



Michigan State University
Student Health Services

Patient Rights and Responsibilities

Our goal is to provide excellent health care to every patient. The patient rights and responsibilities listed below have been identified to help make your health care as effective as possible, in an atmosphere of mutual respect and open communication.

All Patients Have the RIGHT:

- To be treated with respect, consideration, and dignity;
- To services, treatment, and an environment free of discrimination and harassment on the basis of age, color, gender, gender identity, disability status, height, marital status, sex, sexual orientation, national origin, political persuasion, race, religion, veteran status, or weight.
- To be protected from embarrassment or invasion of privacy;
- To choose to have a friend or family member present for emotional or other support during your visit;
- 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, and can do so through the following mechanisms.

1. Utilizing Compliment/Complaint boxes, strategically located throughout Olin Health Center and in the Neighborhood clinics.
2. Notifying any Student Health Services staff member of their concerns.
3. Directing concerns either personally, in writing, by telephone, 517.432.0003, or e-mail to the Student Health Services Ombudsman at olin@msu.edu
4. Appeal directly to the Director, Room 107, either by telephone, verbally, or in writing.
5. The University Ombudsman, Room 129 North Kedzie, 517.353.8830, is available to accept complaints from any student.

