

# Students Rights and Responsibilities

- I. Students seeking care at the Student Health Center (SHC) are treated with respect, consideration and dignity.
  - A. Students seeking care at the SHC have a right to competent treatment with appropriate respect for their opinions and beliefs in the process of receiving health care.
  - B. Students have the right to considerate, respectful care from all members of the SHC staff at all times and under all circumstances. Students must not be discriminated against in the administration of anticipated health care services based on race, ethnicity, national origin, religion, sex, age, or current or anticipated mental or physical disability or sexual orientation.
  - C. Students have the right to receive accurate, easily understood information to assist them in making informed decisions about their health care.
  
- II. Just as the SHC staff is to show respect and be courteous to students, the reverse is also true—students have the responsibility to show respect and to be courteous to the Health Center staff in return.
  
- III. Students have the right to communicate with health care providers in confidence and to have the confidentiality of their individually identifiable health care information protected.
  - A. Students are provided security and privacy of all their medical information/records.
    1. All HIPAA rules and regulations are observed at the SHC.
    2. Each new student seen at the SHC is given a copy of the SHC's Privacy Practices.
    3. Each new student seen at the SHC will sign a "*Notice of Privacy Practices*" document. Signing and receipt of this document [by the student] will be indicated in the student's medical record.
    4. Disclosures of medical information, including the student's medical records, are outlined in the SHC's Privacy Practices. The SHC does not release medical information without the explicit informed/signed consent of the student, except, when compliance is overridden by applicable state and/or federal laws.
  - B. Students have the right to review and copy their own medical records and request amendments to their records.
    1. To review their medical record, the student submits the request which is documented in their medical record.
    2. The student is given access to read his/her medical record in a confidential/private area with a SHC medical staff member in attendance to protect the confidentiality of the medical record and to answer questions, which the student may have during the examination of the record.
    3. When the student is finished with the chart review, the review encounter will be documented in the student's medical record, along with any changes which will be marked as an "Addendum by—*student's name*—and signed by the student.
  - C. Students treated at the SHC are provided, to the degree known, complete information regarding their exam, diagnosis, differential diagnosis, treatment options, prognosis, and care plan.
  - D. Students treated at the SHC are given the opportunity and encouraged to ask questions concerning their exam, diagnosis, treatment options and care plan.
  - E. Students have the right and the responsibility to refuse any treatment or other care recommended with which he/she does not agree. The student will be asked to document this refusal in writing, which will be entered into the medical record.

- F. Students have the right to a fair and efficient process for resolving differences with the SHC medical staff and/or the policies and procedures of the SHC.
  - 1. Students who have a grievance with care provided, or with a policy and/or procedure of the SHC are instructed to present their grievance [in writing or verbally] to the Nurse Supervisor of the SHC.
    - a. The Nurse Supervisor will investigate the grievance and collect all information regarding the grievance from the student as well as from the SHC staff, other university departments if indicated and note all applicable SHC and University Policies and Procedures.
    - b. The Nurse Supervisor and Medical Director may then make a determination and discuss a resolution with the student.
    - c. If the student and/or SHC staff is not satisfied with the decision of the Nurse Supervisor and Medical Director, the Nurse Supervisor will then present all information to the Vice President for Student Affairs.
  - 2. The Assistant Vice President for Student Affairs will review all information and discuss the situation with all parties as necessary. If legal advice is needed, the Assistant Vice President will contact the University's legal counsel.
  - 3. The Assistant Vice President for Student Affairs will make a final decision.

- IV. Students have the responsibility to accurately complete information concerning their health status, and to cooperate fully in treatment planning and follow up. At 18 years of age or greater [or being declared an emancipated minor], students are now responsible for their health and medical care.
  - A. Students are to question what they do not understand—and to continue to question until they DO understand.
  - B. Students should make use of the health education that is available. If information regarding health or care is needed, students should seek help/information at the SHC.
  - C. Students receiving health care at the SHC have the right to be informed of all treatment options available to them, including, but not limited to:
    - 1. Possible costs involved with treatments, medications, diagnostic testing
    - 2. Possible side effects of medications
    - 3. Need for specialist referrals
    - 4. The expediency of referral need
    - 5. Follow up care needed and how and where it can be received
  - D. Students have the responsibility to abide by SHC policies and regulations.
  - E. Students have the responsibility to keep appointments [on time] or to call and reschedule.
  - F. Students have the responsibility to pay money owed to the SHC for medications and/or services received that requires an additional charge.

- V. Students have the right to Urgent and/or Emergency Care
  - A. Students requiring Urgent or Emergency care will be referred to the Geisinger-Bloomsburg Hospital ER [If students are alert and coherent, they may voice a preference of ER].
    - 1. SHC providers have the responsibility to inform students that the SHC **IS NOT** responsible for any ER charges.
    - 2. SHC providers have the responsibility to encourage students who are not certain about their insurance coverage or their ability to pay, to call a parent, guardian, or insurance provider to discuss the referral and costs involved.
    - 3. SHC providers have the responsibility to thoroughly explain the need for the ER referral and allow the student to ask questions or to call a parent, guardian or spouse to discuss the referral prior to enlisting transportation to the ER.