

William & Mary Student Health Center



PATIENT RIGHTS AND RESPONSIBILITIES

AS A PATIENT, YOU HAVE THE RIGHT:

1. To receive the best care available for your problem, without regard to national origin, race, age, sex, religious beliefs, sexual orientation, disability, or illness.
2. To be treated with respect, consideration and dignity. To expect that your personal convictions and beliefs will be taken into account when you seek help.
3. To know the identity and professional status of your medical provider.
4. To expect that your medical records will be kept confidential, and that access to information about you will be limited to those legitimately involved in your care. Your medical records will be released only in cases of medical emergencies, in response to court-ordered subpoenas, as required by law, or to persons you specify with your written consent. Please be aware that Virginia law requires parental access to medical records for patients less than 18 years of age, except in specific instances. If you have questions regarding this law, please discuss this with your health care provider.
5. To receive information from your medical provider concerning your illness, condition, treatment, including possible side effects, and plans for your care.
6. To participate in decisions involving your health care (including ethical concerns) and to review your records with a medical provider.
7. To have your privacy respected.
8. To agree to or refuse any health care service and to be informed of medical consequences of services refused.
9. To state your preference for a medical provider and to change your provider if other qualified providers are available.
10. To express grievances concerning your health care without fear of retribution.
11. To know charges for services before received.
12. To appropriate assessment and effective management of pain.
13. To give informed consent before any diagnostic or therapeutic procedure is performed (unless a life-threatening emergency precludes informed consent).
14. To choose a pharmacy not owned or operated by William and Mary.

YOU ALSO HAVE A RESPONSIBILITY:

1. To seek prompt medical attention.
2. To provide your medical provider with complete and accurate information, to the best of your ability, about your health, any medications taken, including over-the-counter products and dietary supplements, and any allergies or sensitivities.
3. To follow treatment plan recommended by your medical provider. To make it known if you do not understand the suggested procedures or treatment plans.
4. To note and report significant changes in symptoms, or a failure to improve.
5. To be respectful and considerate of other patients, visitors, and Student Health Center staff.
6. To keep appointments that are scheduled or cancel an appointment in a timely fashion.
7. To be responsible for your actions if you refuse treatment or do not follow the medical provider's instructions.
8. To follow the College of William and Mary's regulations and procedures as defined by the Student Handbook and the Student Health Center policies and procedures.
9. To express grievances to the appropriate person as defined in SHC policy.
10. To carry adequate health insurance, be familiar with policy coverage, and provide information necessary for appropriate provider referral, if needed.
11. To pay any charges billed to you that are not covered by insurance.