



STUDENT WELLNESS SERVICES

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PATIENT/CLIENT RIGHTS AND RESPONSIBILITIES

This document is intended to ensure that all rights and responsibilities related to patient/client care are identified, documented, and communicated to everyone seeking care at Student Wellness Services. Please read this policy carefully; if you have any questions, any staff member can help you understand these rights and responsibilities.

PATIENT/CLIENT RIGHTS:

- The right to be treated by healthcare providers, staff, and other patients/clients with courtesy and respect.
- The right to expect that all communication and records pertaining to your care will be treated as confidential and require your written request for release except as required by law. (See Notice of Privacy Practices)
- The right to freedom from discrimination on the basis of your age, sex, gender, race, ethnicity, national origin, religion, sexual orientation, gender expression, gender identity, transgender status, disability or any other status protected by state or federal law.
- The right to ask questions about the treatment you receive, including the name and qualifications of the providers who are treating you.
- The right to be informed, if at all possible, before your scheduled appointment time, if your healthcare provider is ill or for other reasons unable to meet with you.
- The right to accurate information, to the extent known, concerning: diagnosis, treatment, and prognosis of an illness or health related condition in terms you can understand.
- The right to a second opinion, or to be referred to another provider if you desire a transfer, or if your needs would be better served by another practitioner or community provider.
- The right to a copy of your health record, unless there are contraindications to providing this to you. A copy of your health record can be made available to a qualified treatment provider of your choice.
- The right to participate in decisions made regarding your treatment. We respect your right to make decisions based on your personal beliefs and

values, as well as on available medical information. This includes the right to refuse or terminate treatment to the extent permitted by law and to be informed of the medical consequences and actions.

- The right to accurate, timely information about all fees and costs associated with care provided at Student Wellness Services. Should you be referred to a community provider, facility or service, financial considerations should be addressed with your insurance company directly; it is not possible for Student Wellness Services to estimate costs or interpret coverage for you.

PATIENT/CLIENT RESPONSIBILITIES:

- The responsibility to treat healthcare providers, staff, and other patients/clients with courtesy and respect.
- The responsibility to provide complete and accurate information about your presenting concerns, history, and prior treatment in order to facilitate proper evaluation and treatment of your concerns.
- The responsibility to inform the front office staff by phone or secure message at least 24 hours in advance, or as soon as possible, if you cannot attend your scheduled appointment.
- The responsibility to be on time for your scheduled appointment.
- The responsibility to take an active role in your treatment by asking questions, and following recommendations for interventions, medication, and referrals.
- The responsibility to communicate with your healthcare provider if your condition worsens or does not follow the expected course.
- The responsibility to actively discuss your desire to terminate treatment or transfer your care to another clinician. If you find the care or course of treatment unacceptable for any reason, please discuss this with a member of the staff. If you are dissatisfied, we request that you discuss your concerns with the Executive Director of Student Wellness Services.
- The responsibility to seek continued care after you are discharged or referred from Student Wellness Services. You may meet with a provider prior to your departure to explore possible avenues for continued treatment. It is your responsibility to be aware of when and where to get further treatment, as well as what you need to do to assist in your recovery. If your continuity of care is disrupted, it is your responsibility to seek additional resources by contacting your primary healthcare provider.