



Student Health Services | West Chester University | West Chester, PA 19383
610-436-2509 | fax: 610-436-3148 | wcupa.edu/StudentHealthServices

Patient Rights and Responsibilities

At West Chester University of Pennsylvania Student Health Services, our goal is to provide quality health care to every patient.

All Patients have a Right to the following: Considerate and Respectful Care:

1. Patients have the right to receive quality health care that includes dignity and respect for their cultural, physical, psychosocial, spiritual, educational, personal values, beliefs and preferences
2. Patients have the right to receive services on a nondiscriminatory basis without regard to race, religion, sexual orientation, gender identity or expression.
3. Patients have a right to receive care in a safe, secure, private setting and to be free from all forms of abuse, neglect or harassment and exploitation

Communication and Information about your Care: You have the right to:

1. Know the name of the provider who has primary responsibility for your care, and the identity and function of all individuals providing care, treatment, and services.
2. Request a specific health care provider at SHS. The SHS clinician staff includes physicians, nurse practitioners, and registered nurses.
3. Be communicated within a manner that is clear, concise, and understandable.
4. Be provided with alternative communication if you have vision, speech, hearing, and cognitive impairments through assistance of the Office of Services for Students with Disabilities. Student Health Services will make a reasonable attempt to identify the need for assistance with language barriers.

Quality Care and Delivery of Service: You have the right to:

1. Receive care in a safe and secure environment that incorporates current standards of practice for patient environmental safety, infection control, and security.

2. Be free from all forms of mental, physical, sexual, and verbal abuse, neglect, and exploitation.
3. Know what services the Student Health Center Provides. See Student Health Services web page at wcupa.edu/_services/studentHealthServices/
4. Receive high-quality care based on professional standards that are continually maintained and reviewed.
5. After Hours Care:
 - On Campus Students, call Public Safety at #610-436-3311.
 - Off Campus Students needing Urgent Immediate Care, call 911.
 - If this is a non-urgent matter, please contact Student Health Services for hours at 610-436-2509 or on the web at wcupa.edu/_services/studentHealthServices/

Local Health Care Services (Subject to Change)

- **Penn Medicine, Chester County Hospital Emergency Department:** 701 East Marshall Street, West Chester, PA 19380 #610-431-5000
 - **AFC Urgent Care-West Chester Family Medical Practice, Emergency and Urgent Care** 510 E. Gay Street, West Chester, Pa #484-463-0123
 - **Patient First Downingtown:** Emergency and Urgent Care, 967 E. Lancaster Ave. Downingtown, Pa 19335 #484-593-5160
 - **CVS Minute Clinic:** 760 Miles Road, West Chester, Pa #610-429-3477
- “This list has been developed for your convenience and is not intended to be a complete list of facilities that provide urgent care services. Provision of this list does not constitute an endorsement by Student Health Services or its staff of any facility.”

Participation in Care: You have the right to:

1. Participate in decisions concerning your health care except in the rare circumstance when your participation is against the best medical practice and therefore is potentially harmful to you.
2. Be involved in all aspects of care and take part in decisions about care. When it is medically inadvisable to provide information to you, the information is provided to a person designated by you, or to a legally authorized person.
3. To the degree that it is known, be provided with information concerning diagnosis, evaluation, treatment, and prognosis.
4. Be informed about proposed care options including the risks and benefits, other care options, what could happen without care, and the expected outcome(s) of any medical care provided, including any outcomes that were not expected.
5. Request care. This right does not mean that you can demand care or services that are not medically needed or a service we do not provide.
6. Participate in the consideration of ethical issues surrounding your care.

7. Receive a prompt and safe transfer to the care of others, i.e. ED, Urgent Care, Specialist, when UHS is not able to meet your request or need for care or service. Patients have the right to know why a transfer to another health care facility might be required, as well as to learn about other options for care.
8. Student Health Center health care providers are responsible for making the decision to call an ambulance for immediate/urgent transfer to a hospital while also being mindful of expenses and financial hardship of the patient. In these instances, SHS will work with the patient, patient's family/ responsible adult regarding transport if it a non-urgent matter or patient is stable for transport.
9. Receive assistance to obtain consultation with another provider at your request and own expense.

Consent to or Refuse Care: You have the right to:

1. Give informed consent. Except for emergencies, the provider must obtain the necessary informed consent prior to the start of any procedure or treatment or both. This information shall include the name of the person performing the procedure or treatment, a description of the procedure or treatment, the medically significant risks involved, alternate course of treatment or non-treatment, and the risks involved in each.
2. Refuse any care, therapy, drug, treatment, or procedure that a provider is recommending. The provider will discuss the medical consequences of such refusal. There are times when care must be provided by law or regulation.
3. Give consent for SHS providers and/or staff to take photos, make recordings, or film, if the purpose is for something other than patient identification, care, diagnosis, or treatment.

