



The University of South Alabama Student Health Center Mission Statement

The mission of the Student Health Center at the University of South Alabama is to provide quality and cost effective health care services relevant to the needs of the University community. We strive to accomplish this through health education, health promotion, and a primary care clinical practice.

PATIENT RIGHTS

- You have the right to quality health care.
- You have the right to be treated with respect, consideration, and dignity.
- You have the right to be treated in a manner that does not discriminate against any person because of age, ancestry, color, disability, or handicap, national origin, race, religious creed, sex, sexual orientation, or veteran's status.
- You have the right to request a specific healthcare professional.
- You have the right to change healthcare providers.
- You have the right to participate in decisions concerning your healthcare.
- You have the right to accurate information concerning diagnosis, treatment, and prognosis of an illness or health-related condition.
- You have the right to a second opinion or referral.
- You have the right to privacy during medical care.
- You have the right to confidentiality of all communication with staff and confidentiality of your medical record and the right to approve or refuse release of information to the fullest extent of the law.
- You have the right to refuse recommendation for medical care.
- You have the right to refuse to participate in any medical care.
- You have the right to refuse to participate in any research.

PATIENT RESPONSIBILITIES

- You have the responsibility to arrive as scheduled for appointments and to notify the Student Health Center in advance in case of canceled appointments.
- You have the responsibility to ask sufficient questions to ensure that you understand your illness or problem, as well as the provider's recommendations for continuing care.
- You have the responsibility to provide full information about your illness or problem to assure proper evaluation and treatment.
- You have the responsibility to either follow treatment and education recommendations, or accept the responsibility for the outcome.
- You have the responsibility to become informed through available printed material and/or discussion with Student Health Center staff about the scope of basic services offered, their cost, and the necessity of additional medical insurance if applicable.
- You have the responsibility to communicate with the healthcare provider if you do not respond to treatment satisfactorily.
- You have the responsibility to maintain a healthy lifestyle.
- You have the right and responsibility to bring forward suggestions or grievances about the Student Health Center. This includes the right to receive a personal response.

The Student Health Center provides every patient with optimal health care in a non-judgmental manner regardless of gender, race, sexual orientation, national origin, or disability. The Student Health Center is committed to a patient's rights and privacy. Individuals eligible to use the health service have the right to be treated with consideration, respect, and dignity. A patient has the right to seek a second opinion on his or her medical condition and to be fully informed about his or her treatment, options, and prognosis.

A patient's responsibilities include providing the healthcare provider with accurate health information as well as communicating his or her concerns openly and actively participating in his or her own care.

Written authorization from the patient is necessary to release **his or her health records**. A patient's records are protected by state and federal statutes.