

# CAMPUS HEALTH SERVICES

## PATIENT RIGHTS AND RESPONSIBILITIES

### **ORGANIZATIONAL INFORMATION**

1. Students/Patients are responsible for understanding the scope and range of available services and make appropriate use of these services and related provider time
2. Information about Campus Health Services operations including hours of service, provision for after-hours care and fees and payment policies are posted in the Student Health Center, on the website and distributed in patient mailings and handouts as applicable
3. University of Louisville Campus Health is equipped with a Provider-on-Call (through our main number) anytime when the clinic is closed. If the provider on call is unable to assist with the current complaint, instructions are provided on what to do next. These instructions may include calling the provider on call, 911 and/or going to the nearest emergency room.
4. Students/Patients are responsible for asking their care provider for help or clarification when they do not understand medical words or details about their care plan
5. Students/Patients are responsible for following their care plan. If students are unable/unwilling to follow their care plan, then they are responsible for telling their provider and/or staff. The students care team will explain the medical outcomes of not following their recommended treatment. Students are responsible for the outcomes of not following their care plan.
6. Students/Patients are responsible for providing a responsible adult to provide transportation home and to remain with him/her as directed by the provider or as indicated on discharge instructions.
7. Students/Patients are responsible for following their care facility's rules and regulations

8. Students/Patients are informed of the responsibility to behave respectfully toward all health care professionals and staff, as well as other patients and visitors
9. Students/Patients are responsible for meeting their financial obligation to the facility (e.g., charges incurred / and charges not covered by insurance.)
10. Students/Patients are responsible for keeping their appointment at the scheduled time or notifying SHS staff if they cannot keep it by rescheduling or canceling the appointment through the electronic scheduling system or by calling CHS.

### **SCOPE OF SERVICES & PROCEDURES GUIDELINES**

1. The hours and days during which The University of Louisville Campus Health Services is open for business will be posted in public view.
2. After usual hours of operation, the Health Center has a phone answering service with a message that advises callers of the Health Center's hours and informs patients to contact the provider on call, pages provider on call.
3. The character and scope of services to be rendered at the Center will be consistent with standard community practices and within state regulations for Ambulatory Health Centers. This Center is a distinct entity that operates exclusively for the purpose of providing health services to patients not requiring hospitalization.
4. All personnel rendering services to patients in the Health Center will be licensed or certified as required by the State.
5. All patient care rendered should conform to University and Kentucky standards.
6. The equipment and various appliances used in rendering care to the patients will be inspected at regular intervals and testing and calibration of the

equipment will be undertaken at regular intervals. Records of these inspections will be maintained and made available for review.

7. A list of procedures for the Health Center can be available to the public

8. In general, the space and equipment for any necessary service should meet or surpass the requirements for licensure and certification

9. All patients scheduled for a procedure at The University of Louisville Campus Health Services must have been thoroughly evaluated by a physician, podiatrist, dentist, or other appropriate practitioner. The Medical Director, or his designee, may cancel a scheduled procedure based on appropriate medical judgment that the patient is an inappropriate candidate for the Health Center setting. Services will not be rendered to incoming "emergency" patients at the Health Center.

### **PRIVACY**

1. Follow Health Center policy for patient confidentiality

2. Privacy is maintained at check-in. Patients have direct check-in to single administrative person. Separate check-in station available should student want an increased privacy for sign-in

3. Curtains or doors will be closed, as necessary, whenever a patient is present

4. Conversations in the clinical areas will be completed in a low tone of voice to promote privacy

5. Discussions regarding specific patient care issues will be conducted in private whenever possible. If it is necessary to discuss patient issues in a public area, patient's name will be kept confidential

6. When examining or performing a procedure on a patient, provide an environment that is least threatening for patient and to preserve their dignity

### **PATIENT RIGHTS**

Each patient treated at the University of Louisville Campus Health Service has the right to:

1. To safe, high-quality, medical care without discrimination, that is compassionate and respects students' personal dignity, values, beliefs, and that is in terms students can understand

2. To participate in and make decisions about own care and pain management, including refusing care, to the extent permitted by law. Students care provider (such as a doctor or nurse) will explain the medical consequences of refusing recommended treatment

3. Patient care is provided in designated areas designed for visual and auditory privacy. The Student Health Center Privacy Notice for management of protected health information (PHI) is specifically available to all patients upon check in and on the website and is covered in detail in the Privacy Practices policy

4. To have their illness, treatment plan, alternatives and outcomes explained in a way that they can understand, including in their native language if at all possible

5. To have interpretive services as needed

6. To the degree that is known, patients are provided with information concerning their diagnosis, evaluation, treatment and prognosis. When it is medically inadvisable to give such information to a patient, the information is provided to a person designated by the patient or to a legally authorized person

7. To know the name(s), role(s) and credential (s) of their care team members. Students have a right to ask for a second opinion or change providers if other qualified providers are available

8. To have the opportunity to participate in the decisions involving their health care, except when such participation is contraindicated for medical reasons

9. To know the services provided by Campus Health Services

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10. To request that a family member, friend, and/or physician be notified that the student is under our care
11. To receive any visitors whom the student designates, including, but not limited to, their spouse, a domestic partner (including a same-sex domestic partner), another family member, or a friend. However, it may become clinically or otherwise reasonably necessary, due to a patient's care, safety, or well-being, to impose restrictions on visitation
12. To a complete explanation if the student will be transferred to another facility or organization, including alternatives to the transfer
13. To receive information about continuing health care at the end of the visit
14. To know the policies that affect the students care and treatment
15. To participate in research or decline to participate in research. The student may decline at any time without compromising their access to care, treatment, and services
16. To privacy, private and confidential treatments, communications, and medical records, to the extent permitted by law. Patients are provided appropriate privacy at areas for Check-In and in the exam, evaluation, and treatment rooms
17. To access their medical records in a reasonable timeframe, to the extent permitted by law
18. To know about fees and to receive counseling on the availability of resources to help students pay for their healthcare
19. To access advocacy, and a right to be free from abuse
20. To have interpretive services if needed
21. University of Louisville Campus Health Services Form HC 810 Patient Rights and Responsibilities is posted in all CHS lobbies, as well as on the Student Health Center website
22. All on duty Campus Health Services staff members wear nametags including name and title. A list of career staff, including name and title, is posted on the Student Health Center website
23. Information about Campus Health Services operations including hours of service, provision for after-hours care and fees and payment policies are posted in the Student Health Center, on the website and distributed in patient mailings and handouts as applicable
24. Information about how to communicate regarding: compliments, suggestions or concerns about Campus Health Services is included in the posted Rights and Responsibilities. Quick Comment forms are available in the lobbies; patient satisfaction surveys are conducted regularly, and results shared with staff; opportunity for patient feedback is available on the Campus Health Services website. See Quick Comment and Patient Satisfaction Survey policies for more information
25. Any patient wishing to communicate directly with Administration regarding compliments, suggestions or concerns may see the Executive Director, Medical Director or designated manager by requesting an appointment. Contact information is available on the posted Patient Rights and Responsibilities and on the website
26. If, during the course of your care at the University of Louisville Student Health there is a problem or concern you wish to share regarding care, treatment, services, or patient safety, simply ask to speak with a supervisor, or call the Medical Director at 502-852-6479. Your problem will be investigated and addressed
27. If you have complaints about Medicare, Medicare providers, Medicare processing, etc, contact the Medicare Ombudsman. The Medicare Ombudsman's e-mail address is [Medicareombudsman@cms.hhs.gov](mailto:Medicareombudsman@cms.hhs.gov).