RIGHTS OF PATIENTS

- Your privacy will be protected. Your examination, treatment and discussions with your clinicians will be kept confidential by the health care providers involved with your care. Also, all communications and records pertaining to your medical care will be held in strict confidence. You may approve or refuse the release of your medical record to any individual outside the facility, except as otherwise provided by law or a third party contract.
- You will be treated with consideration and respect.
- You will know the identity and professional title of the person(s) providing care for you at Campus Health Services.
- All patients have the right to have a chaperone of the same gender present during any medical examination or procedure.
- You will receive, from your clinician, complete and current information about the diagnosis, treatment and prognosis of your condition in terms that you can understand. You have the right and responsibility to participate in decisions involving your health care.
- You have the right to refuse treatment to the extent permitted by law and to be informed of the potential consequences of any such action.
- You will be seen by the clinician of your choice whenever possible.
- You have the right to expect reasonable continuity of care within the limitations of available appointment times and clinicians.
- If it is medically appropriate to refer or transfer you to another health care facility, you will receive complete information and explanation concerning the need for, and alternatives to, such a referral or transfer.
- You will receive an explanation of any bill that you receive from Campus Health Services (if you request an explanation).
- The medical record is documentation of your treatment and procedures done at the Campus Health Services and is the property of Campus Health Services. If you wish to know about the contents of your medical record, transfer your records, or desire a copy, please ask the Medical Records Department.
- If you have any concerns regarding your patient rights, please contact Julie Ryan, Executive Director, (928) 523-9658, or julie.ryan@nau.edu

Patients have responsibilities as well as rights. Patients can help themselves by being responsible in the following ways.

RESPONSIBILITIES OF PATIENT

- You are responsible for keeping your appointments at Campus Health Services. If you cannot keep an appointment, it is your responsibility to notify Campus Health Services as early as possible so that another patient can be seen during that time. There is a charge for missed appointments.
- You have the responsibility to treat Campus Health Services staff and professionals with respect and consideration.
- You are responsible for being honest and direct related to your health care.
- You are responsible for understanding your health problems. If you do not understand your illness or treatment, it is your responsibility to ask your clinician for further explanation.
- It is your responsibility to tell your clinician if you are not able or willing to follow the treatment plan prescribed for you.
- It is your responsibility to know the names and uses of the medications you are taking.
- It is your responsibility to inform your clinician of any changes in your health.