

# Salisbury University

## Student Health Services Patient Rights & Responsibilities

### Salisbury University Student Health Services Patient Rights

- Patients have the right to be treated with respect, consideration, and dignity.
- Patients have the right to privacy during examinations, treatments, discussions, and consultations involving their healthcare.
- Patients can expect all records and disclosures to be treated confidentially and are entitled to a copy of Student Health Services' Notice of Privacy Practices.
- Patients have the right to approve or refuse release of records and information, except when a release of records is required by law. To the extent possible, patients will be informed that records are required to be released.
- To the degree known, patients have the right to complete information regarding their diagnosis, evaluation, treatment and prognosis except in the case when it may be medically inadvisable to do so. In this case, a person designated by the patient or legally authorized person will be provided with the information.
- Patients will be given adequate instructions for care, including diet, exercise, medication, and other treatment plan components.
- Patients have the right to participate in decisions pertaining to their healthcare unless it is medically contraindicated.
- Patients have the right to refuse to be examined or treated and to be informed of the consequences of such decisions.
- Patients have the right to request care from an alternative provider.
- Patients have the right to be provided with referral resources for specialty care including dental, cardiology, neurology, orthopedic, mental health, or other services not available within SHS.
- Patients have the right to accurate marketing or advertising regarding the competence, credentialing, and capabilities of SHS and its healthcare providers.
- Patients have the right to information regarding the procedures for expressing suggestions, complaints and grievances, including those required by state and federal laws.
- Patients have the right to have an interpreter with them if needed.
- Patients have the right to information concerning:
  - Their rights, conduct and responsibilities as patients
  - Available services
  - Hours of operation and provisions for after-hours and emergency coverage
  - Fees for Service and Payment policies
  - Data contained in medical records and disclosure policies
  - Referral resources
  - Refusal rights for participation in research
  - Request Advance Directive Materials from the State of Maryland and have Student Health Services honor the Advance Directive, unless otherwise countermanded by the patient (<https://www.oag.state.md.us/Healthpol/AdvanceDirectives.htm>)
  - Malpractice insurance coverage
- Patients have the right to communicate any violation of these principles to Student Health Services Administration.

*Reviewed May 2016*

## Salisbury University Student Health Services Patient Responsibilities

- Patients should provide complete and accurate information regarding his or her health, to the best of their ability, including:
  - Prescription medications
  - Over the counter products/medications
  - Herbal remedies
  - Supplements and vitamins
  - Allergies and sensitivities
  - Use of alcohol or other drugs, including tobacco
  - Alternative healthcare such as acupuncture, chiropractic care, and physical therapy
- Patients are expected to comply with the treatment plan outlined by their healthcare provider and report any change or discontinuation of any treatment plan component.
- To the extent possible, arrange for transportation by a responsible adult when necessary, and to work with SHS personnel to resolve transportation issues for the protection of the patient, the healthcare professionals, and the facility.
- Patients are expected to disclose any pertinent legal documents such as advance directives, living wills, medical power of attorney, guardianship or other directives that could affect their healthcare.
- Patients are expected to assume financial responsibility for their care.
- Patients are expected to be respectful of all Student Health Services staff, student employees, healthcare providers, and other patients/clients.

*Reviewed May 2016*