



YOUR RESPONSIBILITY

AS A CONSUMER OF HEALTH CARE SERVICES, YOU CAN HELP YOURSELF BY BEING RESPONSIBLE IN THE FOLLOWING WAYS:

- Be honest and direct about everything that relates to your needs for health care.
- Tell those who are helping you how you feel about things that are happening to you.
- Be an active participant in the decisions regarding your health.
- Give an accurate, concise history of your illness. This includes all current prescription medications, over the counter products, herbal and dietary supplements, and vitamins.
- Follow the prescribed treatment plan.
- It is your responsibility to advise the clinician whether or not you think you can follow the prescribed treatment plan.
- Follow up with the same clinician if possible.
- Report any adverse change in your health immediately to your health care provider.
- Conduct yourself in a respectful manner.
- Keep appointments with our staff and provide at least 24 hours advanced notice if you need cancel an appointment.
- Understand your health insurance benefits and limitations.

REMEMBER

BEING A GOOD HEALTH CARE CONSUMER DOES NOT MEAN BEING A SILENT PARTNER.

- When you have a question — ASK
- When you have problems — SPEAK UP
- When you like what happens — EXPRESS YOUR APPRECIATION

IF YOU FEEL YOUR RIGHTS HAVE NOT BEEN RESPECTED, OR WISH TO FILE A COMPLAINT, COMPLIMENT, OR SUGGESTION:

- Complete a comment form and deposit it in the locked comment box at Student Health Services; or
- Contact Student Health Services at 209-228-2273



STUDENT HEALTH SERVICES | Division of Student Affairs
University of California, Merced
5200 N. Lake Road | Merced, CA 95343

TEL: 209-228-2273
WEB: health.ucmerced.edu

UCMERCED | STUDENT AFFAIRS
Student Health Services

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PATIENT RIGHTS AND RESPONSIBILITIES

UCMERCED | STUDENT AFFAIRS
Student Health Services



PRIVACY

- You have the right to privacy and to exclude anyone not directly involved with your care.
- You should expect that your discussion, examination and treatment will be conducted as privately as possible.

CONFIDENTIALITY

- You have the right to confidential treatment of all communication and records relating to your care. Except as required by law, your written permission is required before we may give information to anyone not connected with your care. This also applies to your parents and university officials. There are exceptions required by law, such as reporting certain communicable diseases to the local Health Department and responding to court orders and subpoenas. There are additional restrictions that apply to some types of information.
- Before giving your permission, make sure you understand what information will be provided, who will receive it and that the information is really needed. You may wish to discuss what information is to be released before giving your consent.
- You have the right to review and have explained to you all information pertaining to you in your file or medical record.



PATIENT RIGHTS AND RESPONSIBILITIES

The UC Merced Student Health Services (SHS) staff are pleased to work with you to maintain your wellness. We are available to give advice on how you can stay healthy and to treat and assist you recover from illness and injury. We can work together more effectively if we know what to expect from each other. This is a summary of your rights and responsibilities as a user of our services.

YOUR RIGHTS

DIGNITY

- You have the right to have your dignity recognized and respected.
- You have the right to the same consideration and respect as anyone else, regardless of your race, age, beliefs, gender or lifestyle.
- You should expect our staff to have concern for your individual needs and feelings.
- You should expect that all health care providers will introduce themselves and will address you according to your preference.

SERVICE

- You should expect that your reasonable request for service will be met. If SHS or university policies or situations beyond our control prevent us from meeting your request, you have the right to a clear explanation of the reason.
- You have the right to refuse service, proposed tests or treatment. You should expect that we will explain the anticipated medical consequences if you refuse care. You will be expected to sign a statement refusing care.
- You have the right to designate someone to make healthcare decisions for you. This is a legal document known as an advance directive. This would be used if you become unable to make medical care decisions or prefer someone else to be your decision maker.
- You have the right to refuse to participate in any clinical research studies or to refuse an experimental treatment, without fear of adversely affecting the care you receive.
- You have the right to change providers. We have a number of health care providers and they have a wide variety of practice styles in order to meet the expectation of all students.

UNDERSTANDING YOUR RIGHTS

YOU HAVE THE RIGHT TO KNOW AND UNDERSTAND:

- Student Health Services procedures
- Our assessment of your medical problem.
- The tests that are being completed.
- The risks of any test(s) or procedure(s).
- Alternatives to procedures and their risks.
- If any procedures are experimental or are provided as part of a research protocol.
- The recommended treatment and its side effects and risks.
- The prospects for resolution of your problem.
- The charges for your care.
- SHS payment policies.
- How to express a complaint, compliment or suggestion.