



## Patient Rights and Responsibilities

### Health Services

#### Patient Rights

- To be treated with respect and dignity and to be provided with courteous, considerate care;
- To be seen at a time close to the appointment time or within a reasonable time when care is sought on a non-appointment basis;
- To be informed about the diagnoses, treatment and prognosis of the health problem in terms that can be understood;
- To question their health care provider about anything that is not understood about their care;
- To be informed of possible risks/side effects of treatment along with alternative methods of treatment;
- To know the names and levels of training of all clinicians, nurses and other staff who provide service;
- To receive confidential treatment of their disclosures and medical records, and, except when required by law, is afforded the opportunity to approve or refuse their release;
- To participate in decisions involving the health problem;
- To have access to a second medical opinion before making any decision. The patient can decide not to be treated, but must be informed of the medical consequences of refusal;
- To have all physical examinations, interviews, and discussions take place privately;
- To have an explanation of any charges for services provided;
- To expect continuity of care, both within ASU Health Services proper and when transferred to other health care providers;
- To expect that ASU Health Services will provide the necessary assistance during a ASU Health Services visit;
- To express their concern about any treatment they consider unfair. If the patient does not receive a satisfactory response from the health care provider, or if the patient has a suggestion or question about services, the patient has the right to contact any member of the Management Team or Director of ASU Health Services;
- To decline to participate in experimental research;
- To change providers by notifying the nurse, receptionist, or a designee.

#### Patient Responsibilities

- To know his/her health care provider by name and to make an effort to understand instructions including treatments proposed and medications prescribed;
- To inform clinicians of any changes in their health status that could affect their treatment;
- To adhere to a prescribed treatment plan and to discuss any objections or desired changes;
- To act in a considerate and cooperative manner with the ASU Health Services Staff;
- To ask questions and seek clarification regarding areas of concern;
- To be honest with the ASU Health Services staff, including providing information about medications being taken that have been prescribed by another health care provider;
- To weigh the consequences of refusing to comply with the instructions and recommendations;
- To assist the clinician in compiling a complete record by authorizing ASU Health Services to obtain necessary medical information from appropriate sources;
- To keep appointments on time;
- To cancel appointments only when necessary and far enough in advance so that other patients might utilize that time;
- To complete a health history or other health related paperwork and ask for clarification when needed;
- To carefully follow the health provider's instructions and to take the medicines as directed.