

Student Health Center

**PATIENT RIGHTS AND RESPONSIBILITIES**

**I. PATIENT RIGHTS POLICY**

**A. The patient has the right to:**

- Equitable access to medical treatment or accommodations, regardless of age, disability, gender, genetic information, gender identity or expression, nationality, marital status, race or ethnicity, religion, sexual orientation, veteran or military status or source of payment.
- Exercise individual rights and receive culturally competent treatment.
- Treatment for any emergency medical condition that will deteriorate from failure to provide treatment.
- Safe care, treatment and services.
- Effective communication and interpretation, including access to translation services and services to address vision, speech, hearing, language and cognitive impairment.
- Access to verbal and written communication.
- Voice complaints freely and recommend changes regarding the quality of services through the established process, and without being subject to coercion, discrimination, reprisal, or unreasonable interruption of care, treatment and services.
- Have access to protective and advocacy services.

**B. Respect and Dignity: The patient has the right to:**

- Considerate and respectful care at all times with recognition of personal dignity.
- Reasonable responses to requests made for service.
- Be welcomed and comfortable, with consideration for psychosocial, spiritual, cultural, and personal values, beliefs and preferences.
- Be free from of any form of coercion, discipline, or retaliation by staff.
- An environment that preserves dignity and contributes to a positive self-image.

**C. Privacy and Confidentiality: The patient has the right to:**

- Appropriate privacy at check-in and in evaluation and treatment areas.
- Full consideration of privacy concerning individual medical care program. Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly. The patient has the right to be advised why any individual is present during a consultation, examination or treatment.
- Confidential treatment of all communications and records pertaining to care. The patient's or legally authorized representative's written permission shall be obtained before medical records can be made available to anyone not directly concerned with the patient's care.
- Request, access, amend and receive accounting of disclosures regarding individual medical record/health information, as permitted under applicable law and regulation.

**D. Medical Information and Consent: The patient has the right to:**

- Give or withhold informed consent.
- Give or withhold informed consent to produce or use recordings, films, or other images of the patient for purposes other than one's care.
- Receive information in a manner tailored to the patient's age, language, and ability to understand.
- Know the name of one's treating provider and the name of professional relationships of other physicians and people involved in one's care at the time care is rendered.
- Prompt and reasonable response to questions and requests.
- Information about the illness, course of treatment and prospects for recovery in terms that the patient can understand.
- Information about treatment or procedures as needed in order to give informed consent or refusal. Except in emergencies, this information shall include a description of the procedures or treatment, the medically significant risks, alternate courses of treatment or non-treatment and the risks involved in each.
- Be informed if the provider plans to perform human experimentation affecting care or treatment, and one's right to refuse participation.
  - Respect and protect one's rights during research, investigation, and clinical trials.
  - Know if medical treatment is for purposes of experimental research and to give one's consent or refusal to participate in such experimental research.

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## PATIENT RIGHTS POLICY (continued)

### E. Provision of Information: The patient has the right to:

- Knowledge of the Student Health Center's (SHC) rules and policies which apply to patient conduct.
- Information about one's responsibilities related to one's care, treatment and services.
- Knowledge of services available at the Student Health Center.
- Provisions for after-hours care and emergency care.
- Knowledge of fees for services and payment policies.
- Information on advance directives, as required by state or federal law and regulations.
- Information on the healthcare professional's credentials.
- Information on representation of accreditation is accurately reflected.
- Non-misleading marketing or advertising of services offered to patients.

### F. Medical Treatment Decisions: The patient has the right to:

- Active participation in discussions/decisions regarding care, treatment and services. To the extent permitted by law, this includes the right to refuse care, treatment and services. This includes foregoing treatment. Attempts will be made to have the patient complete an against medical advice form when necessary.
- A Medical Chaperone for sensitive exams such as genital, pelvic, breast, or rectal exam, will be provided in the gender of choice as is available. To promote safety and wellbeing, a chaperone is required for all sensitive exams.
- Have the family involved in care, treatment, and services decisions to the extent permitted by the patient or surrogate decision-maker, in accordance with law and regulation.
- Have the surrogate decision-maker provided with the information about outcomes of care, treatment and services that the patient needs in order to participate in current and future health care decisions.
- Consult with specialists at individual's own request and expense.
- Have decisions addressed about care, treatment and services received.
- To the degree that is known, patients are provided with information concerning their diagnosis, evaluation, treatment, 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.
- Be given the opportunity participate in decisions involving their health care, except when such participation is contraindicated for medical reasons.

