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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