



# Patient Bill of Rights and Responsibilities

The University of Tampa RIGHTS RESPONSIBILITIES ALL DHWC PATIENTS:

1. DHWC patients are treated with respect, consideration, and dignity. DHWC patients have a right to competent, humane treatment, with appropriate respect for their opinions and beliefs in the process of receiving health care.
2. DHWC patients are provided with appropriate privacy including protection of their records and seeking of confidential information from DHWC staff.
3. When the need arises, reasonable attempts are made for DHWC health care professionals and other staff to communicate in the language or manner primarily used by DHWC patients.
4. A prompt and reasonable response to questions and requests
5. DHWC patients are provided, to the degree known, complete information regarding their diagnosis, evaluation and treatment, prognosis. When concern for a patient's health makes it inadvisable to give such information, it is provided to a ~~parent~~ **parent** desired by the patient or to a legally authorized person.
6. DHWC patients are given the opportunity to participate in decisions involving their health care, except when such participation is contraindicated for medical reasons.
7. Information is available to DHWC patients and staff concerning:
  1. DHWC policy on the rights and responsibilities of patients
  2. Eligibility of patients for services, defining services covered by prepaid student fees and those requiring additional fees
  3. Services available at the DHWC and how to use them
  4. Provisions for emergency care during and after hours
  5. Payment policies
  6. DHWC patients' right to refuse to participate in experimental research
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9. DHWC patients have the right not to be misled by marketing or advertising regarding the competence or capabilities of the DHWC.
10. Prior to receiving care, patients are informed of patient responsibilities. These responsibilities require the patient to:
  1. Provide complete and accurate information to the best of his/her ability about his/her health, any medications, including over-the-counter products and dietary supplements and any allergies or sensitivities.
  2. Follow the treatment plan prescribed by his/her provider and participate in his/her care.
  3. Provide a responsible adult to transport him/her home from the facility and remain with him/her for 24 hours, if so required by his/her provider.
  4. Accept personal financial responsibility for any charges not covered by his/her insurance.
  5. Behave respectfully toward all health care providers and staff, as well as other patients.
11. DHWC patients have the responsibility to use identified methods of expressing grievances and suggestions, whenever in contact with the DHWC, rather than remaining silent, in order to assist the DHWC in improving the quality of DHWC health care and educational services.
12. DHWC patients have the responsibility to keep appointments or to contact the DHWC via telephone or electronic means if a scheduled appointment cannot be kept.