

PATIENT BILL OF RIGHTS AND RESPONSIBILITIES

The University of Florida Student Health Care Center (SHCC) recognizes its responsibility to respect the basic human rights of patients who seek treatment here, regardless of race, creed, national origin, sexual orientation, gender identity or sources of payment for care. The SHCC actively encourages patients to assume responsibility for their own health and welfare. In order for health care to be effective, the patient and the health care team must form a partnership, with both working together for a common goal. As such, the SHCC observes the following:

Rights and Responsibilities of ALL SHCC Patients:

1. SHCC patients are treated with respect, consideration and dignity.
2. SHCC patients are provided with appropriate privacy, including protection from access to their confidential information from faculty and staff who are not responsible for direct health care, and by other students working at the health service.
3. Disclosures of information and records of SHCC patients are treated confidentially. SHCC patients are given the authority to approve or refuse release of records and information in compliance with applicable laws of the State of Florida and the federal government.
4. SHCC patients are provided, to the degree known, complete information regarding their diagnosis, treatment and prognosis. When concern for a patient's health makes it inadvisable to give such information, it is provided to a person designated by the patient or to a legally authorized person.
5. SHCC patients are given the opportunity to participate in decisions involving their health care, whenever possible.
6. Information is available to SHCC patients and staff concerning:
 - a. SHCC policy on the rights and responsibilities of patients.
 - b. Eligibility of patients for services, defining services covered by prepaid student fees and those requiring additional fees.
 - c. Services available at the SHCC and how to use them.
 - d. Provisions for emergency care during and after hours.
 - e. Payment policies for pharmacy and additional services fees.
 - f. SHCC patients' right to refuse to participate in experimental research.
 - g. Conduct and responsibilities of patients, including the consequences of refusing treatment or not complying with therapy.
 - h. Methods for expressing grievances and suggestions to the SHCC.
 - i. Policy on the treatment of a minor not accompanied by an adult, consistent with applicable federal and state regulations.
 - j. Advance directives, as required by state or federal law and regulations.
7. SHCC patients have a right to competent, humane treatment, with appropriate respect for their opinions and beliefs in the process of receiving health care.

8. SHCC patients are informed of their right to change primary or specialty health care providers if other health care providers are available.
9. SHCC patients have the right not to be misled by marketing or advertising regarding the competence or capabilities of the SHCC.
10. SHCC patients have the responsibility to give the health care provider complete and full information on their health status and/or behaviors that is pertinent for medical care, and to cooperate fully in treatment planning and follow-up. These responsibilities include asking sufficient questions of the health care providers, making use of available information and health education concerning their own health, and showing respect for the health care personnel.
11. SHCC patients have the responsibility to use identified methods of expressing grievances and suggestions, whenever indicated, rather than remaining silent, in order to assist the SHCC in improving the quality of SHCC health care and educational services.
12. SHCC patients have the responsibility to keep appointments or to telephone the SHCC when a scheduled appointment cannot be kept.
13. SHCC patients have the responsibility to abide by Student Health Care Center policies and regulations.

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