

## Patient Rights and Responsibilities

### As a patient, you have rights:

**Respectful and Considerate Care:** You will be treated with respect, consideration, and dignity. You can expect that your cultural and personal values and beliefs, as well as your personal convictions, psychosocial values, and preferences will be taken into account when you seek help. The convictions and beliefs of Vandal Health Clinic (VHC) personnel will not adversely affect your right to appropriate care. You have the right to express your values and beliefs and to exercise any spiritual and cultural beliefs that do not interfere with the delivery of patient care or the well-being of others.

**Reasonable Access to Care:** You will have reasonable access to any care, treatment, and accommodations that are offered by the Clinic in accordance with its scope of practice and that is medically advisable; regardless of your race, color, ethnicity, national origin (including limited English proficiency and primary language), creed, culture, religion, sex (including pregnancy), sex characteristics, sexual orientation, gender identity or expression, physical or mental disability, age, status as a disabled veteran, having an Advance Directive or ability to pay for care (socioeconomic status). Discrimination on the basis of any of the above is prohibited.

**Feedback:** You may make suggestions or state grievances regarding VHC services. To give us feedback, contact the Vandal Health Clinic Compliance Office:

[VHC-Compliance@uidaho.edu](mailto:VHC-Compliance@uidaho.edu)

Or by mail:

Vandal Health Clinic Compliance Office  
University of Idaho  
875 Perimeter Drive MS 4201  
Moscow, ID 83844

**Personal Privacy:** At check-in we will verify your identity and will discuss your personal information only to the extent necessary to prepare for your appointment. Your evaluation and treatment will be conducted in private, and your health information will only be shared as needed in accordance with our Notice of Privacy Practices.

**Understandable Communication:** We will provide interpreter services so you can effectively communicate with VHC personnel and understand the care you are receiving.

**Informed Decisions:** You have the right to participate in decisions about your healthcare. You, persons authorized by the you, including a registered domestic partner and/or your legally authorized decision-maker(s) have the right, in collaboration with their provider, to be informed and make decisions involving their healthcare. This includes resolving problems with care, the right to accept medical care, or to refuse treatment to the extent allowed by law, and to be informed of the medical consequences of such refusal.

**Safe Environment:** You have the right to receive care in an environment free from abuse or neglect. Medical chaperones are available upon request and in accordance with VHC policy. You may also have a family member, friend, partner, or surrogate decision-maker present at appointments provided it does not interfere with the provision of care/services.

**Second Opinions:** You have the right to seek second opinions regarding diagnosis or treatment. This includes seeking consultation with other VHC providers and the right to change to another qualified provider if available. Consultation outside VHC is the financial responsibility of the patient.

**Financial Transparency:** You have the right to request and receive an itemized and detailed explanation of your bill for services rendered.

**Choice of Referral:** For any additional services recommended by VHC providers, such as lab testing or x-rays, you may be referred to a healthcare provider of your choice; even in cases where the service is otherwise available to be provided by VHC. Patients assume full financial responsibility for any referred services. Patients may have prescriptions sent to a pharmacy of their choice.

**As a patient, you also have responsibilities and roles:**

**Patient Responsibilities**

**Good Conduct:** Show courtesy and respect to VHC health care providers, staff, student trainees, volunteers, as well as other patients and students.

**Provide Information:** Complete and accurate, to the best of your ability, about your health. Including any medications, over-the-counter products and dietary supplements, allergies or sensitivities, and any chronic conditions. Inform your provider about any living will, medical power of attorney, or other directives that could affect your care.

**Follow Your Treatment Plan:** As prescribed by your provider, and participate in your own care by helping develop that plan.

**Provide Safe Transport:** Provide a responsible adult to transport you home and remain with you when directed by your provider or indicated in discharge instructions.

**Data Security:** Not lend your personal identification (i.e., student ID card) to others. Lending your ID card may lead to inaccurate or false entries in your medical chart. It may also qualify as health care fraud subjecting you to civil or criminal liability.

**Keep Your Appointments:** If you are unable to do so, cancel or reschedule as far in advance as possible, so that another student needing care may be seen.

**Manage Medication:** Take any prescribed medication as directed. Properly safeguard all prescribed medications and do not give medication prescribed for you to others.

**Communication:** Notify your healthcare provider if your condition worsens or does not follow the expected course. We will contact you if there are unexpected results from any tests.

**Patient Roles**

Being involved and informed in your healthcare and treatment decisions helps you understand your treatment and may lead to better outcomes. Some things you can do include:

**Prepare:** List your main concerns or questions before your visit and bring them up during the visit.

**Ask:** Speak up if you have any questions about your diagnosis, tests, treatments, and follow-up.

**Repeat:** Summarize key points discussed during the visit to make sure you and your provider are on the same page.

**Take Action:** If barriers prevent you from following your provider's recommendations, let them know. Ask for written instructions, if needed. Be engaged and take ownership of your health and wellbeing.