Privacy: You have the right to:

1. Check-in, be interviewed, examined, treated and have care discussed in places designed to protect privacy.
2. Expect all communications and records related to care to be treated as confidential except as otherwise provided by law or third-party contractual arrangements.
3. Receive written notice that explains how personal health information will be used and shared with other health care professionals involved in your care. See "Notice of Privacy Practices" Compliance Form emailed to each student on admission to WCU.
4. Be informed about any circumstances in which information about you must be disclosed or reported due to law or regulation.
5. Limit who can receive information about you, including demographic information, your presence or location in the clinical area or information about your medical condition.
6. Approve or refuse release of information to the fullest extent provided by law.

Medical Record: You have the right to:

1. Access all information contained in your medical record other than psychotherapy notes, unless access is restricted by the attending provider for medical reasons.

2. Request a copy of your medical record (note: there may be a fee for the copying of the medical record). If you feel that the information is incorrect, you may request that the information be amended. SHS may deny the request to amend information under certain specific circumstances as permitted by law.

Financial Charges: You have the right to:

1. Examine and receive a detailed explanation of your bill.
2. Be provided information regarding fees for most services provided by Student Health. Fees for the most common services are posted online at wcupa.edu/_services/studentHealthServices/ and in the Health Center waiting room.
3. Receive information on the availability of known financial resources to help you with payment of healthcare bills, i.e. insurance.

Complaints/Grievances/Feedback: You have the right to:

1. Voice complaints/grievances/feedback, either verbal or written, regarding your care and recommend changes without being subject to coercion, discrimination, reprisal or unreasonable interruption of care, treatment or services.
2. Have the complaint and/or grievance be addressed in a timely and reasonable manner. Those complaints and/or grievances regarding situations that endanger the patient are reviewed immediately.
3. Be provided with SHS's determination regarding the complaint/grievance
4. Suggestion/Collection box with index cards attached located in the reception area of the Student Health Center

All patients have a Responsibility to the following:

Provision of Information: Patients must provide, to the best of their knowledge, accurate and complete information about:

1. Present complaints
2. Past illnesses
3. Hospitalizations
4. Medications (including over-the-counter products/dietary supplements)
5. Allergies or sensitivities
6. Living will, medical power of attorney or other directives, if necessary
7. Any other matters relating to the patient's health.
8. Patients must report perceived risks in their care and unexpected changes in their condition.

Ask Questions:

1. Patients must participate in their care and ask questions when they do not understand their care, treatment, and service or what they are expected to do. The patient is

responsible for reporting whether they clearly comprehend a contemplated course of action.

2. Patients must become informed, through available printed and/or electronic material and/or discussion with Health Service staff, about the scope of basic services offered, their cost and the necessity for medical insurance.

Follow Instructions:

1. Patients must follow the agreed-upon care, treatment and service plan developed. They are expected to help the providers, nurses and allied health personnel in their efforts to care for the patient by following their instructions and medical orders.
2. Patients should express any concerns about their ability to follow the proposed care plan or course of care, treatment or services. SHS makes every effort to adapt the plan to specific needs and limitations of the patient. When such adaptations to the care, treatment or service plan are not recommended, the patient is informed of the consequences of the care, treatment and service alternatives of not following the proposed course.
3. The patient is responsible for the outcomes if they refuse care or do not follow the care, treatment and service plan.
4. The patient is responsible for providing a responsible adult for transportation if indicated by their provider.

Follow Student Health Services Rules and Regulations:

1. Patients/as students of West Chester University, must follow West Chester University Student Code of Conduct
2. Patients are expected not to take drugs that have not been prescribed by their provider and administered by clinical staff.
3. Patients, patient's friends, and their families are expected to follow and adhere to all policies and procedures related to an infectious disease outbreak, including COVID-19.

Demonstrate Respect and Consideration:

1. Patients and their families or other visitors are expected to be considerate of the rights of other patients and SHS personnel.
2. Patients are expected to arrive as scheduled for appointments or notify SHS in advance in case of canceled appointments.
3. Patients and their families or visitors are expected to observe the no-smoking policy in the health center.
4. Patients and their families or visitors are expected to respect the property of other persons and that of SHS.
5. Patients are expected to maintain a healthy lifestyle and actively engage in their health care.

Assume Financial Charges:

The patient is responsible for assuming financial responsibility of payment for all services rendered through third-party payors (insurance companies), as applicable, and being personally responsible for payment of any services that are not covered by his/her insurance.