



Rights of Patients

- Patients have the right to be treated with respect, consideration and dignity, and to have all physical examinations, interviews, and discussions take place privately.
- Patients have a right to confidential treatment of all personal communications and clinical records, and, except when required by law, patients are given the opportunity to approve or refuse their release.
- Patients have a right to complete and accurate information concerning their diagnosis, evaluation [i.e., planned tests], treatment, risks and benefits involved, and prognosis. When it is medically inadvisable to give such information to a patient, the information is provided to a person designated by the patient or to a legally authorized person.
- Patients are given the opportunity to participate in decisions involving their health care, except when such participation is contraindicated for medical reasons. Patients have the right to consent to or refuse any or all tests or treatments proposed by the health care provider.
- Patients have the right to know the names and level of training of all staff that provide care.
- Patients will be informed if research or educational project is being conducted, and the patient has the right to refuse to participate.
- Patients retain the right to change their provider if other qualified providers are available. Patients also have the right to ask for another health care provider's opinion or ask that a different clinician take charge of their case. Patients have the right to expect continuity of care; both within SHC and when transferred to other off-campus providers.
- Patients have the right to appropriately express their concern about any treatment they consider unfair. If the patient does not receive a satisfactory response from the health care provider, or if the patient has a suggestion, question, or grievance about services, the patient has the right to contact the Director of the SHC (619-260-4595). Additionally, patients have access to patient satisfactions surveys in the health center and online to provide anonymous feedback.
- Patients have the right to request information regarding the services available at the SHC, the fees for such services, payment policies, interpreter services, advance directives, credentials of the healthcare professionals, and provisions for after-hour and emergency care.