



Patient Rights and Responsibilities

You Have the Right:

- To be treated with dignity and respect.
- To be seen within a reasonable amount of time giving consideration to emergencies and critical illness.
- To privacy.
- To confidentiality of your records.
- To receive accurate information about your health-related concerns.
- To know the effectiveness, possible side effects and problems of all forms of treatment.
- To participate in choosing a form of treatment.
- To select and/or change your health care provider.
- To review your medical records with a clinician.
- To information about services and any related costs.
- To receive evaluation, treatment and communication with SHC staff in the language of choice.
- To information about Advance Directives, if requested.

You Have the Responsibility:

- To seek medical attention promptly.
- To be honest about your medical history.
- To ask about anything you do not understand.
- To respect clinic personnel and policies.
- To follow health advice and medical instructions.
- To report any significant changes in symptoms or failure to improve.
- To seek non-emergency care during regular hours and scheduled times.
- To keep appointments or cancel in advance.
- To provide useful feedback about services and policies.

When you have questions.....**Ask**
When you have problems.....**Speak Up**
When you are satisfied.....**Compliment**

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