



AUGUSTA UNIVERSITY

Student Health

...to care, to cure, to educate ...

PATIENT RIGHTS AND RESPONSIBILITIES

PATIENT RIGHTS:

As providers of your primary and preventive care, we will

- Treat you with respect and dignity
- Treat all of your medical information confidentially and except when required by law, will not release your medical records without your written consent
- Ask you relevant questions about your health history, your family, your life, health goals, and your preferences; we will utilize that information to assist in discussing treatment options
- Ensure you are up-to-date on all your vaccines and preventive screening tests
- Refer you for diagnostic tests, urgent care, and specialty care as well as help coordinate your care with them as your health needs change
- Notify you of test results in a timely manner
- Communicate health information in a clear manner that will allow you to understand your condition(s) and your healthcare options
- Acknowledge your right to refuse treatment after receiving informed consent
- Honor your request to see any provider you prefer
- Listen to your questions, be respectful of your concerns, and respond in a helpful manner
- Assist you in the decision making process regarding diagnosis and treatment options
- Assist you to receive answers to insurance questions, referrals, and payment options

PATIENT RESPONSIBILITIES:

We trust you, as our patient, to

- Be a full partner with us in your care and feel free to ask questions before, during, or after your clinic visit
- Provide us with any changes to your phone number, email, allergies, medications, and any medical care received since your last visit
- Let us know when you see other health care providers to assist us in understanding the full scope of your care
- Keep scheduled appointments or call to reschedule or cancel as early as possible
- Understand your health condition: ask questions about your care and tell us when you don't understand something
- Take medications as prescribed
- Agree that other health care providers may have access to your medical information to help coordinate your health care
- Learn about your health insurance coverage and contact the carrier if you have any questions
- Pay your share of any nominal fees in a timely manner, preferably at time of service
- Understand that our providers are covered with malpractice insurance coverage from the University System of Georgia
- Understand the policies for receiving urgent medical care when the Student Health Clinic is closed (after hours, weekends, and university holidays), including 24/7 telehealth options
- Provide us with feedback so that we can improve the quality of care we provide