

Patient Rights & Responsibilities

RIGHTS

Dignity You have the right to have your dignity as an individual recognized and respected, regardless of your race, age, sex, or lifestyle. You should expect that all clinicians will introduce themselves and will address you according to your preference.

Privacy You have a right to privacy. You should expect that your discussion, examination, and treatment will be conducted in privacy. You should expect that the presence of any individual will be explained to you and that they will be introduced by name.

Confidentiality You have a right to confidentiality of all communications and records relating to you and your diagnoses, treatment and prognosis of the health problem in the terms that can be understood. Your permission must be obtained before we may give information to anyone not directly connected with your care. This applies to your parents and University Officials. There are limited exceptions required by law, such as reporting certain communicable diseases to the Health Department.

Ownership The Medical Record is the property of the Klotz Student Health Center. As outlined by the laws of California, you have the right to review your medical record and to have a copy thereof if so desired.

Understanding You will be expected an active participant in decisions regarding your health. You have the right to and understand: Our assessment of your problem what tests are being done and why? The risks of any tests or treatment alternatives if any, and their risks. The prospects for resolution of your problems. The changes, if any, for your care.

Service You have the right to expect pleasant and courteous service.

RESPONSIBILITIES

As a consumer of the student health services, you have responsibilities as well as rights. They include the following: Your health is a shared responsibility. Be honest and direct in a courteous fashion about everything that relates to your needs for health services. Be sure you understand your health situation. If you do not understand the treatment plan or the test, ask the interviewer or practitioner about it. Follow the prescribed plan. It is your responsibility to advise us if you cannot follow the plan.

Being a good health consumer does not mean being a silent partner. If you feel your rights have not been respected, ask to see a Supervisor or call the Director's office, (818) 677-3689.