

Patients' Rights and Responsibilities

Patients receiving care at UCHC have the right to:

1. Respectful and Safe Care

- Be treated with courtesy, respect, dignity, and compassion in a safe environment, without discrimination.
- Receive care free from abuse, harassment, or mistreatment.
- Be addressed by their preferred name and to have personal dignity respected.
- Know the identity and role of healthcare providers involved in their care.
- Expect reasonable privacy and confidentiality during discussions, examinations, and treatments.

2. Access to Medical Records

- Access and obtain copies of their medical records in accordance with applicable law.

3. Privacy and Confidentiality

- Expect that personal health information is kept confidential, except as permitted or required by law.
- Request access to or copies of their medical records.
- Request information regarding disclosures of their health information, as permitted by law.

4. Participation in Care Decisions

- Participate in decisions regarding their care, including the right to accept or refuse treatment, to the extent permitted by law.

5. Informed Consent

- Receive information, in understandable terms, regarding diagnoses, treatment options, potential benefits, risks, and alternatives necessary to make informed decisions about care.

6. Advance Care Planning

- Make decisions regarding advance directives and designate a healthcare decision-maker, when applicable.
- Receive information and assistance related to advance directives upon request.

PATIENT RESPONSIBILITIES

UCHC recognizes that patients may experience physical, emotional, cognitive, or social factors that affect their ability to meet these responsibilities. To the extent they are able, patients are encouraged to:

1. Participate in Their Care

- Share relevant and accurate information about their health, symptoms, medical history, and concerns.
- Ask questions when information or instructions are unclear.
- Communicate openly with providers regarding their ability or willingness to follow recommended care plans.

2. Respect Others

- Treat healthcare providers, staff, and other patients with courtesy and respect.
- Follow clinic safety guidelines and be considerate of the privacy of others.

3. Appointment Management

- Make reasonable efforts to keep scheduled appointments or provide notice when unable to attend.

4. Medication and Treatment Awareness

- Use medications as prescribed and communicate concerns, side effects, or changes in condition to their provider.
- Follow applicable agreements related to specific treatments when such agreements are in place.

5. Financial and Administrative Information

- Provide accurate and timely information necessary for registration, billing, and coordination of care, when required.

6. Health Coverage Awareness

- Make reasonable efforts to understand their health coverage and ask questions when clarification is needed.

GENERAL STATEMENT

Patient rights and responsibilities are part of a shared partnership between patients and UCHC. This partnership is intended to support safe, effective, and respectful care while recognizing that each patient's circumstances and abilities are unique.