



STUDENT HEALTH CENTER

INFORMATION: (323) 343-3300

APPOINTMENTS: (323) 343-3302

FAX: (323) 343-6557

PATIENT SATISFACTION, RIGHTS & RESPONSIBILITIES

PATIENT SATISFACTION

The Student Health Center (SHC) staff cares about overall patient care, the services we provide and how they are provided to you. We aim to continually strive to improve our services. As our patients, you can tell us how we are doing in our efforts to provide the best possible health care by completing a Patient Satisfaction Form. These confidential forms are available throughout the SHC. Your feedback is appreciated.

To provide the best possible care to you, we ask that you participate in your care by recognizing your rights and adhering to your responsibilities as our patient. Thank you.

PATIENT RIGHTS

As our patient, you have the right to:

- Receive considerate, respectful, inclusive, and nondiscriminatory care from SHC healthcare providers and staff.
- Privacy and confidentiality.
- Access your health records as allowed by law.
- Be informed about your health condition and associated treatment(s) in understandable terms.
- Be informed of the risks and benefits of proposed treatments.
- Refuse treatment and be informed of potential risks.
- Know the professional credentials of your SHC healthcare provider.
- Change providers if other qualified providers are available.
- Seek another opinion before making any decision.
- Know about possible fees associated with your care.
- Offer suggestions or feedback, including complaints.
- Have your advanced directive followed.

PATIENT RESPONSIBILITIES

As our patient, you have the responsibility to:

- Present accurate identification and current contact information.
- Provide full and accurate details of your health history and/or health concern(s).
- Keep appointments or notify the SHC in advance to cancel or reschedule.
- Ask questions and discuss concerns with your SHC healthcare provider regarding your care.
- Follow prescribed treatment plans, including the use of on or off-campus resources when needed.
- Accept the consequences for not complying with the treatment plan.
- Be aware of the effects of lifestyle on health and make healthy choices.
- Accept personal financial responsibility for any charges.
- Respect the privacy and confidentiality of other patients.
- Be considerate and respectful towards other patients, SHC visitors, and SHC personnel.
- Comply with University policies and procedures, including the Standards for Student Conduct.

