

JOHNS HOPKINS UNIVERSITY STUDENT HEALTH & WELLNESS CENTER POLICY & GUIDELINES MANUAL	<i>Document Number</i>	
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POLICY

Patient's Rights and Responsibilities will be visibly posted in every exam room, throughout the Student Health & Wellness Center and on our website.

PURPOSE

To ensure the choices, rights, and responsibilities of all patients.

PROCEDURE

Rights of Patients:

- A. Patients are treated with respect, consideration, and dignity, regardless of race, ethnicity, gender, sexual orientation, religion, country of origin, or ability to pay.
- B. Patients are provided appropriate privacy.
- C. When the need arises, reasonable attempts are made for health care professionals and other staff to communicate in the language or manner primarily used by patients.
- D. Patients are provided, to the degree known, complete information concerning their diagnosis, evaluation, treatment, and prognosis. When it is medically inadvisable to give such information to a patient, the information is provided to a person designated by the patient or to a legally authorized person.
- E. Patients are given the opportunity to participate in decisions involving their health care, except when such participation is contraindicated for medical reasons.
- F. Information is available to patients and staff concerning:
 1. Patient rights, including those specified in A, B, C, D, and E above.
 2. Patient conduct, responsibilities, and participation.
 3. Services available at the organization.
 4. Provisions for after-hours and emergency care.
 5. Fees for services.
 6. Payment policies.
 7. Advance directives, as required by state, or federal law, and regulations.
 8. The credentials of health care professionals.
 9. All clinical staff have malpractice coverage.

PATIENT RIGHTS AND RESPONSIBILITIES POLICY CONTINUED:

- 10. How to voice grievances regarding treatment or care that is (or fails to be) furnished.
- 11. Methods for providing feedback, including complaints.

Conduct & Responsibilities of Patients:

G. Prior to receiving care, patients are informed of patient responsibilities. These responsibilities require the patient to:

- 1. Provide complete and accurate information to the best of his/her ability about his/her health, any medications, including over-the-counter products and dietary supplements, and any allergies or sensitivities.
- 2. Follow the treatment plan prescribed by his/her provider and participate in his/her care.
- 3. Provide a responsible adult to transport him/her home from SHWC and remain with him/her for 24 hours, if required by his/her provider.
- 4. Accept personal financial responsibility for any charges to which he/she has agreed with the SHWC provider.
- 5. Be respectful of all the health care professionals and staff, as well as other patients and SHWC policies.

H. Patients are informed of their right to select and/or to change providers if other qualified providers are available.

I. In addition to the above, patients should:

- 1. Seek medical attention promptly
- 2. Be honest about your medical history
- 3. Ask about anything you do not understand
- 4. Report any significant changes in symptoms or failure to improve
- 5. Seek non-emergency care during regular hours and scheduled times
- 6. Keep appointments or cancel or reschedule in advance
- 7. Inform your provider of the existence of a living will, medical power of attorney or other directives that could affect your care.
- 8. Provide useful feedback about services and policies

When you have questions.....Ask
When you have problems or concerns.....Speak Up
When you are satisfied.....Compliment

Copies of Patient's Rights and Responsibilities are located in the student waiting room and in each of the patient care areas.