



Patients' Rights and Responsibilities

Purpose:

To assure that the basic rights of human beings for independence of expression, decision and action, concern for personal dignity and human relationships are preserved for all patients, and to define the responsibilities of patients seen at Kirkwood Campus Health.

Policy:

It is the policy of Kirkwood Campus Health to respect the individual rights of all persons that come to this Campus Health for care. Patients include the right to make decisions regarding medical care, the right to accept or refuse treatment. Patient responsibilities include actions on the part of patients that are needed so that healthcare providers can provide appropriate care make accurate responsible care decisions, address patients' needs, and maintain a sound and viable Campus Health

Patient Rights

- A. Access to Care
Individuals shall be given impartial access to treatment that is available and medically indicated, regardless of race, creed, sex, national origin, religion or sexual orientation.
- B. Respect and Dignity
The patient has the right to considerate, respectful care at all times, under all circumstances, with recognition of his personal dignity and worth.
- C. Privacy and Confidentiality
The patient has a right to personal privacy while in our clinic and to have all information regarding illnesses and cares treated confidential.
- D. Personal Safety and Security
The patient has the right to expect reasonable safety in so far as the Campus Health practices and environment are concerned
- E. Identity
The patient has the right to know the identity and professional status of individuals providing service.
- F. Information
The patient has a right to confidential treatment of disclosures and records and an opportunity to approve or refuse their release as described in the Kirkwood Community College Campus Health Care Privacy Notice.
- G. Consent
The patient has the right to make informed decisions regarding care including the right to accept or refuse medical care or treatment.
- H. Concerns
You have a right to express concerns or complaints regarding your care to KCC administration and participate in a formal grievance procedure.
- I. Appointment
You have the right to request a family member, friend, or personal partner be present during your appointment.
- J. Second Opinion
You have the right to obtain a second opinion.

Patient Responsibilities

- A. Respecting rights of others and treating them with courtesy including other patients, healthcare professional and clinic staff.
- B. Respect clinic policies.
- C. Keeping your scheduled appointments or canceling your appointments as far in advance as possible, so that the time may be given to someone else.
- D. Providing accurate and complete information about all matters pertaining to your health, including medications, allergies, past or present medical problems, perceived risks and wishes for your medical care as well as any other information you provide Campus Health.
- E. Seeking clarification if you do not fully understand your health problem and the proposed plan of care.
- F. Following through on your agreed plan of care or discuss with your provider reasons for not following the plan. Accepting the consequences of your decision if you choose not to follow instructions or advice.
- G. Report any changes or lack of improvement in your health.
- H. Be accountable for any charges billed to you by a physician or related medical facility.
- I. Engaging in behaviors to promote or maintain a healthy lifestyle.