
Patient Responsibilities Policy:

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

Your patient responsibilities include:

1. Provide complete and accurate information to the best of his/her ability about his/her health, any medications, including over-the-counter products, dietary supplements, and any allergies or sensitivities.
2. Communicate with your health provider if your condition worsens or does not follow the expected course.
3. Inform the health provider about any living will, medical power of attorney, or other directive that could affect his/her care.
4. Follow the treatment plan prescribed by your health provider.
5. Show courtesy and respect to health clinic 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 Clinic 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 his/her health insurance.
10. Refrain from giving medication prescribed for you to others.
11. Adherence to COVID-related policies and procedures.

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

1. Discuss the problem with your healthcare provider or nurse.
2. Place a written comment in the "comment box" in the waiting room of the clinic.
3. File a complaint on a Patient Complaint/Grievance Report Form. A copy can be obtained at the Student Health Clinic 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 Executive Director of Health and Recreation Services on our webpage: <https://health.uni.edu/comments>
5. Discuss the problem with the Executive Director of Health and Well-being Services.

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