

## GARRISON-FOSTER HEALTH CENTER

**THE PATIENT BILL OF RIGHTS AND PATIENT ACCOUNTABILITY**

The goal of the Garrison-Foster Health Center is to provide all patients with high quality health care in a manner that clearly recognizes individuals' needs and rights. We also recognize that in order to accomplish this goal effectively, the student and the health care provider must work together to develop and maintain optimum health. To this end, the following patient rights and expectations for patient accountability are stated in writing.

- Patients will receive considerate care that is respectful of their personal dignity, beliefs, sexual orientation, gender identity and expression, as well as their cultural and spiritual values.
- Patients are provided appropriate privacy at check in and in evaluation and treatment areas.
- Reasonable attempts are made for health care professionals and other staff to communicate in the language or manner primarily used by patients.
- Patient disclosures and records are treated confidentially, and, except as authorized by law, patients are given the opportunity to approve or refuse their release.
- Patients are provided, to the degree known, complete information concerning their diagnosis, evaluation, treatment, and prognosis. When it is medically inadvisable to give such information to a patient, the information is provided to a person designated by the patient or to a legally authorized person.
- Patients are given the opportunity to participate in decisions involving their health care, except when such participation is contraindicated for medical reasons.
- Patients have the right to refuse to participate in experimental research.
- Patients have the right to change their health care practitioner.
- Patients are encouraged to provide suggestions to the Health Center and/or to file a grievance. A suggestion box is available in the Health Center lobby and satisfaction surveys are regularly distributed. The Medical Director (207-859-4460), the Dean of the College (207-859-4780), or the Health Care Advisory Committee (207-859-4714) can address complaints and grievances at any time.
- Prior to receiving care, patients are informed of how their participation in treatment can greatly improve the quality of the care they receive. Patients are strongly encouraged to:
  - a. Provide complete and accurate information to the best of your ability about your health, any medications including over-the-counter and dietary supplements, and any allergies or sensitivities.
  - b. Follow the treatment plan prescribed by your practitioner and participate in your care.
  - c. Accept personal financial responsibility for any charges not covered by your insurance.
  - d. Be respectful of all the health care providers and staff as well as other patients.
  - e. Ask questions if you do not understand the directions or treatment being given by a practitioner or nurse.
  - f. Keep appointments or telephone the Garrison-Foster Health Center in advance if you need to cancel.
- Information is available to patients and staff concerning:
  - a. Patient rights outlined above
  - b. Patient conduct, accountability, and participation
  - c. Services available at the health center
  - d. Provisions for after-hours and emergency care
  - e. Fees for services
  - f. Payment policies
  - g. Credentials of the health center's practitioners

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