Patient Rights and Responsibilities

At MSU Student Health Services we want you to be aware of your rights in regard to health care services. You should also be aware that along with rights come responsibilities. A set of specific patient rights and responsibilities has been identified and is posted throughout the health center, and listed below. A copy may be requested at any reception desk.

MSU SHS strives to provide health services to its patients in an atmosphere of mutual respect. This philosophy is expressed in the following policy statement.

All Patients Have the RIGHT:

- To be treated with respect, consideration, and dignity;
- To be protected from embarrassment or invasion of privacy;
- To expect that personal convictions and beliefs will be taken into account when seeking help, and that convictions and beliefs of the provider will not adversely affect appropriate care;
- To expect care given by appropriately qualified professionals;
- To complete information, to the degree known, concerning diagnosis, treatment, prognosis, and any significant treatment alternatives of the illness or health-related condition;
- To participate appropriately in decisions regarding health care;
- To have access to the information contained in the medical record, within the limits of the law;
- To confidentiality regarding disclosures in regards to records, and to the opportunity to approve or refuse, in writing, the release of information, except when required by law or when life is in danger;
- To information regarding the scope and availability of service. This includes information on services, hours of access, provisions for after-hours care, and emergency coverage;
- To information regarding fees-for-services, what services may be involved, and methods of payment;
- To full information regarding appropriate channels for expressing grievances and making evaluations;
- To know organizational policies regarding experimental research, and the right to refuse to participate in such research without jeopardizing access to care;
- To accept medical care or to refuse treatment to the extent permitted by law, and to be informed of the medical consequences;
- To have pain assessed and to have it treated.
All Patients Have the RESPONSIBILITY:

- To provide, to the best of their ability, full information needed in order to assure proper evaluation and care;
- To follow instructions concerning medications, follow-up visits, and other essential steps in their treatment plan, and to notify their provider if the plan cannot be followed or if problems develop;
- To ask sufficient questions to ensure appropriate comprehension of their illness or condition, as well as recommendations for continuing care;
- To provide feedback regarding their perception of policies of the health services, especially when there are any questions about the professional or humane quality of care given;
- To avail themselves of educational opportunities offered through Student Health Services, and to employ knowledge and experience gained towards developing a healthful lifestyle;
- To show respect for health service personnel;
- To keep appointments or notify the Health Center in advance if an appointment cannot be kept;
- To make payment, or arrangement for payment, of service fees.
- To contact their insurer to ascertain whether services are covered by their plan at Student Health Services.

Protection of Patient Rights:

Patients are encouraged to express their concerns about Student Health Services. Concerns may be brought to the attention of the Health Services Administration through the following mechanisms.

Utilize Compliment/Complaint boxes, strategically located throughout Olin Health Center and in the Neighborhood clinics.

Notify any Student Health Services staff member of their concerns.

Direct concerns personally, in writing, by telephone (517.432.0003), or e-mail (olin@msu.edu) to the Student Health Services Ombudsman.

Appeal directly to the Director, Room 107, by telephone, verbally, or in writing.

The University Ombudsman, Room 129 North Kedzie, 517.353.8830, is available to accept complaints from any student.