



Health Services Patient Rights and Responsibilities

Your Rights as a Patient

As a client in the University of Akron's Health Center, you are entitled to certain rights as a patient of health care. The following is a list of your rights.

1. Patients will be treated with dignity, respect, courtesy and privacy. Health care is given regardless of race, religion, sex, national origin, age, lifestyle, or illness.
2. Patients will be greeted by name and receive an explanation of Health Services routines, policies, and facilities where appropriate.
3. All Health Services professionals will wear identification including name and title.
4. Patient care will be provided by health care professionals who are qualified through education, experience and training, to carry out care plans for which they are responsible. This can include the use of appropriate personnel inside and outside of Health Services as well as community resources.
5. Patients will receive necessary health care education and/or counseling so that they will understand and be informed of the plan for their care, including an explanation of procedures, medications, and treatments ordered.
6. Patients will have physical access if physically or visually impaired, and will have effective communication with staff regardless of impairment.
7. Appointments will be on time.
8. Patient disclosures and records are treated confidentially, and, except when required by law, clients are given the opportunity to approve or refuse their release.
9. Patients are provided, to the degree known, complete information concerning their diagnosis, treatment, and prognosis. When it is medically inadvisable to give such information to a client, the information is provided to a person designated by the client or to a legally authorized person.
10. Patients can refuse any treatment that is not understood or not wanted.
11. Assist the health provider in compiling a complete record authorizing Health Services to obtain necessary medical information from appropriate sources when needed
12. Patients have an opportunity to discuss with the health care provider their needs (physical, emotional or spiritual) and to participate, along with their family, in their individual health care plan and address any questions or problems about their medical care.
13. Patients are informed of their right to change health care providers.
14. Advertising regarding competence and capabilities of Health Services staff is not misleading to patients.
15. Information is available to patients and staff concerning:
 - a. patient rights listed above
 - b. patient conduct and responsibilities
 - c. services available
 - d. provision for after-hours care
 - e. fees for services
 - f. patient's right to refuse to participate in experimental research
 - g. methods for expressing grievances and suggestions to the organization
16. You can expect the Health Services professional to be your advocate.
17. Patients can expect the RN/NP is to be responsible for informing the Health Services physician or other health care provider of changes in their condition.
18. Patients will receive basic nursing care including concern for personal hygiene and safety, nutrition, activity, rest and comfort according to their needs.



Health Services Patient Rights and Responsibilities (continued)

Your Responsibilities as a Patient

The following is a list of your responsibilities.

1. Provide your health care provider full information about your illness or health problem to allow proper evaluation and treatment.
2. Ask sufficient questions to ensure an understanding of your illness or health problem.
3. Follow your provider's recommendations for continuing care including medication and follow up evaluations.
4. Show courtesy and respect to health care personnel and to the other patients.
5. Never lend your personal identification to others for use to obtain health care.
6. If necessary, cancel or reschedule an appointment as far in advance as possible, so that the time may be given to someone else.
7. Promptly fulfill financial obligations to Health Services.
8. Never give medication prescribed for you to others.
9. Communicate with your health care provider if your condition worsens or does not follow the expected course.
10. Never give false information to your health care provider.
11. Only seek services during periods you are a registered student at The University of Akron.
12. Help Health Services improve its services and environment by providing feedback about service needs and expectations.

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