



STUDENT HEALTH SERVICES, SAN DIEGO STATE UNIVERSITY

PATIENT RIGHTS AND RESPONSIBILITIES

POLICIES AND PROCEDURE

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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.

III. 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 pay 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 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.

IV. PROCEDURE

- A. The Patient Bill of Rights and Responsibilities will be posted
 - 1. In examination rooms and waiting areas.
 - 2. On the SHS website.
- B. As the document is updated, it will be replaced in these areas.

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.