

UW-Stout Student Health Service

Health care is a cooperative effort between patient and providers

PATIENT RIGHTS AND RESPONSIBILITIES

PATIENT RIGHTS

- To receive high quality, accessible, and culturally sensitive medical care.
- To be treated with respect, consideration, privacy, and dignity.
- To maintain confidentiality of patient disclosures and medical records.
- To know one's provider's name, specialty, and position; to have access, upon request, of SHS process to verify provider credentials; to specify preference regarding gender of provider; and to change provider if requested, depending on availability.
- To receive complete, current information regarding diagnosis, treatment, and prognosis in understandable terms prior to treatment.
- To be informed of the benefits, possible risks or side effects of treatment, alternate methods, and the medical consequences of treatment refusal.
- To have access to other medical opinions before making treatment decisions.
- To express any dissatisfaction to one's provider, to the Student Health Service staff, Student Health Advisory Committee, or the Director of the Student Health Service.
- To have information available regarding SHS policy and procedure for patient comments, suggestions, and patient grievances.
- To be informed of personal responsibilities involved in seeking medical treatment and maintaining health and well being after treatment.
- To receive information about services and any related costs
- To have access to health education materials.
- To be informed of the right to refuse to participate in any research conducted at the Student Health Service.
- To receive information from SHS peer health educators, upon request.

PATIENT RESPONSIBILITIES

- To provide valid University of Wisconsin-Stout identification.
- To present details of condition in a clear, direct manner.
- To respond to other patients and student health staff with respect and consideration.
- To ask for clarification if information or instructions are not understood.
- To be on time for appointments, and if unable to keep an appointment, to cancel immediately so another patient can be scheduled at that time.
- To comply with treatment plan and promptly report any significant changes in symptoms and/or failure to improve.
- To pay any billed charges.
- To express grievances to the appropriate person as defined in SHS policy.

