



UNIVERSITY of
DENVER

CAMPUS LIFE & INCLUSIVE EXCELLENCE
Health & Counseling Center

HEALTH & COUNSELING CENTER

PATIENT/CLIENT RIGHTS AND RESPONSIBILITIES

Philosophy

The Health & Counseling Center (HCC) provides medical and mental health services to our patients/clients, the students of the University of Denver and their spouses/partners. It also provides certain services to University employees. We believe this implies adherence to the principles of patient/client rights while recognizing that patients/clients have some responsibilities as well.

Patient/Client Rights

- a) Patients/clients have the right to being seen in an expeditious manner according to the nature of their problem and accommodating their schedule to the best of our ability. This includes provisions for after-hours and emergent/urgent care.
- b) Patients/clients have a right to professional treatment in every aspect of their interaction with the HCC.
- c) Patients/clients have a right to know our fees for services and HCC payment, billing and collections policies and procedures.
- d) Patients/clients have a right to information, including informed consent to procedures, as well as information germane to their overall care, and a full explanation of their diagnosis, evaluation, treatment and prognosis.
- e) Patients/clients have a right to participate in decisions involving their care and a right to refuse participation in any experimental or other research.
- f) Patients/clients have a right to inspect their health record and to obtain copies of their health record in compliance with federal HIPAA regulations and state regulations governing the release of medical and mental health records.
- g) Patients/clients have a right to privacy and to the confidential handling of every aspect of their care at the HCC.
- h) Patients/clients have a right to timely follow up and to coordination of their care with other providers.
- i) Patients/clients have a right to appropriate and timely referral to qualified specialists, hospitals, or other facilities.
- j) Patients/clients have a right, if minors, to know certain information might be communicated to their parent(s) or guardian(s).
- k) Patients/clients have a right to care delivered by providers who are properly trained and qualified, and who pursue appropriate and requisite continuing education activities.
- l) Patients/clients have a right to caregivers certified in CPR and AED use.
- m) Patients/clients have a right to care given by providers with adequate professional liability insurance. They have a right to know if this kind of insurance is not available.
- n) Patients/clients have a right to accurate marketing or advertising regarding the services and competence of the organization.
- o) Patients/clients have a right to change their provider(s) if they so wish.
- p) Patients/clients have a right to know the procedures for making suggestions or lodge complaints regarding the organization.

q) Patients/clients have the right to know their rights and responsibilities and to obtain a copy of this document.

r) Patients have the right to change providers if other qualified providers are available.

Patient/Client Responsibilities

a) Patients/clients have a responsibility to visit on scheduled dates, or to cancel in a timely manner if they are unable to come to an appointment.

b) Patients/clients have a responsibility to attend follow-up visits as recommended by their provider.

c) Patients/clients have the responsibility to give their provider accurate information about their condition.

d) Patients/clients have a responsibility to follow through with recommended specialist appointments, hospital visits, or other facility appointments.

e) Patients/clients have a responsibility to respect the efforts of our staff, and in turn, to report unprofessional behavior to our administrators or directors, if unprofessional behavior is encountered.

f) Patients/clients have a responsibility to sign the forms necessary for us to communicate their medical

information, when appropriate, to other providers or facilities.

f) Patients/clients have a responsibility to understand why, when they are minors, we must share certain information with their parent(s) or guardian(s).

g) Patients/clients have a responsibility to behave appropriately during a clinic visit, both in the waiting room as well as in the rooms with the providers.

h) Patients/clients have the responsibility to understand their diagnosis and treatment and to ask all questions necessary to obtain the information they need.

Conflict/Complaint Resolution

a) When conflicts or complaints arise, the HCC directors (HCC Executive Director, Counseling Services Director, or Director of Administration) will be contacted and appropriate action initiated.

b) Providers and other staff will be called upon to address the area of conflict, when appropriate.

c) Patients/clients will have the opportunity to fully explain their complaint or conflict. Please ask us for a copy of our Grievance Procedures if

you wish formally to formally lodge a complaint.

d) HCC providers and staff will have an opportunity to adequately explain their role in any conflict or misunderstanding.

Summary

The HCC at the University of Denver is committed to serve the patient/client first and foremost. We recognize the need for continuous efforts to improve the means to achieve this goal.

Any suggestions regarding the improvement of our care or operations are welcome. Patients/clients may discuss these personally with members of our staff or submit them in writing to the directors.

Revised December, 2014