



PATIENT RIGHTS & RESPONSIBILITIES

Medical care is a cooperative venture for patients and health care providers. You, as a patient, and the Cougar Health Services staff have specific rights and responsibilities in relationship to each other.

As a patient, you have rights.

1. The right to humane care and treatment. You will be treated with respect, consideration and dignity. You can expect that your personal convictions and beliefs will be taken into account when you seek help and that the convictions and beliefs of the staff will not adversely affect your right to rational and appropriate care.
2. The right to appropriate privacy.
3. As appropriate, reasonable attempts will be made by Cougar Health Services staff to communicate to the patient in a language or manner that the patient can understand.
4. The right to confidentiality of your records (see medical record section). You have a right not to have your problem discussed in any place where it might be overheard by others. Patient disclosures and records are treated confidentially, and patients are given the opportunity to approve or refuse their release, except when release is required or authorized by law.
5. The right to accurate information, to the extent known, concerning diagnosis, evaluation, treatment and prognosis of an illness or health-related condition. This includes the right to accurate written information about drug products or drug treatment for an illness. It will include appropriate alternatives to health service care. 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.
6. Patients are given the opportunity to participate in decisions involving their health care.
7. The right to a second opinion regarding diagnosis or treatment. This includes seeking consultation with other providers and the right to change providers if other qualified providers are available. (However, consultation outside Cougar Health Services is the financial responsibility of the patient.)
8. Information is available to patients and staff concerning:
 - a. Patient rights, including those specified in 1-5 above.
 - b. Patient conduct and responsibilities.
 - c. Services available at Cougar Health Services.
 - d. Provisions for after-hours and emergency care are posted.
 - e. Fees for services are available upon request.
 - f. Billing and payment information is available on the Cougar Health Services website.
 - g. The right to be informed of any research aspect of your care and to refuse to participate. Such refusal will not jeopardize your access to medical care and treatment.
 - h. When Cougar Health Services is provided with advanced directives, this document will be scanned and stored into patient's medical record.

- i. The right to know who is counseling, caring for, or treating you. Credentials of health care providers are posted on reader board in the Cougar Health Services medical clinic lobby and professional qualifications should be visible or stated on introduction.
9. Cougar Health Services strives to provide marketing and/or advertising regarding the competence and capabilities of the facility that is accurate and not misleading to patients.
10. Suggestions and/or complaints are accepted via posted boxes throughout the facility or in person to any staff member.

As a patient, you have responsibilities.

1. To provide complete and accurate information to the best of your ability about your health, any medications, including over-the-counter products and dietary supplements, allergies or sensitivities and any chronic conditions.
2. To follow the treatment plan prescribed by your provider and participate in your care.
3. To provide a responsible adult to transport you home from the facility and remain with you for twenty-four (24) hours, if required by your provider.
4. To inform your provider about any living will, medical power of attorney, or other directive that could affect your care.
5. To show courtesy and respect to health care providers, staff and other patients.
6. To not lend your personal identification (student ID card) to others. Lending your ID card may lead to entries in your medical chart that concern the borrower to the identification, including personal problems such as sexually transmitted diseases, mental health problems, or reports of adverse reactions to treatment.
7. To keep your appointments. Please cancel or reschedule as far in advance as possible, so that the time may be given to someone else.
8. To not give medication prescribed for you to others.
9. To communicate with your health care provider if your condition worsens or does not follow the expected course. We will contact you if there is any unexpected result from tests.
10. To accept personal financial responsibility for any charges not covered by your insurance and pay for services billed to your account in a timely manner.

We keep a record of the health care services we provide you.

You may ask us to see and copy that record. You may also ask us to correct that record. We will not disclose your record to others unless you direct us to do so or unless the law authorizes or compels us to do so. You may get more information about your record at the Cougar Health Services reception desk. Records are not shared with parents, professors, administrators, or potential employers.

- ◆ Parents. Should parents request information from Cougar Health Services they will be told to contact you for the desired information. Only in life-threatening emergencies may information concerning the nature of complaints and/or diagnoses be given directly to parents.
- ◆ Professors and administrators. Should faculty members or administrators request information regarding your health, they will be told to contact you for the desired information. You should discuss directly with a faculty member or administrator any circumstances in which a health problem or treatment may influence your attendance, academic performance, or status.
- ◆ Potential employers, graduate schools, professional schools. Information from health records will not

be supplied in answer to requests for information when it appears that this information will be used for screening for employment, school admission, or other non-medical purposes. We recognize that some routine authorizations in these circumstances may be obtained under duress, actual or implied, so this prohibition against release of information will be observed unless you give specific written instructions defining the nature of the information to be released.