

MARYMOUNT UNIVERSITY

PATIENT RIGHTS & RESPONSIBILITIES

As a patient, you have the right to:

- ◆ be treated with respect, consideration, dignity, and courtesy during all interactions
- ◆ have discussions, examinations, and treatments conducted in a private, safe environment
- ◆ expect that protected health information (PHI) will be kept confidential per Marymount University, state, federal regulations and released to a third party only with the patient's written consent or required by law
- ◆ be informed of the identity and credentials of the health care professional providing services
- ◆ actively participate in decisions concerning your health and the care you receive
- ◆ request communication in a language that improves understanding
- ◆ a clear explanation of diagnosis, prognosis, methods of treatment and alternatives to treatment
- ◆ ask questions of your healthcare provider
- ◆ receive information on patient rights, patient responsibilities, data contained in your medical record, services, hours of operation, and provisions for after-hours care and emergency coverage
- ◆ choose or change providers (depending on availability) within the Student Health Center (SHC)
- ◆ receive information about and explanation of fees for services and payment policies
- ◆ refuse treatment or leave the SHC against medical advice to the extent permitted by law and be informed of the consequences of making that decision
- ◆ express concerns directly to the Director of the SHC or any staff member of the health center
- ◆ know if treatment involves experimental or research methods and the right to refuse to participate
- ◆ request Advance Directive Material from the state of Virginia and have the Student Health Center honor the Advance Directive, unless otherwise countermanded by the patient

As a patient, you have the responsibility to:

- ◆ be respectful of others—SHC staff, providers, and other patients per the Marymount University Student Code of Conduct
- ◆ present a photo ID card and insurance card to SHC staff at check-in
- ◆ have a basic understanding of the benefits of your insurance plan and contacting the member services department of that plan if you have questions
- ◆ provide complete, accurate and necessary personal information to complete your medical record, including your required SHC medical form
- ◆ notify the staff if there are communication barriers regarding your health care
- ◆ follow the treatment plan given by the healthcare provider and ask questions if you do not understand the explanation of your diagnosis, treatment or any instructions
- ◆ pay any charges related to healthcare services at time of service and accept personal financial responsibility for any charges not covered by insurance
- ◆ take responsibility for actions and outcomes if you refuse treatment or care or do not follow the health care professional's instructions
- ◆ provide notification that an advance directive has been made
- ◆ abide by SHC rules and regulations
- ◆ act in a courteous manner, showing respect to health care personnel and other patients by refraining from eating, drinking, and using cell phones while in the health center
- ◆ provide a responsible adult for transportation home from the SHC and remain with you for 24 hours, if required by provider

The Student Health Service team will be better prepared to improve upon service delivery if they are informed of concerns about the care you receive or interactions with staff. Your comments and ideas can be submitted in person, online or in writing, and are both welcomed and appreciated. Our Director welcomes conversations with patients and parents and can be contacted at 703-284-1610 during business hours.

