

At Texas Woman's University Student Health Center our goal is to provide excellent health care to every patient. Because we want you to think of yourself as a partner in your care, we want you to know your rights as well as your responsibilities during your visit with Student Health Services. We invite you to join us as an active member of our care team.

Our patients have the following rights and responsibilities regardless of race, color, culture, language, ethnicity, religion, sex, sexual orientation, gender identity or expression, socioeconomic status, age, national origin, physical or mental disability, and / or veteran status:

As a patient:

- You have the right to receive considerate, respectful and compassionate care in a safe setting regardless of your age, gender, race, national origin, religion, sexual orientation, gender identity or disabilities.
- You have the right to receive care in a safe environment free from all forms of abuse, neglect, or mistreatment.
- You have the right to be called by your proper name and to be in an environment that maintains dignity and adds to a positive self-image.
- You have the right to be told the names of your doctors, nurses, and all health care team members directing and/or providing your care.
- You can expect full consideration of your privacy and confidentiality in care discussions, exams, and treatments.
- You can expect that all communication and records about your care are confidential, unless disclosure is permitted by law. You have the right to see or get a copy of your medical records
- You have the right to receive detailed information about your clinic visit charges.
- You have the right to receive a copy of and ask questions concerning our Patient Privacy Notice.
- You have the right to receive information concerning your diagnosis, treatment, prognosis, and significant risks in terms you can understand prior to consenting to a procedure.
- You have the right to refuse treatment after adequate explanation by your healthcare provider. However, you must be informed of the medical consequences of this action.
- You have the right to receive health information in the primary language or manner you use, when prior notice is given and the service is available.
- You have the right to change your healthcare provider, if desired.
- You have the right to inquire about fees for treatment prior to delivery of services.

- Address concerns and complaints through patient comment cards or by contacting a Clinic Administrator.

As a patient it is your responsibility to:

- Give at least 24 hours' notice to cancel any appointment.
- Arrive 15 minutes prior to your appointment time.
- Provide accurate information about your health status and health history, medications, allergies (including latex), current address, phone number, emergency contacts, and health insurance coverage.
- Ask questions if you do not understand information or instructions regarding your diagnosis or treatment.
- Follow the treatment plan or medical advice. Call your SHC healthcare provider if your symptoms are not improving or if your symptoms worsen. Keep follow-up appointments to ensure good health care.
- Inform your caregivers if you do not intend to or cannot follow the treatment plan.
- Accept health consequences that may occur if you decide to refuse treatment or instructions.
- Cooperate with your caregivers.
- Respect the rights and property of other patients and staff. Follow all Texas Woman's University rules and regulations pertaining to safety, smoking and general conduct.
- Tell your caregivers of any medications you brought from home.
- Report any changes in your health status to your caregivers.
- Plan ahead and be aware of the Student Health Center's operating schedule because the SHC closes during certain holidays or times of the year.
- Give prior notice to the SHC when translator services are needed for your care.
- Pay for services when rendered, including financial responsibility for any charges not covered by insurance.
- Understand your insurance plan benefits and how insurance is used at the Student Health Center. Ask questions when needed.
- Inform the Student Health Center of any concerns or complaints.
- Refrain from using your cell phone during patient care, at the Front Office and at the Check out.