

Patient Responsibilities Policy:

In order for the University of Northern Iowa Student Health Center to provide high quality health care services in an atmosphere of mutual respect, the Student Health Center staff reasonably expects its patients to abide by their responsibilities.

Your patient responsibilities include:

1. Provide complete and accurate information to the best of their ability about their physical or mental health, any medications, including over-the-counter products, dietary supplements, and any allergies or sensitivities.
2. Communicate with your healthcare provider if your condition worsens or does not follow the expected course.
3. Inform the healthcare provider about any living will, medical power of attorney, or other directive that could affect their care.
4. Follow the treatment plan prescribed by your healthcare provider.
5. Show courtesy and respect to Student Health Center personnel and other patients.
6. Maintain exclusive use of personal identification. Use by others may lead to entries in the wrong medical chart or errors in treatment.
7. Call the Student Health Center as soon as possible when it becomes necessary to cancel or reschedule an appointment.
8. Provide a responsible adult to transport you home from the facility and remain with you for 24 hours, if requested by your provider.
9. Accept personal financial responsibility for any charges not covered by their health insurance.
10. Refrain from giving medication prescribed for you to others.

Patient complaints, comments, and suggestions will be treated seriously and with respect. A patient may call, write, or present in person to the Director of the Student Health Clinic or Director of Psychiatric & Counseling Services or designated person with a complaint or grievance. There are six methods by which students can inform Student Health Center of concerns about services rendered or un-rendered:

1. Discuss the problem with your healthcare provider, nurse, or therapist.
2. Place a written comment in the "comment box" in the waiting room on the first floor of the Student Health Center.
3. File a complaint on a Patient Complaint/Grievance Report Form. A copy can be obtained at the Student Health Center front reception desk or on our webpage:https://health.uni.edu/sites/default/files/patient_grievance-complaint_form_on_letterhead.pdf.
4. Complete online form to send questions, comments, or concerns to the Director of the Student Health Clinic or Director of Psychiatric & Counseling Services on our webpage:
<https://health.uni.edu/comments>
5. Discuss the problem with the Director of the Student Health Clinic or Director of Psychiatric & Counseling Services
6. The Student Health Center is accredited by the Accreditation Association for Ambulatory Health Care, Inc. Any complaints regarding services provided at the Student Health Center can be directed in writing to the AAAHC at 3 Parkway North, Suite 201, Deerfield, IL 60015, by phone at 847.853.6060, or by fax at 847.853.9028.

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