



## URI HEALTH SERVICES PATIENT BILL OF RIGHTS AND RESPONSIBILITIES



The goal of URI Health Services is to provide all patients with high quality health care in a manner that clearly recognizes individuals' needs and rights. To accomplish this goal effectively, the student and the health care provider must work together to develop and maintain optimum health. To promote this goal, the following student rights and responsibilities have been identified:

### **AS A PATIENT, YOU HAVE THE RIGHT:**

1. To receive considerate care that is respectful of your personal beliefs, your cultural, and your spiritual values;
2. To have all things explained to you in terms that you can understand and to have any questions answered concerning your diagnosis, prognosis, and treatment;
3. To know what the diagnosis is; what your prognosis is; what treatment options are available to you; how risky the treatments are; and whether they will hurt, and for how long;
4. To have all the common side effects of a drug explained;
5. To know the contents of your medical records through interpretation by the provider;
6. To know who it is that is interviewing and examining you;
7. To have explained to you ways that you can prevent your medical problem from recurring;
8. To refuse to be examined or treated by a health practitioner and to be informed of the consequence of such a decision;
9. To be assured of the confidential treatment of disclosures in your record and to have the opportunity to approve or refuse the release of such information, except when release of specific information is required by law or is necessary to safeguard you or the university community;
10. To be informed and asked whether you wish to participate in medical research that is being conducted at Health Services;
11. To participate in the consideration of ethical issues that arise in the provision of your care;
12. To receive care in a secure and private environment so that the treatment experience is positive and supportive;
13. To receive care in a timely and professional manner within available resources from a provider with whom you are comfortable;
14. To be heard when you have a concern regarding quality of care or patient safety with resolution by empowered staff or through submission of a formal Patient Care Survey or a more formal Incident Report to the Director and, if your concern is not answered, you may contact our accrediting body, The Joint Commission;
15. To designate a Partner in Care (surrogate) decision-maker to participate with you and the provider in care decisions and delivery;
16. To have information provided regarding the health service fee, insurance requirements, cost of treatment, and payment options;
17. To have appropriate assessment and management of pain.

### **AS A PATIENT, YOU HAVE THE RESPONSIBILITY:**

1. To provide Health Services with information about past illnesses, hospitalizations, and medications;
2. To follow the plan of care or to express concern regarding your ability to comply;
3. To ask questions if you do not understand the directions or treatment being given to you by a provider;
4. To take responsibility for the outcome of your care if you have refused treatment;
5. To keep your appointment or to telephone Health Services, with reasonable notice, if you need to cancel;
6. To be respectful of others and others' property while in Health Services facility;
7. To provide current and accurate insurance information to Health Services;
8. To be an active partner in arranging transition of care when no longer eligible for care (graduated or no longer a full-time student paying the health service fee) at URI Health Services. This includes arranging for recommended follow-up care and requesting copies of appropriate records be forwarded to a provider of your choice.