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| JOHNS HOPKINS UNIVERSITY STUDENT HEALTH & WELLNESS CENTER POLICY & GUIDELINES MANUAL | <i>Document Number</i> | |
| <i>Subject:</i> PATIENTS' RIGHTS TO SELECT AND/OR CHANGE THEIR HEALTH CARE PROVIDER POLICY | <i>Created</i> | 8/19/04 |
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POLICY

Any student utilizing the Student Health & Wellness Center (SHWC) has the right to request a designated clinician or, having seen a certain clinician, may request to change to another clinician.

PURPOSE

Relationships between health care providers and patients must be built on a foundation of mutual trust and respect. Ideally, such relationships could be developed between any student utilizing the SHWC and any clinician. However, for any number of reasons (e.g. gender issues, cultural differences, preference for a certain type of training, etc.), students may prefer to see a designated provider on a regular basis. Conversely, there may be circumstances where a student may feel uncomfortable seeing a certain provider.

PROCEDURE

When scheduling an appointment, the student should indicate that they prefer to see a certain clinician, or that they do not wish to see a certain clinician. The student making such a request does not need to state a reason for the request. Because of staffing patterns and/or patient volumes, the SHWC may, on occasion, be unable to honor a student's request to see or refuse to see a designated clinician. Under these circumstances, the student will be told that the designated clinician is unavailable or that no other clinicians are available at that time. The student will be given the option of returning at a different time or scheduling an appointment at another date. If the student feels that they have been treated unprofessionally by a clinician at the SHWC, they are encouraged to notify the Director or the Dean of Student Life.