### G. Continuity of Care: The patient has the right to:

- Reasonable continuity of care and advance knowledge of the time and location of appointments, including the name of the provider providing the care.
- Be informed by the provider, or a delegate of the provider, of the patient's continuing health care requirements following treatment.
- Receive a complete explanation of the need for possible transfer to another medical facility and of the alternatives to such a transfer.

### H. Refusal of Treatment: The patient has the right to:

- Leave the Student Health Center, even against the advice of providers.
- Written information about the right to refuse care, treatment or services.
- Respect related to decisions regarding refusal of care, treatment or services in accordance with law and regulations.
- Respect related to the surrogate decision-makers right to refuse care, treatment and services on the patient's behalf, in accordance with law and regulations.

### I. Financial Information: The patient has the right to:

- Examine and receive an explanation of the bill, regardless of the source of payment.
- Be given, upon request, full information and necessary counseling on the availability of known financial resources for one's care.
- Be given, upon request, prior to treatment, a reasonable estimate of charges for medical care.
- A copy of a reasonably clear and understandable itemized bill and, upon request, to have the charges explained.

### J. Personal Safety: The patient has the right to:

- Expect reasonable safety of their person according to campuses practices and environment.
- Receive time-relevant infectious disease exposure notification (including but not limited to COVID-19) within the SHC in accordance with state and local requirements, campus Injury and Illness Protection Program (including the COVID-19 Prevention Plan addendum), and SHC infection prevention and control plan.
- Receive care in a safe setting free from real or perceived mental, physical, sexual or verbal abuse, neglect, exploitation or harassment from anyone, including staff, students, volunteers, other patients, visitors, or family members.

## PATIENT RIGHTS POLICY (continued)

### K. Complaints or Concerns: The patient is provided with information on the rights to:

- Have complaints reviewed by the designated director.
- Express grievances regarding any violation of one's rights, as stated by California law, through the grievance procedure of the health care provider or health care facility which the individual to the appropriate state licensing agency.
- Change their provider if other qualified providers are available.
- Information regarding the absence of malpractice insurance coverage.
- Information about procedures for expressing suggestions, complaints, and grievances, including those required by state and federal regulations.

### L. Filing Complaints:

- A complaint against the SHC may be reported to:
  - The Executive Director, Health, Counseling & Wellness in person, by phone (909-537-3070) or mail.
  - A complaint against a health care professional may also be reported to the Medical Board of California by calling 800-633-2322 or by visiting [www.mbc.ca.gov](http://www.mbc.ca.gov); (see attached subsection 1.1 a). patient brochure).
  - Students may file Title IX related complaints with the Title IX and Gender Equity Office by phone at 909-537-5669 or campus email at [TitleIX@csusb.edu](mailto:TitleIX@csusb.edu).

## II. PATIENT RESPONSIBILITIES POLICY

### A. Compliance with Instructions: The patient has the responsibility to:

- Adhere to all state, local, campus and SHC infectious disease (including but not limited to COVID-related) policies and procedures.
- Convey to the health care provider, to the best of one's knowledge, accurate and complete information about presenting complaints, past illnesses, hospitalizations, medications taken, including use of over-the-counter products and dietary supplements, allergies or sensitivities, and other matters relating to one's health.
- Report unexpected changes in one's condition to the health care provider.
- Report to the health care provider whether the patient comprehends a contemplated course of action and what is expected of them.
- Follow the treatment plan agreed upon with the provider and participate in one's care.
- If the patient declines the right to a Medical Chaperone, the patient has the responsibility to follow instructions provided to find medical care with an off-campus providers.
- Keep appointments with the responsible practitioner and whenever unable to do so, to notify the SHC.
- Conduct self in an appropriate manner while receiving care from healthcare personnel for one's actions if individual refuses treatment or does not follow the instructions for one's care.
- Supply a responsible adult to provide transportation home and to remain with them as directed by the provider or as indicated on discharge instructions.
- Behave respectfully toward all health care professional and staff, as well as other patients and visitors.

### B. Compliance with Financial Obligations: The patient has the responsibility to:

- Assure that the financial obligations of one's healthcare are fulfilled as promptly as possible.
- Accept personal financial responsibility for any charges not covered by one's insurance.

### C. Compliance with Providing Information: The patient has the responsibility to:

- Provide, to the best of one's knowledge, accurate and complete information about the present complaint, past illnesses, hospitalizations, medications and other health matters.
- Report unexpected changes in one's condition to the responsible caregiver.
- Make it known whether they clearly understand a course of action regarding medical care, and in what ways they are expected to cooperate.
- Inform one's provider about any living will, medical power of attorney or other directive that could affect one's care.