

WELLNESS CENTER

All services provided at the Wellness Center are on a voluntary basis. As a patient in the Wellness Center, you have the following rights and responsibilities:

Rights:

- You have the right to quality health care.
- You have the right to be treated with consideration and respect.
- You have the right to be treated in a manner that does not discriminate against any person because of age, race, creed, color, ethnicity, national origin, residency status, religious, sex, sexual orientation, gender, gender expression, or physical or mental ability.
- You have the right to request a specific health care provider and to change providers and will be accommodated to the extent possible.
- You have the right to participate in decisions concerning your health care.
- You have the right to accurate information concerning diagnosis, treatment, and prognosis of an illness or health-related problem.
- You have the right to receive the necessary health education to understand and be informed of your plan of care, including an explanation of all procedures, medications, and treatments.
- You have the right to a second opinion or referral.
- You have the right to expect an appropriate referral to a specialist if your medical condition is outside the scope of practice and expertise of the Wellness Center staff.
- You have the right to privacy during medical care.
- You have the right to confidentiality of all communications with staff, confidentiality of the medical record, and the right to approve or refuse release of information to the fullest extent provided by law.
- You have the right to refuse treatment and recommendations for medical care to the extent permitted by law and to be informed of the medical consequences of this action.
- You have the right to refuse to participate in any research program.
- You have the right to accurate information regarding competence and capabilities of the Wellness Center staff.
- You have the right to file a grievance with either the Wellness Center Executive Director or Vice President, Student life. This includes the right for a personal response.

Responsibilities:

- You have the responsibility to show courtesy and respect to Wellness Center staff and other patients.
- You have the responsibility to arrive as scheduled for appointments and to notify the Wellness Center four hours in advance if you have to cancel your appointment.
- You have the responsibility to provide full information about your illness or health problem to assure proper evaluation and treatment.
- You have the responsibility to ask sufficient questions to ensure understanding of your illness or problem, as well as your provider's recommendations for continuing care.
- You have the responsibility to either carry out treatment and education recommendations or accept responsibility for the outcome.
- You have the responsibility to communicate with your provider if your condition does not follow the expected course.
- You have the responsibility to become informed about the scope of basic services offered, access to services by calling for an appointment, and about cost, and payment options.
- You have the responsibility to make payment for services based upon the Wellness Center Fee schedule. A sliding fee schedule is utilized for charges related to our sexual health services based upon an individual's family size and income.

