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 without regard to your race, religion, age, sex, beliefs or lifestyle.
- 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.
- Review your medical records.
- Have access to information about advance care directives.*

YOU HAVE THE RESPONSIBILITY TO:

- Be honest about your medical history and all information you give us.
- Ask questions and be sure you understand everything connected with your health.
- Follow health care advice and medical instructions.
- Respect clinic policies.
- Keep your appointments or cancel at least 24 hours in advance.

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:

- Filling out a Quick Comment slip found in all Student Health Services lobbies
- Contacting 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 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 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:
http://ag.ca.gov/consumers/pdf/AHCDS1.pdf

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