

## **Client's Rights and Responsibilities**

Longbrake Student Wellness Center

The Longbrake Student Wellness Center recognizes the basic human rights of all clients. The following measures exist.

1. To assure the clients are provided with appropriate privacy, the clinics were designed with individual examination and interview rooms.
2. Client disclosures and records are treated confidentially and except when required by law clients must approve or refuse their release. Confidentiality can be violated if an individual poses a significant threat of harm to self or others. Medical Information is discussed with the client in a confidential manner.
3. Clients are provided information concerning diagnosis, treatments, and prognoses. They are encouraged to participate in decisions involving their health care. If a client refuses treatment or appropriate referral, after discussion of the importance of treatment and the consequences of lack of treatment, a refusal of treatment form should be signed by the student. The provider should urge the client to seek health care elsewhere. These facts should be documented.
4. Clients have the right to change primary health care providers if they choose.
5. Client's satisfaction with services and referrals is assessed.

Client's rights:

1. To receive considerate and respectful care at the Longbrake Student Wellness Center.
2. To receive an explanation of diagnosis, treatment, and prognosis in terms you can understand.
3. To receive the necessary information to participate in decisions about your care and to give your informed consent
4. To refuse treatment, except as prohibited by law, and to be informed of the consequences of making this decision.
5. To expect that medical records will be kept confidential and will be released only with your written consent, or in subpoenas. Confidentiality can be violated if the individual poses a significant threat of harm to self or others.
6. To know the names and positions of people involved in your care by an official nametag.
7. To a full explanation of any research or experimental procedure proposed for treatment and the opportunity to give informed consent before procedure will begin.
8. To ask and receive an explanation of any charges that may be made by the LSWC, even though they may be covered by insurance.
9. To obtain another medical opinion prior to any procedure.
10. To review any medical records created and maintained by the LSWC regarding your care and treatment.

Clients are responsible for:

1. Providing accurate information about your past health history.
2. Asking questions if they do not understand the diagnosis, treatment or prognosis.
3. Providing the necessary personal information to complete their file.
4. Any charges billed to student.
5. Following rules and regulations that are posted within the LSWC.
6. Being aware and abiding by insurance regulations