SCOPE:
Clients receiving services at the Student Center for Health and Counseling

PURPOSE:
To promote quality healthcare and to ensure that both providers and students have knowledge about their rights and responsibilities, The Student Center for Health and Counseling (SCHC) will post a statement concerning the rights and responsibilities of students. Copies of these statements will be made available to clients upon request.

PROCEDURE:

The Student Center for Health and Counseling recognizes the basic human rights of all clients. The following measures exist:

1. Clients have the right to be treated with respect, dignity and consideration.

2. Clients are provided with appropriate privacy.

3. Clients have the right to confidential health care and counseling services. Client disclosures and medical and counseling records are treated confidentially, and, except when required by law, students are given the opportunity to approve or refuse their release. Students’ medical and counseling records and/or medical status information will be released only with the signed consent of the individual student involved. Confidentiality can be violated if an individual poses a significant threat of harm to self or others.

4. Clients have the right to know and understand to the degree known, complete information concerning their diagnosis, treatment, and prognosis. They are encouraged to participate in decisions involving their health and mental health care and to have options, risks and consequences involving that care made clear to them, except when participation is contraindicated for medical reasons. This right is inviolable, unless the client is medically or mentally incompetent to make such decisions, or is a threat to himself or others. When it is medically or psychologically inadvisable to give such information to a patient, the information is provided to a person designated by the client or to a legally authorized person.

5. Clients have the right to refuse treatment and referrals. If a student refuses treatment or appropriate referral, the SCHC provider will again discuss the importance of the treatment plan and the consequences of lack of treatment with the client. If the refusal continues and the medical or mental health situation is not life threatening, the provider will document these facts in the electronic record. If the situation is life-threatening or critical to the well-being of the individual, in the opinion of the provider, the client will be asked to put in writing that he or she has been told about the diagnoses and treatment but refuses treatment. The provider should then urge the client to see his or her own private physician, psychologist or other appropriate provider.

6. Clients have the right to change primary health care or mental health providers if they choose.
7. Client satisfaction with the facilities and services provided will be assessed by periodic client survey.

The text of the statement of clients' rights and responsibilities for medical services is attached to this policy.