



University of Houston-Downtown

Student Health Services

Patients' Rights and Responsibilities

As a patient of the UHD Student Health Services or any other healthcare facility, you have certain rights, including the right to privacy, respect, professionalism, and competent medical care. You also carry certain responsibilities to help optimize the care you receive.

UHD Student Health Services strives to provide all patients with high-quality health care in a manner that recognizes individuals' needs and rights. We recognize that to effectively accomplish this goal, the patient and the healthcare provider must effectively communicate and work together to develop and maintain optimum health. As a result, the following patient rights and responsibilities were written.

Patient Rights

- **Patients** have the right to be treated with respect, consideration, and dignity.
- **Patients** have the right to the protection of their privacy in accordance with applicable law.
- **Patients** have the right to the extent reasonably known, to have complete information concerning their diagnosis, evaluation, treatment, and prognosis.
- **Patients** have the right to ask questions and participate in decisions involving their health care, except when such participation is contraindicated for medical or legal reasons.
- **Patients** have the right to refuse to participate in experimental research.
- **Patients** have the right to change healthcare providers.
- **Patients** have the right to make suggestions and express grievances, and if requested to receive a personal response to their suggestions and grievances and to have continued access to care without intimidation, threat, discrimination, or other retaliatory actions. No patient will be asked to waive his or her rights, including the right to file any complaints with appropriate authorities as a condition of treatment.
- **Patients** have the right to receive information on the following: services available at the Student Health Center, provisions for after-hours and emergency care, and fees for services, payment policies, provider credentialing, and accurate information regarding the competence and capabilities of the organization.
- **Patients** have the right to the following to the extent consistent with applicable law: to request limits to the uses and disclosures of their medical information, to confidential communications, to inspect and/or request a copy of their medical information, to request

amendment of their medical information, to request an accounting of disclosures made of their medical information, and to a copy of the Notice of Privacy Practices.

Patient Responsibilities

- **Patients** have the responsibility to provide accurate and complete information about current and past illnesses, medications, and other matters pertaining to their health.
- **Patients** have the responsibility to follow the treatment plan recommended by their healthcare provider, ask any questions and/or express concerns regarding their ability to comply.
- **Patients** are responsible for their actions if they refuse treatment or do not follow the healthcare provider's instructions.
- **Patients** have the responsibility to arrive 15 minutes prior to their scheduled appointment to allow appropriate time to complete the check-in process and to provide advance notice for appointments they cannot keep.
- **Patients** have the responsibility to learn about the scope of basic services we offer and their costs and to ask for clarification if any information is unclear. **Patients** have the responsibility to accept personal responsibility for any charges not covered by their Student Health Insurance or other coverage.
- **Patients** have the responsibility to be respectful of all UH Student Health Center healthcare providers, staff, and other patients.
- **Patients** have the responsibility to comply with all University of Houston System and University of Houston-Downtown policies, including the Student Code of Conduct.