SDSU | San Diego State University

Patient Rights

As a Student Health Services patient, you have the right to:

- Be treated with respect, consideration and dignity.
- Be given privacy during check-in, discussion, examination and treatment.
- Have all communications and records pertaining to your health care treated as confidential.
- Be provided information concerning your diagnosis, evaluation, treatment and prognosis in language you understand. If you choose, you may designate another person to receive this information for you.
- Approve or refuse the release of information regarding your health care.
- Receive reasonable continuity of care and know the names, titles, and credentials of those participating in your health care.
- Participate in decisions involving your care and ensure your healthcare wishes are known and considered if for any reason you are unable to speak for yourself.
- Refuse treatment at any time.
- Be informed of Student Health Services' policies regarding your rights and responsibilities, including the right to change providers if other qualified providers are available.
- Use Student Health Services' channels to provide feedback regarding treatment or care.

Patient Responsibilities

As a Student Health Services patient, it is your responsibility to:

- Behave respectfully toward health care professionals, staff and other patients and visitors.
- Arrive on time for appointments and cancel appointments ahead of time if you cannot make them.
- Know the name of your healthcare provider.
- Accept personal financial responsibility for any costs associated with your care.
- Participate fully in your health care, providing complete and accurate information to the best of your ability about your health, including medications, over-the-counter products, dietary supplements and allergies or sensitivities to assure your proper evaluation and treatment.
- Understand and follow the prescribed treatment plan, asking questions when needed.