

PATIENT RIGHTS AND RESPONSIBILITIES

Every patient has certain rights and responsibilities in regards to their health care. In order to provide you the very best care, we expect you to be an active and informed consumer.

YOU HAVE THE RIGHT TO:

- Be treated with dignity and respect regardless of your race, color, religion, national origin, age, disability, sex, sexual orientation, gender identity or gender expression.
- Know the names and positions of the staff members serving you.
- Select or change your clinician whenever possible.
- Privacy during your clinic visit and confidentiality of your health information.
- Information about your diagnosis, treatment and prognosis.
- Participate in your health care planning, consent to or refuse care or treatment, and to change your mind.
- Full access to your medical records.
- Have access to information about advanced health care directives. *

YOU HAVE THE RESPONSIBILITY TO:

- Provide 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, sensitivities, or other reactions.
- Ask questions and be sure you understand everything connected with your health.
- Follow health care advice and medical instructions.
- Respect clinic policies.
- Behave respectfully toward all health care professionals and staff, as well as other patients and visitors.
- Keep your appointments or cancel at least 24 hours in advance.
- Note: No photography or videography is permitted by patients or visitors in clinical exam rooms or patient waiting areas.

SENSITIVE EXAMS

We understand that certain medical exams and procedures are more sensitive than others and we want to make sure that you are as comfortable as possible. It is our policy to have a chaperone present during all sensitive examinations involving the breast, genital or rectal areas or when you must be fully disrobed. A medical chaperone is a specially trained member of the clinical team whose job it is to enhance the patient's comfort, safety, privacy, security, and dignity during your visit. The chaperone will stand in a location where they are able to observe the exam, and assist as needed. You, or your provider, may choose to have a medical chaperone present during a non-sensitive physical examination, or at any time during your medical visit.

COMMUNICATION

When you have a question or want to know something, ASK!

When you have a problem, TELL US!

When you like what happens, your smiles let us know!

CONTACT INFORMATION

- Compliments, Suggestions or Concerns may be submitted by: Electronic patient feedback form accessible via the Student Health Services website and Patient Feedback posters containing a QR code displayed at waiting areas within the Health Center. Here is a link to the form: [Patient Feedback Form](#)
- Contact Administration at (831) 459-2869 or emailing healthcenter@ucsc.edu

For more information about Student Health Services, visit our web site at healthcenter.ucsc.edu

***An Advance Health Care Directive** is a form that you fill out to describe the kinds of medical care you want to have if something happens to you and you can't speak for yourself. It tells your family and your doctor what to do if you're badly hurt or have a serious illness that keeps you from saying what you want. An advance health care directive can also be a talk you have with your family and your doctor about the kinds of care you want to have.

For more information go to:

<https://oag.ca.gov/sites/all/files/agweb/pdfs/consumers/ProbateCodeAdvancedHealthCareDirectiveForm-fillable.pdf>

<http://www.agingwithdignity.org/forms/5wishes.pdf>