



Rights & Responsibilities

As a patient or client at University Health Services (UHS), you have certain basic rights and responsibilities.

You have the right to:

- be treated with dignity, consideration, and respect without regard to your race, religion, national origin, age, sex, sexual orientation, or ability, or any other characteristic;
- privacy and confidentiality;
- receive high-quality, humane treatment that respects your opinions and beliefs;
- know the name, title, and professional qualifications of person(s) providing your care;
- refuse care or observation by persons in a learning situation;
- receive assistance and/or accommodation if you have a disability or need an interpreter;
- be part of health care decisions;
- receive information regarding your condition and recommended treatment that is complete, to the degree known, and presented in a way that is understandable to you;
- refuse treatment to the extent permitted by law, and to be informed of the potential consequences of any such action;
- voice complaints or suggestions regarding the care you receive;
- choose or change your health care provider;
- receive complete information and explanation if you are referred or your care is transferred to another health care provider or facility;
- refuse to participate in research studies;
- receive information about your bill;
- designate someone to make healthcare decisions for you in the event you are unable to;
- request information about UHS Policies and Procedures;
- receive copies of and examine your clinical record and billing record;
- receive information about and assistance with Advance Directives.

You have the responsibility to:

- treat UHS professional and support staff, trainees, volunteers, and other patients/clients with respect and consideration;
- keep your UHS appointments or cancel as far ahead as possible so that services are available to others;
- call or go online to schedule an appointment for all services not designated as “walk-in”;
- provide complete and accurate information about your health;
- tell your clinician or counselor about any changes in your health;
- ask questions if you do not understand your condition or treatment plan;
- be part of health care decisions;
- inform your provider about any Advance Directives;
- tell your provider if you are not able or willing to follow the recommended treatment plan;
- express your concerns and suggestions about your care;
- promptly pay any UHS bills.