



Patient Conduct and Responsibilities

A patient who receives care through Student Health Services has the following responsibilities:

- Respect the policies and guidelines of Student Health Services.
- Be respectful of all the health care providers and staff, as well as other patients.
- Provide complete and accurate information to the best of his/her ability about his/her health, any medications, including over-the-counter products and dietary supplements and any allergies or sensitivities.
- To keep appointments and to be on time. If the appointment cannot be kept, the patient should notify the staff as soon as possible to cancel the appointment and/or to reschedule the appointment.
- It is the patient's responsibility to read and understand any documentation requiring a signature, and to ask for clarification when needed before signing.
- Know his/her health care provider by name, and to make an effort to understand their health condition and instructions including treatments proposed and medications prescribed. If the instructions or explanation are unclear, the patient has the responsibility to ask questions until the explanations are understood to their level of satisfaction.
- Inform his/her provider about any living will, medical power of attorney, or other directive that could affect his/her care.
- The patient has the responsibility to carefully follow the health care provider's instructions, treatment plan, and to take medicines as directed.
- The patient is responsible for communicating any negative changes, side effects, or failed improvement following treatment within a reasonable period of time.
- Provide a responsible adult to transport him/her home from the facility and remain with him/her for 24 hours, if required by his/her provider.
- Accept personal financial responsibility for any charges accrued at the health center.
- In the event that a patient's health needs exceed the services available through Student Health Services, the patient has the responsibility to make provision for needed services, through health insurance or other means.
- If a patient has a concern or suggestion about any aspect of the student health center or the care which he/she received, they can inform a member of the staff. Initially, if a problem cannot be resolved to the satisfaction of the patient, the Director of Student Health Services can be contacted.