

**STUDENT HEALTH SERVICES, SAN DIEGO STATE UNIVERSITY  
POLICY AND PROCEDURES  
PATIENT RIGHTS AND RESPONSIBILITIES**

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**Policy Section:** Administration ▾  
**Accreditation:** PRR - Patient Rights & Responsibilities ▾  
BEH - Behavioral Health ▾  
**Audience:** All SHS Staff

## **I. PURPOSE**

Student Health Services is committed to ensuring that high quality compassionate care is provided in a respectful manner that protects the patient's dignity. The purpose of this policy is to define the rights and responsibilities of patients and ensure the patient, their families, or their designee, are aware of their rights and responsibilities. This policy also serves to identify the responsibilities of SHS employees involved in providing health care services to patients.

## **II. POLICY**

SDSU Student Health Services affirms that maintaining and adhering to a Patient Bill of Rights and Responsibilities is a core component of the development of a strong and healthy relationship between patients and their healthcare professionals. This guiding document serves to strengthen patient confidence by assuring that our practice is fair and responsive to their needs, providing credible and effective mechanisms to address their concerns, and encouraging them to take an active role in improving and assuring their own health and well-being.

Additionally, it affirms the role patients play in safeguarding their own health by establishing both rights and responsibilities for all participants in improving health status. Finally, it affirms the responsibilities that patients have for their own contributions to the relationship with their healthcare team and affirms our organization's emphasis on creating a working and patient care environment that is safe for all parties.

The SDSU SHS Patient Bill of Rights and Responsibilities will be posted in waiting areas and exam rooms, and on the SHS website. Staff members are encouraged to review any questions that patients may have about this document. Staff members will also review these rights and responsibilities upon the start of employment at Student Health Services and with updates.

When it is medically inadvisable to give a patient information about their diagnosis, treatment and prognosis, the information may be provided to a person designated by the patient or to a legally authorized person.

### **III. PROCEDURE**

#### **A. Posting and Updates**

- The Patient Bill of Rights and Responsibilities will be posted (see Appendix A):
  - a. In examination rooms and waiting areas.
  - b. On the [SHS website](#).
- As the document is updated, it will be replaced in these areas.

### **IV. REVISION HISTORY**

Formatting revision July 2024. Future revisions will be outlined in this section.

### **V. APPENDIX**

#### **APPENDIX A: [PATIENT RIGHTS AND RESPONSIBILITIES POSTING](#)**