during physical examination or treatment ,
  - Not remain disrobed any longer than is required for accomplishing treatment/services,
  - Request transfer to another treatment room if another visitor is unreasonably disturbing,
  - Expect that any discussion or consultation regarding care will be conducted discreetly,

- Expect all written communications pertaining to care will be treated as confidential,
  - Medical records read only by individuals directly involved in care, quality assurance, and activities, or processing of insurance claims. No other persons will have access without your written authorization.
4. **Personal Safety.** You have the right to expect reasonable safety insofar as the facility practices and environment are concerned.
  5. **Identity.** You have the right to know the identity and professional status of any person providing services and which physician or other practitioner is primarily responsible for care.
  6. **Information.** You have the right to obtain complete and current information concerning diagnosis (to the degree known), treatment, and any known prognosis. This information should be communicated in terms that you understand.
  7. **Communication.** If you do not speak or understand the predominant language of the community, you should have access to an interpreter. This is particularly true where language barriers are a continuing problem.
  8. **Consent.** You have the right to information that enables you, in collaboration with the physician, to make treatment decisions.
    - Consent discussions will include explanation of the condition, risks and benefits of treatment, as well as consequences of no treatment.
    - You will not be subjected to any procedure without providing voluntary, competent, and written consent.
    - You will be informed if the practice proposes to engage in research or experimental projects affecting their care or services. If it is your decision not to take part, you will continue to receive the most effective care the practice otherwise provides.
  9. **Consultation.** You have the right to accept or refuse medical care to the extent permitted by law. If, however, refusal of treatment prevents the provision of appropriate care in accordance with ethical and professional standards, your relationship with this practice may be terminated upon reasonable notice.
  10. **Charges.** Regardless of the source of payment for care provided, you have the right to request and receive itemized and detailed explanations of any billed services.

- 11. Rules and Regulations.** You will be informed of practice rules and regulations concerning your conduct as a patient at this facility. You are further entitled to information about the initiation, review, and resolution of patient complaints.

### **Patient Responsibilities**

- 1. Keep Us Accurately Informed.** You have the responsibility to provide, to the best of your knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to your health, including unexpected changes in your condition.
- 2. Follow Your Treatment Plan.** You are responsible for following the treatment plan recommended by the physician. This may include following the instructions of health care personnel as they carry out the coordinated plan of care and implement the physician's orders and as they enforce the applicable practice rules and regulations.
- 3. Keep Your Appointments.** You are responsible for keeping appointments and, when unable to do so for any reason, must notify the Student Health Center within 4 hours or more of your scheduled appointment. Failure to notify the Student Health Center within 4 hours, will result in a \$10.00 nonrefundable fee.
- 4. Take Responsibility for Noncompliance.** You are responsible for your actions if you do not follow physician's instructions. If you cannot follow through with the prescribed treatment plan, you are responsible for informing the physician.
- 5. Be Responsible for Your Financial Obligations.** You are responsible for assuring that the financial obligations of health care/services are fulfilled as promptly as possible, and for providing up-to-date insurance information.
- 6. Be Considerate of Others.** You are responsible for being considerate of the rights of other patients and personnel, and for assisting in the control of noise, smoking, and the number of visitors. You are also responsible for being respectful of the practice property as well as property of other persons visiting the practice.
- 7. Be Responsible for Lifestyle Choices.** Your health depends not just on the care provided at this facility but on the long-term decisions you make in daily life. You are responsible for recognizing the effects of these decisions on your health.