

Patient Rights Policy:

The University of Northern Iowa Student Health Center staff is dedicated to providing health care services in a manner that is considerate of the dignity and rights of our patients. It is our duty to serve you with constant attention to the following:

1. Patients are treated with respect, consideration, and dignity.
2. Patients are provided appropriate privacy.
3. Patients are provided with reasonable attempts for health care professionals and other staff to communicate in the language or manner primarily used by patients.
4. Patients are provided medical and psychiatric care without discrimination based on race, religion, national origin, gender, age, sexual orientation or disability.
5. Patient disclosures and protected health information are treated confidentially, and patients are given the opportunity to approve or refuse their release, except when release is required by law.
6. Patients are provided, to the degree known, complete information concerning their diagnosis, treatment, and prognosis. When it is inadvisable to give such information to a patient, the information is provided to a person designated by the patient or legally authorized person.
7. Patients have the right to participate in health care decision-making including the right to consent or refuse treatment, except when such participation is contraindicated for medical or psychiatric reasons.
8. Patients have the right to change health care providers if other qualified providers are available.
9. Patients have the right to know the names, titles, and qualifications of staff members.
10. Patients may receive information about advance care directives.
11. Patients may receive information about fees and payment policies.
12. Patients have the right to refuse participation in experimental research.
13. Patients have the right to accurate and honest Student Health Center marketing materials.
14. Patients have the right to be informed about procedures.
15. Patients have the right to provide feedback on services including how to make a suggestion and how to make a formal complaint/grievance with the Director of the Student Health Clinic or the Director of Psychiatric & Counseling Services.

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