



Patient Conduct and Responsibilities

A patient who receives care through Student Health Center (SHC) has the following responsibilities:

- Respect the policies and guidelines of SHC.
- Be respectful of all the health care providers, staff, other patients and visitors.
- 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, to take medicines as directed, and participate in his/her care.
- 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 as directed 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 SHC, 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 SHC 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 the SHC can be contacted.



Addendum to Patient Responsibilities
Additional responsibilities during the COVID-19 Pandemic

The patient is responsible for cooperating with all measures to reduce transmission of COVID-19 that the Student Health Center (SHC) is implementing at the time of the visit. These measures may change based on the recommendations of the public health agencies, and include the following unless otherwise noted:

- Cooperate in screening requirements (USD daily survey and any additional screenings done by the SHC) including honestly answering screening questions and getting temperature checks.
- Wearing a face covering/mask at all times when visiting the SHC, including while waiting in line to check in. Patients should only take off face covering/mask when a staff member requests removal.
- Practice social distancing of staying 6 feet away from others when possible.