

# Patient Rights and Responsibilities

**FIT Health Services is committed to maintaining the rights, dignity and well-being of its patients. The following Patient Rights and Responsibilities are designed to establish an equal and effective partnership between healthcare providers and patients, which will enable FIT Health Services to promote and protect the health care possible for its patients.**

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## PATIENT RIGHTS

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- Patient has the right to privacy, the right to be treated with respect, consideration and dignity, the right to confidentiality of health care information.
- Patient has the right to be provided with complete information, the right to participate in health care decision-making including the right to consent to or refuse treatment, the right to select a health care provider whenever possible. Patients have the right to change health care providers by scheduling with a different provider. Patients have the right to information regarding Advance Care Directives.
- Patient has the right to be treated in a safe setting regardless of age, gender, race, national origin, religion, sexual orientation, gender identity, or disabilities.
- Patient has the right to receive care in a safe environment free from all forms of abuse, neglect, or mistreatment.
- Patient has the right to be called by their preferred name, pronoun and to be in an environment that maintains personal dignity and adds to a positive self-image.
- Patient has the right to be told the names of doctors, nurses, and all health care team members directing and/or providing care.
- Patients are given the opportunity to participate in decisions involving health care, except when such participation is contraindicated for medical reasons.
- Patient has the right to be told, by their healthcare provider, about their diagnosis and possible prognosis, the benefits and risks of treatment, and the expected outcome of treatment, including unexpected outcomes. 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.
- Patient has the right to give written informed consent before any non-emergency procedure begins.
- Patient has the right to select and/or change their healthcare provider if other qualified providers are available.
- Patient has the right to access care easily and in a timely fashion.
- Patient has the right to be free from restraints and seclusion in any form that is not medically required.
- Patient can expect full consideration of privacy and confidentiality in care discussions, exams, and treatments. The patient may ask for a chaperone during any type of exam.
- Patient has the right to access protective and advocacy services in cases of abuse or neglect. FIT Health Services will refer the student to the title IX Coordinator or Public Safety Department.
- Patient and the patients' family and friends, with the patients' permission, have the right to participate in decisions about the patient's care, treatment, and services provided. This includes the right to refuse treatment to the extent permitted by law, except when such participation is contraindicated for medical reasons. If the patient decides to leave the Health Services against the advice of their healthcare provider, FIT Health Services and its healthcare providers will not be responsible for any medical consequences that may occur.
- Patient has the right to agree or refuse to take part in medical research studies. The patient may withdraw from a study at any time without impacting their access to standard care.
- Patient has the right to communication that can be understood. Information given will be appropriate to the patient's age, understanding, and language, when appropriate. If the patient has vision, speech, hearing, and/or other impairments, the patient will receive additional aids to ensure your care needs are met, whenever possible. Patients in need of accommodations will be referred to the FIT Disability Support Services (FIT-ABLE).
- Patient has the right to be involved in their discharge plan. The patient can expect to be told, in a timely manner, of discharge, transfer to another facility, or transfer to another level of care. Before discharge, the patient can expect to receive information about follow-up care that is needed.
- Patient can expect that all communication and records about their care are confidential, unless disclosure is permitted by law. The patient has the right to see or get a copy of their medical records. The patient may request an amendment to their medical record.
- Patient has the right to an individual exam room, with the exception of emergencies in the cot room, where beds are separated by a curtain.
- All consultations are to be done in an exam room, the treatment room or cot room at FIT Health Services.



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## **PATIENT RESPONSIBILITIES**

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- Patient is expected to provide complete and accurate information, including full name, address, telephone number, date of birth, Social Security number, insurance carrier and employer when it is necessary.
  - Patient is expected to provide complete and accurate information, to the best of their ability, about their health, medical history, medications, including over-the-counter products and dietary supplements, allergies and sensitivities, and any other matters that pertain to their health, including perceived safety risks.
  - Patient is expected to follow the treatment plan prescribed by their healthcare provider and to participate in their care. The patient is expected to ask questions when information or instructions are not understood. If the patient believes they cannot follow through with their treatment plan, they are responsible for informing their healthcare provider. The patient is responsible for outcomes if they do not follow the care, treatment, and/or service plan.
  - Patient is expected to treat all Health Services staff, other patients, and visitors with courtesy and respect; abide by all healthcare rules and safety regulations; and be mindful of noise levels, privacy, and number of visitors.
  - Patient is expected to provide complete and accurate information about their health insurance coverage, accept personal financial responsibility for any charges not covered by insurance, and to pay their bills in a timely manner.
  - Patient has the responsibility to keep appointments, be on time, and call their healthcare provider if they are unable to keep their appointments.
  - Patient is expected to provide a responsible adult for transportation home from FIT Health Services and this responsible adult should remain with the patient for 24 hours, if required by the healthcare provider.
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