

STUDENT HEALTH CENTER

Patient Rights and Responsibilities

UTEP Student Health Center recognizes the basic human rights of patients and ensures patient understanding in regards to privacy and their and responsibilities.

- a. Patients are treated with respect, consideration and dignity as outlined in the Patient Rights and Responsibilities document given to every patient upon their initial visit.
- b. Patients will be provided with privacy throughout their visit through the use of glass window between check-in-station, the use of first or last name when the patient is called by the nurse, and a closed door while in the exam room.
- c. Patient disclosures and records are treated confidentially, as defined by the Family Education Rights of Privacy Act (FERPA) given to every patient upon their initial visits. Patients are also given the opportunity to approve or refuse their release except when release is required by law. This is demonstrated by only releasing the minimum amount of information needed to satisfy the request, only releasing information that is required by law or only releasing information for which we have a valid request on file.
- d. Information is available to patients and staff concerning:
 1. Patient Rights as demonstrated by the Patient Rights and Responsibilities document given to every patient upon their initial visit, this is also posted in the lobby.
 2. Patient conduct and responsibilities are defined by the Patient Rights and Responsibilities document given to every patient upon their initial visit, posted in the lobby.
 3. Services available are demonstrated through education sessions during student orientation, Student Health Center brochure and website.
 4. Provisions for after-hours and emergency care are posted on the front door of the facility and available on the website.
 5. Student Health Center documents our fees for services for services through our charge sheet which is available to staff members and can be reviewed with any patient upon request.
 6. Patient Right's to refuse participation in experimental research is defined in the Patient Rights and Responsibilities document given to every patient upon their initial visit, and posted in the lobby.
 7. Advanced directives as required by state or federal law and regulations as noted in the Patient Rights and Responsibilities document given to every patient upon their initial visit, and posted in the lobby.
 8. The Credentials of the healthcare professional are documented via their name tags and lab coat.
- e. Prior to receiving care, patients are informed of their patient responsibilities. These responsibilities require the patient to:

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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 as outlined in the Patient Rights and Responsibilities document given to every patient upon their initial visit, posted in the lobby.
 2. Follow the treatment plan prescribed by his/her provider as outlined in the Patient Rights and Responsibilities document given to every patient upon their initial visit, posted in the lobby.
 3. Provide a responsible adult to transport him/her home from the facility and remain with him/her for 24 hours, if required by his/her provider, outlined in the Patient Rights and Responsibilities document given to every patient upon their initial visit, posted in the lobby.
 4. Inform his/her provider about any living will, medical power of attorney, or other directive that could affect his/her care per the Patient Rights and Responsibilities document given to every patient upon their initial visit, posted in the lobby.
 5. Accept personal financial responsibility for any charges not covered by his/her insurance as outlined in the Patient Rights and Responsibilities document given to every patient upon their initial visit, posted in the lobby.
 6. Be respectful of healthcare providers and staff, as well as other patients as outlined in the Patient Rights and Responsibilities document given to every patient upon their initial visit, posted in the lobby.
- f. Patients are informed of their right to change their provider if other qualified providers are available as outlined in the Patient Rights and Responsibilities document given to every patient upon their initial visit, posted in the lobby.
 - g. Marketing and Advertising of the Student Health Center is done through a variety of means such as flyers, attendance at student orientations, University Health Fairs, and not intended to mislead patients in any way.
 - h. Student Health Center Providers will carry malpractice insurance as provided by UTEP Health Services.
 - i. Patients are informed about procedures for expressing suggestions, complaints and grievances, including those required by state and federal regulations. This information is provided to our patients posted in the lobby.